

b. Transportation Policy (1002)

C. Lynd presented for consideration the revisions to the Transportation Policy, noting the housekeeping changes made.

Questions of clarification regarding Student Transportation Services and service parameters, were answered by Administration.

The following motion was moved and CARRIED:

THAT the revised Transportation Policy be presented to the Board for approval.

c. Self-Identification for Aboriginal Students Policy (5009)

C. Giannacopoulos presented for consideration the revisions to the Self-Identification for Aboriginal Students Policy, noting only housekeeping changes were made to keep the policy relevant.

Questions of clarification regarding self-identification, specialized programming and class sizes, were answered by Administration.

The following motion was moved and CARRIED:

THAT the revised Self-Identification for Aboriginal Students Policy be presented to the Board for approval.

6. Policies/Procedures Following Public Input

a. Employee Accident/Incident Report Independent Procedure (9009)

L. Nicholls provided an outline of the procedure summarizing the revisions made. L. Nicholls reported there were no responses gathered from public input.

The following motion was moved and CARRIED:

THAT the revised Employee Accident/Incident Report Independent Procedure (9009) be approved and provided to the Board for information.

b. Student Advisory Council Procedure (2010b)

D. Macpherson provided an outline of the procedure summarizing the revisions made.

D. Macpherson reported there were no responses gathered from public input.

D. Macpherson reported there was feedback gathered from Student Trustees and Student Senators to create more transitional time between ingoing and outgoing Student Trustees and to find ways to engage younger students, noting the SAC is actively working on finding solutions.

Questions of clarification regarding students elections, using video conferencing for student meetings and member attendance, were answered by Administration.

The following motion was moved and CARRIED:

THAT the revised Student Advisory Council Procedure (2010b) be approved and provided to the Board for information.

c. Communications Procedures For Handling Situations /Incidents Of Crisis / Controversy- Independent Procedure (9008)

T. Testa provided an outline of the procedure summarizing the revisions made.

T. Testa reported there were two responses gathered from public input. There were no changes made as a result of public input.

Questions of clarification regarding public input were answered by Administration.

The following motion was moved and CARRIED:

THAT the revised Communications Procedures For Handling Situations / Incidents Of Crisis / Controversy- Independent Procedure be approved and provided to the Board for information.

A. Morell and J. Bennett offered to follow up with an individual who submitted input.

7. Other Business

None.

8. Date and Time of Next Meeting

The next meeting is scheduled for 2019 May 28.

9. Adjournment

The meeting adjourned by motion at 4:26 p.m.

RECOMMENDATIONS:

THAT the revised Transportation Policy be presented to the Board for approval.

THAT the revised Self-Identification for Aboriginal Students Policy be presented to the Board for approval.

**Joyce Bennett
Committee Chairperson**



POLICY

Title: **TRANSPORTATION**

Policy No.: **1002**

Effective Date: **1999 October 26**

Department: Organizational Support Services – Business Services

Reference(s): Education Act

It is the policy of the Board that, per Ministry of Education directives, the Southwestern Ontario Student Transportation Services consortium (STS) will manage and administer all of the Board's home-to-school transportation including late buses, school-to-school transportation, and special transportation as well as charter transportation, in accordance with STS policies and procedures as approved by the STS Board of Directors from time to time.

The Board will approve and direct the service parameters of STS on an annual basis based on program and distance through its service agreement with STS (the "Service Agreement"). Thames Valley District School Board trustees will review and approve the Service Agreement annually.

The consortium will plan, administer and deliver transportation services throughout Elgin, Middlesex and Oxford counties and the municipalities therein. The Board will appoint two administrative representatives to sit on the STS Board of Directors.

Administered By: **Organizational Support Services – Business Services**

Amendment Date(s): 2004 April 27, 2013 February 5, 2019 May 28



POLICY

Title: **SELF-IDENTIFICATION FOR
FIRST NATIONS, MÉTIS AND INUIT STUDENTS**

Policy No.: 5009
Effective Date: 2007 June 12

Department: **LEARNING SUPPORT SERVICES**

It is the policy of the Board to provide the opportunity for all First Nations, Métis and Inuit students and/or their parent(s)/guardian(s) to voluntarily self-identify under this policy so that supportive programming can be provided.

