

INDIANA SCHOOL FOR THE BLIND AND VISUALLY IMPAIRED

ISBVI Issues/Concerns and Commendations Policy

Policy O-41

Policy: To ensure that ISBVI promotes open, efficient and effective communication with parents and other constituents, and to acknowledge the exemplary performance of staff, it is the policy of the Indiana School for the Blind and Visually Impaired to direct the ISBVI Superintendent to ensure that the ISBVI administration, ISBVI staff, and other appropriate individuals receive timely access to information that may be deemed of a significant nature by parents and other constituents. Per this policy, parents and other constituents will be provided the opportunity to have their issues/concerns and commendations made known by submitting them to the Superintendent in writing. This notification will provide the school with documentation of issues/concerns and exemplary staff performance and provide the opportunity for students, staff and other individuals to respond by 1) taking action as necessary to address the issue or concern in a timely manner; 2) making reports in compliance with all laws and policies; 3) conducting internal fact finding inquiries or cooperating in formal external investigations with state personnel; state fire marshal; local, county, or state police; and agencies responsible for the protection of children and adults; 4) acknowledging exemplary staff performance; and 5) monitoring each specific incident to ensure appropriate resolution and prevention of further occurrence and inform students, staff and other individuals of commendations made on their behalf. The ISBVI Board directs the ISBVI Superintendent to ensure ISBVI parents and other constituents comply with this policy by:

- 1) Developing ISBVI Administrative Directives and Procedures to implement the ISBVI Board Policy Issues/Concerns and Commendations which shall serve as a notice to ISBVI parents, constituents staff and other individuals, as necessary, and clearly delineate and detail their responsibilities, expectations, and procedures to follow;
- 2) Providing ISBVI parents, constituents, staff and other individuals, as necessary, written notice of the ISBVI Issues/Concerns and Commendations policy;
- 3) Affording initial and periodic notification to parents, constituents, staff and other necessary individuals on the ISBVI Board Policy on ISBVI Issues/Concerns and Commendations accompanying ISBVI Administrative Directives and Procedures.

Implementation of ISBVI Board Policy Administrative Directives and Procedures

Issues/Concerns and Commendations

These administrative directives and procedures are designed to accompany ISBVI Policy O-41, *Issues/Concerns and Commendations* to 1) provide notice to ISBVI parents, constituents, staff and other individuals as appropriate of their responsibility to comply with the policy, administrative directive, and procedures; and 2) assist them in doing so by clearly delineating their responsibilities, expectations, and possible consequences for non-compliance. Staff will be provided a copy of this ISBVI Board policy per the ISBVI Intranet and this implementation directive and procedure. The ISBVI administration will maintain a record that parents, constituents, staff and other individuals, as appropriate, have received or been notified of these documents and/or the training received.

ISBVI administrators, managers, supervisors and other staff are required to direct and/or assist parents, constituents and other individuals, as appropriate, as to the availability of the Issues/Concerns and Commendations form available in the dormitories or the education office, and if necessary, assist them in filling out the form. ISBVI administrators, managers, supervisors are required to: 1) inform and assist staff and other individuals, as appropriate, as to their responsibility to take immediate action as necessary to prevent students, staff, and visitors involved in serious incidents from further harm; 2) inform and assist staff and other individuals, as appropriate, to make reports in compliance with all laws and policies; 3) conduct internal fact finding inquiries or cooperate in formal external investigations with state personnel; state fire marshal; local, county, or state police; and agencies responsible for the protection of children and adults; 4) monitor each specific incident to ensure appropriate resolution and prevention of further occurrence; 5) to address the issues and concerns at the most timely and at the lowest organizational level possible while documenting the action taken on the Issues/Concerns and Commendation form; and 6) to acknowledge exemplary staff performance by including the form in the staff member's fact file and/or recommending them for the ISBVI STAR Award.