Nanaimo Ladysmith Public Schools
CAREGIVER AND VISITOR
Code of Conduct

"Educative, Preventative, Restorative"

Statement of Purpose

All caregivers and visitors play an essential role in creating a school community that is safe, inclusive, and respectful. We expect all adults in our school community to always model positive behaviour and communication. This code of conduct applies to all individuals on school or district property and at all school or district-sponsored events and activities. All interactions should reflect the district's foundational values, including reconciliation, inclusion, equity, and respect for diversity as outlined in Section 105 of the NLPS policy manual.

As an employer, NLPS is committed to providing a safe work/learning environment for everyone. Harassment, physical violence, verbal abuse, intimidation, and threats will not be tolerated.

Safety and a positive learning environment

Student safety and well-being are our top priority. Caregivers are expected to:

Expectation:	What this looks like:
Encourage student reporting	Remind your child to report concerns to staff as soon as possible.
Work respectfully with staff	Collaborate calmly and respectfully to resolve issues. Do not attempt to resolve issues directly with other children.
Review expectations	Read the Student Code of Conduct with your child.
Support a safe school	Help maintain an environment free of harassment, threats, and violence.
Respect privacy	Do not take photos, videos, or recordings of others without permission.
Follow school rules	Respect school rules around emergency procedures, supervision guidelines, and visitor expectations when on school property.

Respectful communication

NLPS Staff are committed to working in partnership with families through open, respectful communication. Caregivers are expected to:

Expectation	What this looks like:
Speak respectfully	Use calm, respectful language in person, by phone, and by email.
Follow processes	Bring concerns to your child's teacher first; if unresolved, contact school administration (502.1AP - Adressing Parent Complaints).
Allow response time	Staff respond within two to three school days. Evenings, weekends, and holidays are not work times. Efforts are made to be timely with responses.
Seek understanding	Reach out to staff before assuming; aim for fair, peaceful solutions.
Avoid social media complaints	Reach out to school staff to resolve concerns or complaints.
Show courtesy	Treat all students, staff, and parents with respect in every interaction.

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School culture & community

Our school district values dignity, belonging, and mutual respect. Caregivers are expected to:

Expectation:	What this looks like:
Value every student	Remember that each student matters to the school community and deserves dignity and respect. We respect BC's privacy laws and cannot share plans, programs, or consequences for other students.
Model positive behaviour	Demonstrate respectful and honest behaviour towards others for your child.
Treat everyone with dignity	Respect all individuals regardless of their background, race, identity, and family situation.
Protect privacy	Do not share photos of students or staff or private or sensitive information about students, families, or staff with others or online.
Follow visitor procedures	Sign in at the office and wear a visitor badge when visiting during school hours.
Be a positive spectator	Be respectful and encouraging in your approach to all participants, officials, coaches, and fellow spectators.

How caregivers can support a positive school–home relationship:

- Speak positively about school and school staff when your child is listening.
- Ask questions first if you don't understand. Being curious opens communication and helps everyone stay informed.
- Join the PAC (Parent Advisory Council) to learn more about your child's school, take part in school activities and support our community.
- Remember that preventative, educative, and restorative approaches are being used to find positive solutions, so all students have opportunities to belong, grow, and thrive.
- Work together with staff to support student success. Keep communication open and focused on solutions.
- Take part in school life in a respectful and constructive way, while following school and district policies.
- Be sure to read school and district communications to know what is happening at your child's school and across the district.

Caregivers play a vital role in supporting student success. The Caregiver and Visitor Code of Conduct is grounded in NLPS policies and administrative procedures. By supporting it, families can help schools remain a safe place where all students can belong, grow, and thrive.

If caregivers or visitors are unable to support the Caregiver and Visitor Code of Conduct, NLPS reserve the right to restrict participation in school/district events and access to school/district property.

This code applies to all school activities and functions, regardless of location, and includes online behaviour that could impact the safe, caring, and inclusive environment of the school. (Reference: AP 602.1 Code of Conduct)