Self-Identification for First Nations, Métis and Inuit students will recognize and address the following three cohorts, as indicated by the Ministry of Education:

- First Nation – First Nation students who attend provincially funded elementary or secondary schools;
- Métis – Métis students who attend provincially funded elementary or secondary schools;
- Inuit – Inuit students who attend provincially funded elementary or secondary schools.

1.0 Rationale

The Board commits to ensuring that:

- 1.1 the learning aspirations and potentials of students identified under this policy can be realized through improved programs and services that build on strong partnerships with First Nations, Métis and Inuit parent(s)/guardian(s) and their communities;
- 1.2 student achievement data is collected and aggregated related to the performance of First Nations, Métis and Inuit students who have self-identified;
- 1.3 data collection and analysis will be used to provide information about whether programs currently delivered offer similar opportunities for success as for other students;
- 1.4 continued data collection and analysis will be used to guide future decision-making surrounding student success.

Administered By	Learning Support Services	Board Resolution No.	15.c.5.a.
Amendment Date(s)	2019 May 28	Amendment Resolution No.	

2.0 **Purpose**

The Board has established the following goals for First Nations, Métis and Inuit education within its district:

- 2.1 to continue to set high expectations for learner achievement in supported learning environments;
- 2.2 to provide high quality teaching and learning opportunities that are responsive to the learner;
- 2.3 to improve EQAO assessment results for First Nations, Métis and Inuit students;
- 2.4 to improve the retention and graduation rate of First Nations, Métis and Inuit students;
- 2.5 to ensure that all First Nations, Métis and Inuit learners are well-prepared for post-secondary studies and the work world;
- 2.6 to promote effective, respectful working relationships and partnerships with First Nations, Métis and Inuit parent(s)/guardian(s) and communities.

3.0 **Guiding Principles**

3.1 The implementation of this policy will be guided by the following principles:

- transparency;
- inclusion;
- innovation;
- learner-centeredness;
- equity;
- responsiveness;
- collaboration;
- respect for individual privacy and dignity;
- results oriented;
- acknowledgement and reflection of cultural diversity.

4.0 **Security Protocol**

- 4.1 All data will be securely stored to respect the privacy of each self-identified student and used only as a means to enhance First Nations, Métis and Inuit education programs of the Thames Valley District School Board.
- 4.2 Data will be treated in the same manner as Ontario Student Records and protected and governed by the Municipal Freedom of Information and Protection of Privacy Act.
- 4.3 Individual data will not be communicated with third parties without informed consent. The information gathered will be used for the purpose of developing and implementing programs, and supporting students.



PROCEDURE

Title: **EMPLOYEE ACCIDENT/INCIDENT
REPORT**

Procedure No.: 9009
Effective Date: **1999 Dec. 23**

Department: Organizational Support Services – Human Resources

Occupational Health and Safety Act
Workplace Safety and Insurance Act

References: Health and Safety Policy No.: 2005

It is the policy of the Board that, to ensure an accident free working and learning environment, all staff, students and non-Board personnel on Board premises must comply with the Occupational Health and Safety Act and its Regulations, Board Safety Standards and Rules as Enumerated.

1.0 **Accident/incident Response**

- 1.1 Accidents/Incidents which result in injury to a worker require a two phase response:
- 1.2 The first phase and highest priority is the treatment of any injury and the welfare of the worker.
- 1.3 The second phase is investigation of the cause and correction of the conditions which may have caused or contributed to the accident/incident.

2.0 **Accident/Incident Procedures**

- 2.1 The following procedures will initiate both of these phases and ensure compliance with current legislation.
- 2.2 The injured worker will receive immediate and appropriate emergency treatment if required.
- 2.3 The accident/incident must be reported, in person where possible, immediately to the injured worker's Principal/Supervisor or designated person covering their absence.
- 2.4 The worker, with the assistance of the Supervisor if needed will complete the online Employee Accident/Incident Report located in the Employee Portal at the time of the accident/incident.

