

**GREEN WOODS CHARTER SCHOOL
ADMINISTRATIVE REGULATION**

CODE OF CIVILITY

REGARDING: Code of Civility

Effective Date: November 19, 2008

Reissued: New

See Also: Related Board Policy
Statement

PURPOSE

This Administrative Regulation implements Board Policy regarding the Code of Civility for Green Woods Charter School by:

1. Defining “incivility” in the context of the policy;
2. Identifying strategies for dealing with incivility when it arises in the school setting;
3. Establishing a complaint procedure to address complaints of individuals who believe they have been treated in an unprofessional and disrespectful manner; and
4. Establishing methods of communication to the school community regarding the policy and Code of Civility.

DEFINITION AND EXAMPLES OF INCIVILITY

“Incivility,” when used in this regulation, means the following:

1. rude, abusive or intolerant, offensive or obscene language and behavior in any type of school setting when such behavior may tend to erode education or diminish an atmosphere of professionalism or mutual respect; and/or,
2. rude, abusive, intolerant, offensive or obscene language in person, voice-mail, telephone conversations, written correspondence, e-mail or any other form of communication; and/or,
3. threatening or belligerent conduct that in any way interferes or threatens to interfere with the orderly operations of the school or places another person in fear of imminent physical harm.

STRATEGIES FOR ADDRESSING INCIVILITY WHEN IT OCCURS

1. If a participant in a meeting becomes verbally abusive, the school employee responsible for chairing the meeting, on their own initiative or at the request of another meeting participant, should immediately ask the participant to stop and let them know that if the participant does not stop that the meeting will be terminated. At the discretion of the meeting chair, a suggested five minute break can be proposed to allow everyone to regroup. If a break is taken and problems recur after the meeting is reconvened, the chair will end the meeting and document the basis for the meeting termination.
2. If the school is under a timeline to conduct a meeting involving an uncivil participant, the school employee responsible for chairing the meeting should advise the participant that the meeting will be completed without him or her.
3. If, during a telephone call, a participant becomes verbally abusive, the school employee making the telephone call will immediately ask the person/s on the other end of the line to stop and let them know that if the participant does not stop that the employee will terminate the call by hanging up.
4. E-mails that are verbally abusive or have a threatening or abusive tone should be forwarded to the employee's immediate supervisor or CEO. The supervisor or CEO will follow up with the person sending the e-mail.
5. If at any time a staff member, student, parent or other individual threatens bodily harm, either in person or in writing, or attempts to physically touch in a threatening and harmful manner any person on school property, the police must be notified immediately.

COMPLAINT AND RESOLUTION PROCEDURES

1. Procedures

All complaints by or about members of the general public should be brought to the attention of the CEO. If necessary, complaints should be reviewed through successive administrative levels in sequential order to the CEO and subsequently to the Board, where appropriate. If first brought to the attention of the Board, Board members will be encouraged to advise any complainants to first consult with the appropriate staff member or administrator and then, if necessary, to bring the problem to the attention of the Board through the administrative grievance process.

Examples:

- An employee believes a parent is being uncivil toward school personnel. The employee should seek the intervention of their immediate supervisor or CEO.
- A parent is determined to have been repeatedly uncivil toward school personnel. The parent will be directed to communicate with the school only through specific

individuals. If any member of the staff feels threatened or in fear for their safety, the Police will be called immediately.

- A teacher is alleged to be uncivil toward a parent. The parent should seek the intervention of the CEO.
- An individual employee, parent or any member of the community uses email to communicate in an uncivil manner. The individual will be directed to cease using the email for such correspondence and will be asked to utilize appropriate alternatives such as using postal services, in-person meetings, or phone conferences as long as the communication is done in a civil manner.
- Should a parent report that a bus driver has been uncivil toward a parent, the parent must contact the School District of Philadelphia Transportation Department. This is not an issue that can be addressed by Green Woods Charter School.

2. Record of Complaint

GWCS must keep a written record of properly presented complaints whether presented by letter, informal conference or through a scheduled meeting. Such written records must include any administrative response.

3. Sanctions for Violations of Policy

Violations of this Policy will lead to restrictions on the right of the member of the general public to be present on school property or on their right to interact with members of school staff.

NOTIFICATION

The contents of this policy and the behavioral expectations it sets forth will be communicated to the school community through, but not necessarily limited to:

1. Wednesday Bulletin;
2. School newsletters;
3. Other school publications as determined by the CEO;
4. Green Woods' Website;
5. Public meetings such as Board Meetings, Town Meetings, etc.;
6. Employee Handbook and Parent/Student Handbook.