

**NANAIMO LADYSMITH PUBLIC SCHOOLS**

**BUSINESS COMMITTEE  
PUBLIC MEETING**

**INFORMATION SHEET**

DATE: June 9, 2021  
TO: Business Committee  
FROM: Superintendent Scott Saywell  
SUBJECT: Administrative Procedure – Communications with Public by Staff

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**Background**

Recently, it has come to the attention of senior staff that there is occasionally an inconsistency in the timelines that District staff respond to communications from parents, guardians and members of the community. We have drafted an Administrative Procedure (the AP) that sets standards for District staff to respond to communications as defined by the AP. Currently, the Board has a policy that addresses communications to the Board. This Information Sheet outlines the highlights of the AP.

**Discussion**

The AP attempts to define clear terms for what a communication is, who is responsible for responding, the timeline of response and when a response is not required. We note that there are number of types of communication that staff are not required to respond to, although they may, including unsolicited vendor communications, social media posts and where a matter falls under a different process (e.g. an FOI request, a complaint under AP 424 or an Appeal under AP 325), or where a member of staff is only copied on a communication. Further, the timeline will not apply when a staff member is on holidays.

While we are hopeful that the AP is exhaustive and will assist NLPS staff and the community, we anticipate in time that a review will be required following feedback by staff once the AP has been implemented.

We are hopeful that this will provide clarity to our community who rightfully expect a timely response to concerns when presented. Our next steps will be to share this AP with all staff in an electronic communication and share with our principals and vice-principals and managers to ensure staff awareness.

**Appendix A:** Draft AP – Communications with Public by Staff