Administered by: Organizational Support Services – Human Resources

Amendment Date(s): 2009 Mar. 10, 2019 April 23

Employee Accident Incident Report Procedure

- 2.5 The Supervisor will receive an email notifying them an Accident/Incident Report has been initiated and requires their completion. The Supervisor will complete the online Supervisor Accident/Incident Report. The Supervisor must complete the online report within 24 hours of receiving the email notification. If the worker is unable to initiate the report due to the severity of injury, the Supervisor must initiate the Employee Accident/Incident Report on behalf of the worker and complete the Supervisor portion of the online Accident/Incident Report. The Employee Accident/Incident Report is to be used by the Principal/Supervisor during their investigation of the accident/incident, including the name, occupation, and telephone number of any persons who witnessed the accident/incident. Witness statements may be attached. A witness is a person who was present when the accident/incident occurred. The steps taken to prevent a re-occurrence of the accident/incident must also be listed under corrective actions.
- 2.6 Critical Injury is classified as critical by *Ontario Regulation 834 under the Occupational Health and Safety Act*. Where the injury would be classified as **Critical**, the Health and Safety Department must be notified immediately by telephone at 519-452-2000 ext. 20264 and the scene secured. In Ontario the Occupational Health and Safety Act prescribes additional reporting requirements when a person is killed or critically injured while at work.

The Safety Specialist will immediately notify the Ministry of Labour by telephone to determine whether the incident requires further investigation and whether a Ministry Representative wishes to be present. The Safety Specialist will:

- notify the appropriate Joint Health and Safety Committee Representative immediately;
- within 48 hours of the incident prepare (with the Safety Committee Representative) a report of the circumstances surrounding the injury/fatality and forward it to the Ministry of Labour;
- copy of report of all critical injuries shall be forwarded to the appropriate Supervisory Officer.

Critical Injury as defined under Regulation 834 means an injury of a serious nature that;

- places life in jeopardy;
- produces unconsciousness;
- results in substantial loss of blood;
- involves the fracture of a leg or arm but not a finger or toe;
- involves the amputation of a leg, arm, hand or foot but not a finger or toe;
- consists of burns to a major portion of the body;
- causes the loss of sight in an eye.

Employee Accident Incident Report Procedure

If a person is critically injured or killed at a workplace, no person can alter the accident scene in any way without the permission of a Ministry of Labour Inspector.

This does not apply if it is necessary to disturb the scene in order to:

- save a life or relieve human suffering;
- maintain an essential public utility service or public transportation system; or
- prevent unnecessary damage to equipment or other property.

Critical Injuries are also subject to the reporting requirements listed in section 3 for Medical Aid/Health Care and Lost Time Injuries.

Once the Supervisor has completed and submitted their Supervisor Accident/Incident Report a notification will be received by Disability Management.

Note: Any fines, penalties or late charges incurred from the late reporting by a Principal/Supervisor will be charged back to the school/department.

- 2.7 On receipt of the Employee Accident/Incident Report, Disability Management will complete the WSIB reporting requirements if applicable.
- 2.8 The Safety Specialist may institute additional investigation as required under the Occupational Health and Safety Act legislation or follow-up to ensure that appropriate corrective action has been taken to reduce the risk of reoccurrence of like accident/incidents.
- 2.9 Each work location should maintain a small supply of the paper version of the Employee Accident/Incident Report in the event the online system is unavailable. A copy of the completed Employee Accident/Incident Report must be sent to the Disability Management Officer within 24 hours of the accident/incident. **Fax to: DISABILITY MANAGEMENT 519-452-2606**

3.0 Accident/Incident Reporting Types

3.1 Hazardous/Near Miss Reporting

A worker will complete the online Employee Accident/Incident Report to track where there is a hazardous or near miss situation where there is no personal injury.

3.2 First Aid Reporting

The Workplace Safety and Insurance Act requires employers to keep a record of first aid administered to workers as a result of a work related accident/incident. The online Employee Accident/Incident Report is used to document these minor treatments.

These reports are not transcribed onto a **Form 7** Workplace Safety and Insurance Board – Employer's Report Injury/Disease unless/until treatment by a health care professional is sought.

Employee Accident Incident Report Procedure

3.3 Medical Aid/Health Care Reporting

Workplace accident/incidents which result in a worker requiring treatment by a health care professional (Physician, Hospital/Clinic staff, Chiropractor, Ophthalmologist, Dentist, Physiotherapist, etc.) are classified as Medical Aid/Health Care Accident/incidents. Once treated, the worker is able to return to work by the start of their next scheduled shift. Transportation costs for the initial treatment (ambulance, taxi etc.) will be requested from and paid by the school/department.

On receipt of the Employee accident/incident report the Disability Management Officer (DMO) completes the **WSIB Form 7** forwarding it to the WSIB. A copy of the completed **Form 7** will be provided to the injured worker when completed.

3.4 Lost Time Accident/Incident Reporting.

A Lost Time accident/incident commences after the date of accident/incident which results in a worker's inability to report to work for the start of the next scheduled shift. All lost time must be medically authorized.

