





### **The Carmel School Purpose:**

To provide students with an excellent education where they connect meaningfully with their Jewish identity and embrace the opportunity to make a difference.

At Carmel School, we understand the importance of fostering open and respectful communication between parents/guardians and school staff. This Policy provides clear expectations regarding the appropriate use of email communication.

It should be noted that emails are not always the most appropriate means of communication, for example phone calls or face-to-face meetings may be more suitable for sensitive or complex issues.

Emails are also not the most appropriate means of communication for urgent messages to students, which should be relayed to school receptionists, because staff who are in class working with students will not be checking their emails regularly during the school day.

### **Appropriate content, tone and language**

All email communication will be conducted in a professional and respectful manner. Abusive or disrespectful language will not be tolerated.

Communication should be limited to school-related matters and used for administrative and informational purposes only.

### **Appropriate response times**

Carmel School staff will provide an initial response to emailed queries within two business days. We ask that parents and guardians also reply to school emails in this timeframe.

Some issues will require longer than this to investigate and solve; the initial email response can provide an approximate time in which the staff member believes the results of their investigation can be shared.

### **Appropriate times for email communication**

Emails will not be sent:

#### **1. After 7pm**

Our focus on wellbeing has highlighted the need to provide times when staff and parents do not feel obliged to be attending to emails. Receiving an email in the evening can lead to poor sleep patterns and it is not reasonable to expect issues to be resolved at this time. Please do not send emails after 7pm.

For those whose personal circumstances mean that they work better late at night and who wish to write emails after that time, the 'delay delivery' function can be utilised; the emails will then automatically be sent the following morning.

## **2. During Shabbat**

As a Modern Orthodox Jewish school, from sundown on Friday until nightfall on Saturday, school emails will not be sent, nor received. Please respect this and do not email during this time.

Shabbat has the added advantage of providing all staff, whether observant or not, with a period of rest from school email.

## **3. During Chaggim**

There are periods of chaggim (Jewish festivals and holidays) during which emailed communication is inappropriate. These include the following days, together with the afternoon and evening before the festival:

- \* The first two and last two days of Pesach
- \* The two days of Shavuot
- \* The two days of Rosh Hashana
- \* Yom Kippur
- \* The first two and last two days of Succot