

**School District No. 35 (Langley)**

# **Communicating With Your School**



## **A Guide for Parents/Guardians and Students**

Developed jointly by the Langley School District  
and the Langley District Parent Advisory Council

Updated for the 2025-26 School Year

Staff in our schools are eager to address your questions or concerns. Education is shared between the home and the school, and good communication is an excellent starting point for resolving an issue.

## **Build a Positive Relationship with Your School**

### ***Be Involved:***

- Support and work with your child's teacher(s)
- Participate in your school's Parent Advisory Council (PAC)
- Attend school events and activities
- Offer to help in the classroom
- Support your child's learning at home
- Stay informed of your child's progress in school

### ***Communicate:***

- Take opportunities to get to know the people who work with your child(ren)
- Ask your child about their school day
- Keep the school informed about issues that may affect your child; don't wait for a small problem to become a large concern
- See what social media options are available to keep up-to-date on school activities

## **Resolving Issues and Concerns**

- Arrange a phone appointment or in-person meeting so that your concerns can be heard without distraction (emailing to arrange a date and time works well)
- Organize your thoughts before the meeting
- Keep focused on the issue; remember, we are all here to ensure the success of your child
- Treat others with dignity and respect, and expect that in return
- Try to look at both sides of the issue and listen to everyone
- Work with people at each step in the process to try and address your issue or concern before proceeding to the next step

Parents/guardians are urged to contact the school if they are unsure of a message or have questions about an activity or issue. It's usually best to begin with the classroom or subject teacher. The vast majority of issues or concerns are resolved at this stage. If you are not satisfied, then you may wish to contact the principal, vice-principal, or counsellor to request assistance in dealing with the matter. A child's problem is best solved when the people closest to the problem work together to find a solution.

Issues or concerns that cannot be resolved through the school should be referred to the district office. The District is divided into areas of responsibility based, in most cases, on school level (elementary, middle, secondary) each overseen by a Director and Assistant Superintendent. In addition, there are a variety of specialized staff at the district with responsibility for areas such as early learning, learning support and student services. Your issue or concern may be best dealt with by one of these people. Please see the list of “Key Contacts” on the back page.

Other sources of support and guidance are your Parent Advisory Council (PAC) or the District Parent Advisory Council (DPAC). Your school office can provide you with the names of your school’s PAC executive. Contact the School Board Office or visit [www.langleydpac.ca](http://www.langleydpac.ca) for DPAC contact information and other useful links.

Parents are always welcome to bring an advocate with them when meeting with school and/or district staff. PAC or DPAC members, other family members, or even friends can be advocates when dealing with an issue or concern. The DPAC website contains further information on “Advocacy” and links to other resources to help with problem-solving.

## **Guidelines for Parents to follow when there is an Issue or Concern**

### **Step 1:**

Start with the person whose action has given rise to the issue or concern.

### **Step 2:**

If the issue is not resolved, contact the school’s principal, vice-principal, or counsellor. Principals work hard to provide a learning environment where your child’s needs and the needs of other students are met.

### **Step 3:**

If the issue is still not resolved, contact the School Board Office and speak with a District Principal or Director.

### **Step 4:**

If after working through the steps above you have not received a decision or you disagree with the decision, depending upon the nature of the issue you may be able to appeal to the Board of Education. Section 11 of the School Act gives parents and/or students the right to ask the Board of Education to review decisions that school employees make, or fail to make, that “significantly affects the education, health or safety of a student.” A copy of the District’s Appeal Policy #13 can be found on our website at <https://www.sd35.bc.ca/board-policies> under the “Board” tab. Copies are also available through the School Board Office or your school.

## DISTRICT CONTACTS

Mal Gill, Superintendent of Schools (Clare Pereira, Executive Assistant)	778-726-3546
Woody Bradford, Deputy Superintendent (Clare Pereira, Executive Assistant)	778-726-3546
Lisa Lainchbury, Assistant Superintendent (Ruth Castillo, Executive Assistant)	778-726-3542
Marcello Moino, Assistant Superintendent (Ruth Castillo, Executive Assistant)	778-726-3542
Kim Anderson, Director of Learning Support Services	604-534-7891
Alex Hope Elem (K-7)	Nicomekl Elem (K-5)
Donna Gabriel Robins Elem (K-5)	Richard Bulpitt Elem (K-5)
Douglas Park Elem (K-5)	Topham Elem (K-7)
Glenwood Elem (K-7)	West Langley Elem (K-7)
James Hill Elem (K-5)	Willoughby Elem (K-5)
James Kennedy Elem (K-7)	
Kendra Simonetto, Director of Instructional Services	604-534-7891
Alice Brown Elem (K-7)	North Otter Elem (K-7)
Blacklock Fine Arts Elem (K-5)	Peterson Rd Elem (K-7)
Coghlan Fundamental Elem (K-7)	RC Garnett Elem (K-5)
Gordon Greenwood Elem (K-7)	Uplands Elem/Montessori (K-5)
Josette Dandurand Elem (K-5)	Wix-Brown Elem (K-7)
Michael Morgan, Director of Student Support Services	604-534-7891
Belmont Elem (K-7)	Lynn Fripps Elem (K-5)
Dorothy Peacock Elem (K-7)	Noel Booth Elem (K-7)
Langley Fundamental Elem (K-5)	Langley Education Centre
Langley Meadows Elem (K-5)	Vanguard Secondary (8-12)
Colleen Hannah, Director of Indigenous Education	604-534-7891
Ft Langley Elem (K-7)	Langley Education Centre
Parkside Centennial Elem (K-5)	Langley Fine Arts School (K-12)
Shortreed Elem (K-5)	Vanguard Secondary (8-12)
Simonds Elem (K-5)/UConnect (K-12)	
George Kozlovic, Director of Instructional Services	604-534-7891
Betty Gilbert Middle (6-8)	Langley Secondary (9-12)
Yorkson Creek Middle (6-8)	Walnut Grove Secondary (9-12)
Aldergrove Secondary (9-12)	
Linda Pollastretti, Director of Learning Support Services	604-534-7891
HD Stafford Middle (6-8)	Langley Fundamental
Peter Ewart Middle (6-8)	Middle/Secondary (6-12)
Brookwood Secondary (8-12)	RE Mountain Secondary (9-12)
DW Poppy Secondary (8-12)	
Dean Pacheco, District Principal – Safe Schools	604-534-7891
- Contact for Student/Staff Wellness and Counselling Inquiries	
Charlene Redekop, District Principal - Early Learning & Inclusion	604-534-7891
- Contact for Early Learning Inquiries	
Beth Cairnie, District Principal – ELL/SWIS/Modern Languages	604-534-7891
- Contact for French Immersion/English Language Learner/SWIS Inquiries	
Nathan Olsen, A/Manager – Transportation	778-736-0792
- Contact for Transportation Inquiries	

### Our Core Values:

**INTEGRITY    EXCELLENCE    COURAGE    COMMUNITY**