Lost time for a permanent worker who is eligible for salary continuance during a WSIB absence is to be coded as illness in TVARRIS until such time as WSIB notifies Disability Management of approval. Disability Management will notify Human Resources Staffing/Payroll and the worker once WSIB approval is known. Disability Management will also notify the Supervisor or their Administrator to verify ongoing absences as needed.

Casual employees in a long term assignment may access illness days they are eligible for while claiming a WSIB absence until such time as WSIB notifies Disability Management of approval. Disability Management will notify Human Resources Staffing/Payroll and the worker once WSIB approval is known. Should WSIB approve the absence, an overpayment will be created and Illness days granted back to the employee. Absences should be recorded as WSIB-Deduction of Pay.

4.0 Outside Contractors/Vendors

- 4.1 Contractors and vendors who work on Thames Valley District School Board premises are required to show proof of workers' compensation coverage or a completed copy of Supplemental Insurance Board's Optional Insurance Consent form prior to start. Without proof of work insurance, in the event of injury during performance of the contract, an outside worker may become the responsibility of the Board. The Board will not fulfill any of the reporting requirements for contractor/vendor employees who are injured on board property.

5.0 Co-op/Work Education Students (Thames Valley District School Board Students)

- 5.1 Student injuries while working in an unpaid Co-op/Work Education placement must be reported immediately to the student's home school. Reporting

Employee Accident Incident Report Procedure

procedures are to be followed by the student's co-op/work education teacher and must clearly state that the injury was sustained by a student active in the program at the time of injury and be accompanied by the Co-op/Work Education Agreement.

Note: Students who receive wages for a placement are not covered by the Ministry of Education's Workers' Compensation Policy but must be covered by the placement organization. The work agreement should reflect these arrangements.

Co-op/Work Education/ Pre-Service Teachers, etc. (students from outside training agencies)

- 5.2 From time to time the Board will be host to students working on educational co-op requirements. These students may be from Althouse, Fanshawe, or other agencies. Because they are not paid during their training time with the board, they cannot be covered by the board for injuries while on their placement. Any injuries sustained by these trainees are to be reported immediately to their co-op teacher, who is responsible for completion of the appropriate forms. It is important that Thames Valley District School Board Staff not accept a trainee without the appropriate accident coverage information.



PROCEDURE

Title: **STUDENT ADVISORY COUNCIL**

Procedure No.: **2010b**

Effective Date: **2002 February 26**

Department: Director's Services

Reference(s):

- Policy – Student Trustees on the Board
- Procedure – Student Trustees on the Board
- *Regulation 461/97 "Pupil Representation on Boards"*

1.0 **PURPOSE**

The policy entitled, Student Trustees on the Board, states that a responsibility of the Student Trustees is to serve and consult Thames Valley students and keep student governments informed about Board issues of interest and concern to students.

A Student Advisory Council will:

- a) assist Student Trustees in determining the student issues, gathering student opinion, and communicating with students;
- b) provide students with an opportunity for greater inclusion, a direct more cohesive voice, and a forum for the exchange of ideas;
- c) allow for discussion of students' interests and concerns related to Board issues; and
- d) provide learning opportunities appropriate to the needs of the student senate.

The Student Advisory Council may assist the Student Trustees in the planning of the Student Trustees' Debate and Election Day through:

- a) providing suggestions for the day's content and format;
- b) encouraging participation in the election day process.

2.0 **COMPOSITION OF COUNCIL**

The Student Advisory Council will consist of up to two Senators as approved by the school principal, from each secondary school in the Board.

Members of the Council (or their school approved alternative) are expected to attend meetings of the Council. Members of the Council who participate in the meetings by electronic means are considered to be present and will be recorded

Administered By: **Director Services**

Amendment Date(s): 2010 Feb 9, 2019 April 23,

in the attendance for the meeting.

The Student Advisory Council will consist of:

- a) up to two senators per secondary school grades 9 – 12
- b) the three student trustees
- c) a non-voting Board member as determined by the Board
- d) the Director of Education or designate as administrative liaison

The Student Trustees shall:

- a) serve as chair of the Student Advisory Council;
- b) prepare the agenda in consultation with adult advisors (listed below);
- c) ensure that minutes are recorded and distributed to each secondary school in the Board; and
- d) provide the Board with a summary of pertinent issues discussed at the meetings.

