**Approved Communication Guidelines for CEAs Zoom and Phone Calls with parents/students**

*Zoom Meetings*

Zoom is being used at the recommendation and approval of the Ministry of Education as well as Central Okanagan Public Schools and our technology department

CEA Zoom meetings DO NOT replace the learning expectations of teachers, but are additional support/time.

At the direction of the Admin/Case Manager/Classroom Teacher (collaborative team planning)

CEA to document the purpose, content, action items in a google doc that is shared with

Classroom teacher, Case Manager, Admin (not parent)

CEAs to record Zoom meetings with students, family members, parents, and guardians and email it to Case Manager

All Zoom meetings with students must be to student @learn.sd23.bc.ca or Outllook accounts as per SD23 guidelines

Zoom meeting to be documented in CEA weekly log

Case Manager or Classroom teacher to review/create Zoom meeting agenda

CEAs to defer items not on agenda to the Case Manager (CEAs only provide information about agenda items)

CEA can also send recordings related to programming via Zoom (at the direction of the collaborative team)

CEA Social interactions with students to be connected to IEP goals and objectives ex. Social/Emotional Goals.

All Zoom meetings must be hosted in a private area (home office, spare room, school classroom etc) where other occupants of the home cannot see the screen or hear the meeting (use headphones). No public spaces can be used.

All approved Zoom meetings must be connected to the internet via a secure internet connection (private connection not public).

*Phone calls*

At the direction of the Case manager, Administrator, or Classroom Teacher (collaborative team)

CEA to document the purpose, content, action items in a google doc that is shared with

Classroom teacher, Case Manager, Admin (not parent)

Phone call to be documented in CEA daily log

Case Manager or Classroom teacher to review/create agenda

CEAs to defer items not on agenda to the Case Manager and Classroom Teacher (CEAs only provide information about agenda items)

CEAs will not use “texts” as a form of communication with students, parents, and families

All phone calls must be connected to IEP goals and objectives ex. Social/Emotional Goals.

If CEA is participating in an approved phone call, they must be in a private area (home office, spare room, school classroom etc) where other occupants of the home cannot see the screen or hear the meeting (use headphones). No public spaces can be used.

Possible checklist for items in the phone call and a notes section on the bottom

Sample Script

* Introduce yourself
* Ask permission - ex. “Is this a good time to talk/chat?”
* State a positive -  ex. “I’m excited to be supporting (child’s name) during the upcoming weeks”.
* Encourage parent collaboration -  ex. “Is there anything else you need from the school team?” “I will let the case manager know and the case manager will get back to you.”
* Share specific supports - ex. Provide examples of materials/resources that will be used as per teacher/RT request
* End the conversation on a positive note - ex. “I look forward to checking in with you on Thursday.”

*Email*

All emails to students and parents will be at the direction of the Case Manager, Admin or Classroom teacher

Classroom teachers, Admin and Case Managers must be cc’d in all email communication with family and student

Email to be documented in the CEA daily log

All emails from CEAs to students and families must come from SD23 email and not personal emails

All emails to students must be to student @learn account as per SD23 guidelines

Additional Notes

As always, student programming needs will be a primary consideration when utilizing CEA placements, task selection for CEAs, and CEAs are under the direction of Administrators, Classroom Teachers, and Case Managers.