



Section 5: Communication and Engagement

At the North Vancouver School District (NVSD), we strive to build trust, respect, mutual understanding and community through open and proactive communications.

It follows that the purpose of the *NVSD September School Restart Communication Plan* is to provide our internal and external stakeholders with timely, concise, and accurate information to create understanding of what school will look like in the fall, based on what we know at the time and what we continue to learn. A deeper understanding of our Restart Plan will help both reduce feelings of stress and anxiety that some of our stakeholders are feeling about a return to school and increase trust within the school community.


The plan is designed to make use of existing communication protocols and channels to ensure messaging is delivered in a way that is familiar and by the appropriate level within the NVSD (e.g. District, school, classroom), while striking an appropriate balance to not over communicate.


The plan is informed by the feedback we had received at the end of the 2019/2020 school year, both from our school staff and from parents and guardians. It incorporates what we have learned in our communications to date during COVID-19--that while important to plan, it is equally important to be flexible and responsive to changing circumstances and the needs of our stakeholders.


For questions about this plan or media inquiries, please contact [Lisa Dalla Vecchia](#), Communications Manager.



Date or Date Range	Significance	District, School or Classroom Level Communication	Type of Communications
July 29, 2020	MOE/PHO announce schools will move to Stage 2 of B.C.'s Five Stages Framework for K-12 Education	School restart - District	Superintendent Update regarding MOE/PHO announcement (Families and Staff)
August 12, 2020	MOE announces gradual return to school during week 1, "Orientation Week"	School restart - District	Superintendent Update regarding Orientation Week (Families and Staff)
August 14, 2020		School restart - District	Back to School FAQ shared with Principals & Vice Principals, Directors of Instruction, OH&S, Executive, North Vancouver Parent Advisory Council (NVPAC) Executive, Board of Education Trustees, Reception
August 17, 2020	MOE Release of K-12 Operating Guidelines for COVID-19	School restart - District	Back to School FAQ made live on NVSD website
August 18, 2020		School restart - District	Principal & Vice Principal Information and Materials Update 1/2
August 18, 2020		School restart - District	Ongoing consultation with Skwxwú7mesh Nation and Tsleil-Waututh Nation
August 19, 2020		School restart - District	Consultation with CUPE and NVPAC reps
August 20, 2020		School restart - District	Principal & Vice Principal Information and Materials Update 2/2
August 21, 2020	Deadline to submit Restart Plan to MOE for review	School restart - District	Superintendent Update on NVSD School Restart Plan (Families and Staff)
August 24 - 28, 2020			
		School restart - District	Letter to Skwxwú7mesh Nation and Tsleil-Waututh Nation

		School restart - District	Elementary School Working Group meeting with CUPE, NVPAC, North Vancouver Teachers' Association (NVTAs), North Vancouver Administrators (NoVA) reps
		School restart - District	Secondary School Working Group meeting with CUPE, NVPAC, North Vancouver Teachers' Association (NVTAs), North Vancouver Administrators (NoVA) reps
		School restart - District	Two Principal & Vice Principal Information and Materials Updates
August 26, 2020	Deadline for MOE to confirm Restart Plan approach and NVSD to communicate information to families and staff	School restart - District	Superintendent Update on NVSD School Restart Plan (Families and Staff) + Important Back to School Information (Families)
		School restart - District	New September school restart web pages live
		School restart - District	NVSD Staff Portal web pages updated
		School restart - District	Two Principal & Vice Principal Restart Working Sessions
		School restart - District	Media: Superintendent interview with North Shore News
		School restart - Elementary School	Principals' update re: school restart (Families and Staff)
		School restart - Secondary School	Principals update re: school restart (Families and Staff)
		School restart - District	Personalized email to families re: student permission forms (day 1/3)
August 31 - September 4, 2020			
		School restart - Elementary School	Principals update re: Kindergarten (Families, with copy to staff)

		School restart - District	Early Learning web pages updated
		School restart - District	Personalized email to families re: student permission forms (day 2/3)
		School restart - District	Parent Hub web pages updated
		School restart - District	Personalized email to families re: student permission forms (day 3/3)
		School restart - District	Two Principal & Vice Principal Information and Materials Updates
		School restart - District	Provide Principals & Vice Principals with speaking notes for first week of school
		School restart - Elementary School	Principals update re: Health & Safety (Families and Staff)
		School restart - Secondary School	Principals update re: Health & Safety (Families and Staff)
		School restart - District	Superintendent Labour Day Message
September 7 - 11, 2020			
	Orientation Week begins on September 8, 2020, with staff at schools	School restart - District	Superintendent & Board of Education Welcome Back Message (All Staff)
		School restart - Elementary School	Principals update re: class placement (Families, with copy to staff)
		School restart - Elementary Classroom	Teachers send classroom-specific info about drop off, staggered start and end times, location (Families)
		School restart - Secondary School	Principals update re: cohort placement (Families, with copy to staff)
		School restart - Secondary Classroom	Teachers send class specific info (Families)

		School restart - District	Regularly scheduled Principal & Vice Principal Update; could include restart information/direction
	Orientation Week continues on September 10, 2020, with students at schools	School restart - District	Superintendent & Board of Education Welcome Back Message (All Families)
September 14 - 18, 2020			
		School restart - District	Blog post on NVSD website about Superintendent school visit
		School restart - District	Regularly scheduled Principal & Vice Principal Update; could include restart information/direction
September 21 - 25, 2020			
		School restart - District	Board of Education Public Board Meeting with school restart update
		School restart - District	Regularly scheduled Principal & Vice Principal Update; could include restart information/direction
		School restart - District	Superintendent Report & School Restart Update (Families and Staff)
September 28 - October 2, 2020			
		School restart - District	Blog post on NVSD website about Superintendent school visit
		School restart - District	Regularly scheduled Principal & Vice Principal Update; could include restart information/direction

October 5 - 9, 2020			
		School restart - District	Mark World Teacher's Day with thank you to staff + visit to schools
		School restart - District	Regularly scheduled Principal & Vice Principal Update; could include restart information/direction
		School restart - District	Superintendent Report (Families and Staff)
		School restart - District	Survey (Families and Staff)
October 12 - 16, 2020			
		School restart - District	Regularly scheduled Principal & Vice Principal Update; could include restart information/direction
		School restart - District	Blog post on NVSD website about Superintendent school visit