The following adult advisors will be available to assist and provide guidance to the Student Trustees and the Student Advisory Council:

- a) Trustee Mentors;
- b) Administrative Assistant, Trustees' Office; and
- c) a member of the Senior Administration.

3.0 **MEETINGS**

The Student Advisory Council will meet:

- a) at a central location;
- b) up to eight times per year, monthly October through May, (in addition to the debate and election organized by the Board to elect the Student Trustees);
- c) outside of school hours (with the exception of the meeting to elect the Student Trustees); and
- d) remote access to meetings will be provided.

4.0 **TRAVEL**

Student Senators from each secondary school are entitled to be reimbursed for travel expenses at the Board-approved rate in accordance with current Board policy. Attendees may complete and submit an expense statement to the Trustees' Assistant following each meeting.



INDEPENDENT PROCEDURE

Title: **COMMUNICATIONS PROCEDURES FOR
HANDLING SITUATIONS / INCIDENTS OF
CRISIS / CONTROVERSY**

Independent Procedure No.: **9008**
Effective Date: **1999 Dec. 23**

Department: Communications – Director's Services

Reference(s):

- Emergency Procedures
- Public Affairs Emergency Contacts
- Safe Schools Policy and Procedures
- Traumatic Events Response Team Guidelines

1.0 Introduction

The purpose of this procedure is to help guide school board staff during situations when they may be the focus of potentially-negative public attention. In these situations, the paramount concern is to provide accurate information about the safety and well-being of students and staff, and to reduce the dissemination of unfounded information that could raise concern in the community.

Much of the media coverage enjoyed by the Board and its schools is of a generally positive nature. The media plays a key role in keeping our communities informed about Board decisions and about the good news taking place across the system. By its nature, however, the media may also report on incidents or issues of a potentially negative or controversial nature. These may include any incident that threatens the well-being of students, staff or volunteers in a school or work-site – whether it be an accidental injury, fire, violent episode or other emergency/crisis situation. It may also include situations of a more subtle nature, where the matter is not a physical threat but rather an issue that is potentially controversial.

These types of situations have the potential to impact student and staff safety, as well as the confidence students, parents, and the community at large might have about the learning environment at a particular school. Secondly, how an incident has been handled at a particular school can impact how other schools, and the Board itself, are perceived. In these situations, then, it is of critical importance that communication with the media and other stakeholders is handled effectively. This procedure provides guidelines to help: 1) identify what response or message, if any, is required from the Board and/or its schools; 2) identify who will be responsible for communicating that message in a given situation; 3) ensure that an appropriate and consistent message is communicated to staff, Trustees, employee group leaders, parents, students, the public, and the media, as required.

Administered By: Corporate Communications – **Director's Services**
Amendment Date(s): 2001 May 8, 2019 April 23

2.0 Before A Situation Occurs

2.1 The best time to prepare for a situation which may involve potentially negative media scrutiny is well in advance of the situation taking place. While not all situations can be anticipated, School Administrators may wish to consult with their Superintendents, Human Resources and/or the Communications department about how potential incidents could be handled. School Administrators shall also familiarize themselves with Freedom of Information regulations as they affect school boards, as well as the following Board documents:

- Emergency Procedures posted on the Board's web site;
- TVDSB's Emergency Preparedness Workbook available from the Health and Safety Officer. The workbook, which references the agreements between the Board and the cities and counties it services regarding the emergency use of Board facilities and equipment, is designed to assist schools in developing their own Emergency Preparedness Plans;
- Traumatic Events Response Team Guidelines booklet available from Learning Support Services. The booklet provides a School Administrator's checklist and outlines the support available upon request from the Traumatic Events Response Team;
- Safe Schools Policy and Procedures.

All TVDSB staff and Trustees shall consult with Communications prior to dealing with the media.

2.2 School Administrators shall also ensure that all school staff are knowledgeable of the protocol for interacting with the media, specifically to direct them to the office where they will be dealt with by School Administration or their designate. As well if the school secretary has certain procedures to follow in the event of a crisis, then these need to be understood ahead of time.

3.0 When the Situation Occurs or the Issue Arises

3.1 The School-Level Response

3.1.1 When an incident or crisis situation takes place at a school, School Administration (or designate) will notify the Superintendent of Student Achievement (or designate) immediately. The Superintendent will, in turn, immediately contact Communications and the Associate Director, Learning Support Services to provide the most current information. If the media has not yet inquired about the situation, the Associate Director, Learning Support Services will determine whether to notify the Director of Education.

