

APPENDIX

APPENDIX 1: FAMILY COMMUNICATION PROTOCOL

At Gándara International School we consider it vitally important that there is an active, healthy and respectful communication in which all the participants of this educational community can feel present, cared for, respected and taken into account. For this reason, we've developed this protocol, in order to establish a series of standards that facilitate our communication and provide clarity and security.

We want to make the communication between families and the school open, dynamic, reciprocal, respectful and transparent. The school will encourage communication from families and will listen to and take their proposals into account. Notwithstanding, the schools Governing Board is in charge of the pedagogical direction of the school, of organizing its operation, of defining its mission and its foundations and, therefore, reserves the power to make the decisions it deems appropriate. All the while, safeguarding the right of families to be informed, in due time and in a proper manner, of said decisions.

1. TOPIC / EVENT SPECIFIC COMMUNICATIONS

- We define as specific communications those that do not require a long process and refer to a specific topic or a meeting request.
- To communicate specific circumstances to the center, families have at their disposal the email espaciogandara@gmail.com and the school's phone number - 986 36 97 78. We ask families to avoid using other means, so that the information is clear and organized and so that the response of the center is more easily facilitated.
- Email messages will only be attended to between 8:45 a.m. to 2:45 p.m., with some exceptions. These will also be the telephone service hours. We ask families to respect these hours to communicate with the school's staff, avoiding calling them on their personal phones or by other means outside of the official school communication channels.

- During vacation (for example the last two weeks of July and throughout the month of August) there will be a response service exclusively enabled for urgent and important queries, through the email espaciogandara@gmail.com. In addition, there will be urgent and important telephone service during the first two weeks of July.
- Important issues or those that require more attention, time or dedication will preferably be discussed in person at individual or general meetings.
- In accordance with the provisions of the Data Protection Regulations in force, the “hidden copy” (CCO) option will be used to send an email to several recipients, thus avoiding publicly disclosing the personal emails of the other recipients.
- General specific announcements: the school will communicate via email changes that may affect the daily life of girls and boys, such as: important changes in the structure of the education levels or groups, specific workshops, changes in the calendar, leaves of absence of companions, field trips, accreditation process, etc.
- In the case of events that require preparation and organization by families, the school must notify them at least one week in advance.
- General communications to families, of an urgent and / or important nature, will be made by delivering an informative note at the end of the school day.
- When it comes to the use of instant messaging applications such as WhatsApp, in inter-family groups involving school employees who are themselves families, we ask that participants take special care to stick to external aspects of the school, in order to promote clarity and avoid misunderstandings. Any matter or question that concerns the operation or internal dynamics of the school should be addressed through the channels mentioned above.
- In the event that a child has a difficult day at school that may cause discomfort, the companions will assess the situation and, if they consider it necessary, will bring the matter to the attention of the parents so that they can understand the discomfort of their child. In

these cases, an effort will be made to respect the child's space and autonomy, always giving them the option of telling their family on their own, before a companion communicates it. We also ask families to communicate to us any situation of significant discomfort of their children outside the center, so that while the child is in school we can take it into account when accompanying them on a day-to-day basis. These circumstances can be briefly communicated at the entrance or exit of the school day or by any of the other communication channels, depending on the urgency of the subject.

2. SCHOOL - FAMILY MEETINGS

The objective of these meetings is to guarantee face-to-face communication in a space where important issues for the educational community and its members can be addressed.

The face-to-face meetings may be:

Individual Meetings

- One-off meetings: designed to inform and debate about individual aspects of the student body. These meetings may be requested by the companions or families, interchangeably, in order to promote the well-being of the members of the educational community.
- The schedule for the individual meetings of guiding teachers and / or companions with the elementary families will be Wednesdays from 2.30pm - 5.30 p.m. However, in exceptional cases, the center may adapt said schedule if a family requires it.
- Quarterly meetings: if the management and pedagogical team considers it necessary, at the end of each quarter evaluation meetings will be held with the families to give them feedback on the development and progress of their children.
- End of course meeting: in which a general evaluation of the course will be carried out and a written report will be delivered to families,

providing detail on the evolution of their child in the following areas: emotional, academic and social.

- Families may request the information they deem pertinent in everything related to their child's development at school. However, information regarding other families or children that is not directly related to your child will not be provided.
- We consider it very important that both parents or guardians attend all meetings. We therefore ask families to try to guarantee this joint attendance.

General Meetings

- Quarterly Meetings: These meetings will address the following topics:
 - Structural and organizational information: calendars, changes in the pedagogical structure, general field trips, school supplies, schedules, after-school dining room service, etc.
 - Evaluation of the academic course taking into account different aspects (social, academic, emotional, etc.).
 - General inquiries and questions from families: we want to encourage the expression and communication of any question and proposal related to the general operation of the school.
 - Evaluation of the family-school relationship; searching for options for mutual enrichment and family contributions to the school environment (collaborations, workshops, courses, etc.).
 - Pedagogical debates: in order to unite criteria and educational philosophy between the family and the school, such debates may be organized to deal with issues related to the educational accompaniment of children.
 - At the start of the academic course a welcome meeting is held in September, in which the starting point of the academic course will be discussed, new families will be introduced and

the informative dossier of the course will be delivered, trying to answer any questions or queries that may arise.

- One-off meetings: Additional in-person general meetings may be called whenever the center considers it necessary, in order to discuss aspects of special relevance to the center or its students.
- The center will communicate the date of the meetings to the families with a minimum notice of one week, except in the case of urgent and important matters, which may be communicated with less notice.

3. ¿HOW DO WE COMMUNICATE?

One of the foundations of our school's philosophy is empathic and respectful nonviolent communication (CNV). For this reason, we consider it very important to be able to give families some communication tools and guidelines in this regard, which we ask to be taken into account:

- Try to find the right moment to talk about issues related to children, avoiding dealing with them in moments of accompaniment, in public or in front of them.
- As a school, we always try to ensure that communication is respectful and non-violent, coming from a place of empathy utilizing active listening, both in our dealings with children and among adults. We hope that this way of communication is also used between families and the center. For this reason, we ask families to participate in the nonviolent communication and respectful accompaniment courses organized at the center.
- Transparency: we want the information related to the school, its operation and our way of accompanying and relating to children to be known and shared by their families. To facilitate this practice in our daily work, the school offers parents and guardians the possibility of coming to observe a day in the center. Families who wish to visit the center as observers should make their request to the school secretary well in advance, in order to facilitate the organization of the visit according to the calendar dates that are available.

4. ¿WHAT DOES THE SCHOOL COMMUNICATE?

In order to promote the aforementioned transparency, our school reports, whenever possible, on the following aspects:

- Organizational Issues:
 - School Calendar.
 - Status of the accrediting process with NEASC.
 - Hiring, Lay offs, and medical leaves of school staff.
 - The status of school fees.
 - Important structural changes in the spaces.
 - After-school dining room service.
 - Justified Absences
 - Schedules.

- Pedagogical Topics:
 - Individual development of the child's learning.
 - General atmosphere and harmony of the group.
 - Specific events: field trips, special workshops with external collaborators, celebrations.
 - Episodes that can generate discomfort in boys and girls that we have detected and consider important.
 - Training Courses.
 - Evaluations and reports.

- Appointments for observing and “take your family to school day”.
- The presence of external visitors or observers in the school.
- Economic and financial status of the school:
 - Account Statements, feasibility plans and economic studies.