By the same token, if the Superintendent of Student Achievement or Communications become alerted indirectly about a situation at a school, by the media or another outside group, they shall contact the school.

3.1.2 Communications shall be contacted in the following situations:

- when a school has issued a Lockdown
- when there is significant presence of emergency vehicles that might raise community interest or concern
- when a school is shut down for the day for any reason;
- when a school is evacuated for safety concerns – fire, bomb threat, chemical/substance spill; Communications shall be called when classes resume;
- prior to school messages to parents and guardians that are likely to raise concerns/issues in the community, – such as public health-related matters, sex offender or suspicious stranger reports, mould alert, etc.;
- when a violent incident takes place that the school administrator believes will attract media attention or if an incident has been posted online or has attracted the media's attention and reporters are questioning school/Board officials;
- incidents involving staff/student arrests/charges that are likely to become public [Organizational Support Services (Human Resources) shall also be contacted when staff have been charged];
- when a post on social media channels has the potential to raise concerns/issues in the community;
- when substantial controversy has been generated in the media or in the community over how a school has handled certain matters, e.g. fundraising initiatives.

In most cases, Communications shall be contacted after discussion between the school administrator and the Superintendent has taken place. However, there may be situations of urgency, wherein the school administrator has contacted the Superintendent's office but was unable to discuss the matter with the Superintendent. In these situations, the School Administrator shall call Communications directly and as soon as possible to provide the most current information;

In turn, Communications will, as appropriate, notify the Director, other members of Administrative Council and the Chairperson. Organizational Support Services (Human Resources) will be kept informed of any incidents involving staff. Some of these situations warrant a school-level response. However, notification of Communications helps insure that the Board is made aware of events and issues should the media solicit a system-level response.

3.1.3 In routine situations, the Superintendent of Student Achievement and School Administration will discuss and identify the most appropriate spokesperson for the school. In situations of a particularly sensitive nature, identification of the school spokesperson should be done following consultation with the Director's Office, the Associate Director,

Learning Support Services, and Communications. Usually, the spokesperson for an incident involving a school will be School Administration. In some instances, the Superintendent of Student Achievement may be designated as spokesperson, particularly when and issue relates to a Board policy or a system initiative.

On rare occasions, the Manager of Communications may be designated as spokesperson.

- 3.1.4 In all cases where police are involved, all questions related to the police investigation will be referred to the police. If School Administration is aware that the police are issuing a news release about a situation, a copy of the release will be requested and shared with Communications to ensure a consistent message is delivered to all areas of the community. As well, either School Administration or the Superintendent of Student Achievement shall inform Communications that a release is being issued. [Organizational Support Services (Human Resources) will be contacted when staff have been charged.]
- 3.1.5 School Administration will be responsible for internal communication to all staff at the school, to students, parents/guardians, and school councils. The draft communication shall be reviewed by the Superintendent and/or Communications. Alternatively, Communications may draft the message for review by School Administration and the Superintendent.
- 3.1.6 In the event of a student injury, School Administration will inform the parents/guardians. In the event of a death, School Administration will inform the school community. Communications may draft the message for review by School Administration and the Superintendent. Police will inform the parents/guardians of the deceased.
- 3.1.7 School Administration will arrange for appropriate staffing of school telephones to answer parent/public inquiries. A brief, factual statement, prepared by School Administration in consultation with the Superintendent of Student Achievement, where appropriate, will be provided to school staff. A letter for parents/guardians and students, prepared by School Administration in consultation with the Superintendent and Communications (and police, where appropriate), may also be prepared. A copy of this letter shall also be forwarded to Communications if changes were made to earlier drafts.
- 3.1.8 If reporters arrive at the school, the School Administrator shall be the main point of contact. Staff and students should not participate in interviews on school property unless approved by School Administration. Please note, the media may choose to interview staff, parents and guardians or students off school property, but they are under no obligation to participate.

3.1.9 School Administrators have four options when approached by a reporter:

- provide accurate information on the incident, stating only information that has been confirmed by the school, without compromising confidentiality, and emphasizing student and staff safety;
- state that an investigation is underway and more information will be provided as soon as possible;
- state that the matter is under review with the Superintendent of Student Achievement, and that someone will respond to the reporter with the information as soon as possible;
- direct the reporter to the Superintendent of Student Achievement or other appropriate spokesperson, as identified under section 3.1.4

3.1.10 Board staff shall strive to ensure all stakeholders receive appropriate, accurate information, as quickly as possible. To facilitate this, School Administrators and key staff members shall identify the best ways to communicate with Senior Administration, the school community and the media in the event of crisis situations. Communications can provide valuable advice on how to respond to the media in a time crisis or controversy. Media training is also offered from time to time through the Board's staff development sessions.

3.2 The System-Level Response

3.2.1 Some situations, albeit school-based, require more than just a school-level response. Responsibility for coordinating a system-level response rests with Communications. In determining what level of response is required with the media, the Manager of Communications will seek direction from the Director of Education or their designate and the Associate Director, Learning Support Services and the Superintendent of Student Achievement, as appropriate. Legal counsel may also be sought.

3.2.2 In implementing the system-level response to the media, the Manager of Communications, in consultation with the Director of Education (or designate) and the Associate Director, Learning Support Services, Associate Directors, Organizational Support Services and/or the Superintendent of Student Achievement, will consider the following elements:

- who will be serving as spokesperson (eg. Director, Chairperson, Superintendent of Student Achievement);
- the key messages to be conveyed;
- whether these key messages need to be coordinated with statements by another organization (eg. police);
- the "stakeholders" to whom those messages are to be conveyed (eg. trustees, staff, students, parents/guardians, school councils, neighbours, emergency services, taxpayers,

- businesses and organizations directly affected, media);
- the person(s) who will be distributing those messages to each stakeholder group;
- the vehicles through which those messages will be conveyed, and the respective timing of those vehicles (eg. media releases/statements)
- news conferences, phone calls, communication applications (eg. School Messenger), e-mail, staff meetings, 24-hour information line, social media channels, and web site).

3.2.3 If a system-level response is required, Communications will also be responsible for:

- collecting relevant background information on the situation and preparing briefing notes;
- anticipating potential questions/issues from the media and preparing potential responses for the spokesperson(s);
- preparing draft “key messages” for the spokesperson(s);
- soliciting questions from the media in advance, wherever possible;
- working with the Executive Assistant to the Director and/or Trustee Assistant to notify trustees, as required, of the situation and the next steps to be taken, on approval of the Director of Education and the Board Chairperson;
- drafting news releases, system e-mail messages, scripts for recorded information lines, and other vehicles as identified, for approval of the Director of Education and/or their designate, and the Board Chairperson;
- distributing news releases/statements to media;
- referring media to the appropriate spokesperson;
- informing Education Centre reception staff of the appropriate response to inquiries from the public;
- keeping senior administration informed of inquiries and responses;
- providing the spokesperson with coaching
- informing Trustees, Senior Administration and employee group leaders by email in the event of a lockdown or critical threat/incident at a TVDSB location

3.2.4 The Chairperson of the Board and the Director of Education are the Board’s prime spokespersons in situations when a system-level response is required. The Chairperson, as the Board’s elected representative, provides comments from a political perspective. The Director of Education provides the administrative view as the Board’s chief executive officer. Generally, the media know when it is appropriate to contact these individuals. In instances where the Director or the Chairperson have responded to the media, their offices will notify Communications.

- 3.2.5 In most instances, unsolicited media inquiries are to be directed to Communications as a matter of course. This provides an opportunity to identify the reporter's questions in advance so that the spokesperson does not feel obligated to provide a response off the cuff. The spokesperson can then respond more effectively. It also provides a way of ensuring that there is one spokesperson delivering a consistent message on any given issue, rather than running the risk of inconsistent messages being offered by multiple Board officials possibly called by the reporter. Communications will be responsible for referring the caller to the appropriate spokesperson (eg. Superintendent, School Administration, Director or Chairperson) as well as for informing the spokesperson of the inquiry.
- 3.2.6 Occasionally, the media will contact a departmental Superintendent for information on a topic within the portfolio responsibilities. In such situations, the Superintendent will respond and then inform Communications, to ensure that all members of Administrative Council are informed of the inquiry.
- 3.2.7 The media may also contact a department Manager, Learning Supervisor or staff member for information. On these occasions, the Manager, Learning Supervisor or staff member will notify their direct Supervisor, School Administrator or Superintendent and Communications. If it is not appropriate for the Manager, Learning Supervisor or staff member to respond, the call shall be referred to Communications.