

**REGULAR MEETING OF THE BOARD OF EDUCATION
RIALTO UNIFIED SCHOOL DISTRICT
DR. JOHN R. KAZALUNAS EDUCATION CENTER
182 EAST WALNUT AVENUE, RIALTO, CA 92376**

April 19, 2017

A. OPENING

CALL TO ORDER AND ROLL CALL

The regular meeting of the Board of Education of the Rialto Unified School District was called to order at 5:30 p.m. by President Walker at the Dr. John R. Kazalunas Education Center, 182 East Walnut Avenue, Rialto, CA 92376.

Members present: Dina Walker, President; Joseph W. Martinez, Vice President; and Nancy G. O'Kelley; Member. Edgar Montes, Clerk; arrived at 5:41 p.m., Joseph Ayala, Member; arrived at 7:00 p.m.; and Jawaun Collier, Student Board Member, arrived at 7:29 p.m.

Administrators present: Cuauhtémoc Avila, Ed.D., Superintendent; Mohammad Z. Islam, Associate Superintendent, Business Services; Jinane Annous, Ed.D., Lead Innovation Agent, Education Services; Rhea McIver Gibbs, Lead Personnel Agent, Personnel Services; and Rhonda Kramer, Senior Director, Personnel Services. Also present was Rosie Williams, Executive Secretary.

OPEN SESSION

1. Comments on Closed Session Agenda Items. Any person wishing to speak on any item on the Closed Session Agenda will be granted three minutes.

There were no comments.

CLOSED SESSION

Upon a motion by Member O'Kelley, seconded by Vice President Martinez, and approved by a 3-0 vote, the Board of Education entered into Closed Session at 5:32 p.m. to consider and discuss the following items:

1. Public Employee Employment/Discipline/Dismissal/Release/
Reassignment of Employees (Government Code section 54957)

Administrative Appointment

- Middle School Assistant Principal

(Ref. E 1.1)

2. Student Expulsions/Reinstatements/Expulsion Enrollments
3. **CONFERENCE WITH LABOR NEGOTIATORS**
Agency designated representatives: Cuauhtémoc Avila, Ed.D., Superintendent, Rhea Mclver Gibbs, Lead Personnel Agent, Personnel Services, and Rhonda Kramer, Senior Director, Personnel Services.
Employee organizations: California School Employees Association, Chapter 203 (CSEA), Rialto Education Association (REA), Communications Workers of America (CWA)
4. **CONFERENCE WITH LEGAL COUNSEL – Existing Litigation (Gov. Code § 54956.9(a)):**

Rialto Unified School District v. Project Management and Integration Service, LLC (Case No. CIVDS1518115)

Rialto Unified School District v. Educational Consulting Services, Inc., et al. (Case No. CIVDS1518116)
5. **PUBLIC EMPLOYEE PERFORMANCE EVALUATION (Government Code section 54957)**
Title: Superintendent

ADJOURNMENT OF CLOSED SESSION

Upon a motion by Vice President Martinez, seconded by Clerk Montes, and passed by a unanimous 5-0 vote, Closed Session adjourned at 7:06 p.m.

OPEN SESSION RECONVENED – 7:06 P.M.

Members present: Dina Walker, President; Joseph W. Martinez, Vice President; Edgar Montes, Clerk; Joseph Ayala, Member; and Nancy G. O’Kelley, Member. Jawaun Collier, Student Board Member, arrived at 7:29 p.m.

Administrators present: Cuauhtémoc Avila, Ed.D., Superintendent; Mohammad Z. Islam, Associate Superintendent, Business Services; Jinane Annous, Ed.D., Lead Innovation Agent, Education Services; Rhea Mclver Gibbs, Lead Personnel Agent, Personnel Services; and Rhonda Kramer, Senior Director, Personnel Services. Also present was Rosie Williams, Executive Secretary, and Jose M. Reyes, Interpreter.

PLEDGE OF ALLEGIANCE

Leilany Panuco, 5th grade Bemis Elementary School student, led the Pledge of Allegiance.

PRESENTATION BY BEMIS ELEMENTARY SCHOOL

Fifth grade student Daniel Vega introduced Mrs. Maria Olivia Alcaraz's second grade class which recited a poem in Spanish entitled *Nuestra Casa*, and a poem in English entitled *Earth Game Mixup*.

REPORT OUT OF CLOSED SESSION

Superintendent Avila reported that no action was taken during closed session.

ADOPTION OF AGENDA

Upon a motion by Vice President Martinez, seconded by Clerk Montes, the Agenda was adopted, as amended, by a unanimous 5-0 vote by the Board of Education.

Presentation #4 was amended as indicated below.

B. PRESENTATIONS

1. High School – District Student Advisory Committee (DSAC) Presentation

The following DSAC students shared information on activities held at their schools:

Alexis Rodriguez – Rialto High School
Gilbert Mosqueda – Carter High School
Dorrien Hunter – Eisenhower High School

2. Recognition of Carter High School German Teacher, Mrs. Denise Martinez and Carter High School Senior, Felisa Correa

Member O'Kelley presented Carter High School German Teacher, Mrs. Denise Martinez and Carter High School Senior, Felisa Correa with a plaque in recognition of Felisa being selected as a National winner of the Level 4 2017 National German Exam for High School students.

3. Recognition of San Bernardino, Inyo, Mono, (SIM) Science Fair Gold Medal Winners

Vice President Martinez, Clerk Montes and Member Ayala presented plaques to the following students in recognition of the top six Gold Medal winners of the Science and Engineering Fair:

Sarahi Pinedo-Rincon – Fitzgerald Elementary School
Nadley Aisuan – Rialto High School
Gabriel Arroyos – Rialto High School
Jose Ponce – Rialto High School
Victory Ornelas – Rialto High School
Ryan Ramsey – Rialto High School

4. ~~Presentation on Use of College Readiness Funds~~ **Customer C.A.R.E. presentation by Personnel Services**

Rhea McIver Gibbs and Rhonda Kramer conducted a PowerPoint presentation on Customer C.A.R.E. The PowerPoint presentation is attached, see pages (E 1.12 - E 1.22).

C. COMMENTS

1. Public Comments from the Floor: At this time, any person wishing to speak on any item **not on** the Agenda will be granted three minutes.

Brenda Parker, North End Pepper Neighborhood Watch Coordinator, spoke regarding safety issues in the community and at Frisbie Middle School due to lack of security patrolling the area. She also spoke in support of Principal Osonduagwuike.

Michelle Ramirez, Frisbie Middle School teacher, expressed her concerns regarding ongoing issues at Frisbie Middle School and the lack of communication.

Laurette Allen, Frisbie Middle School teacher, expressed her concerns regarding the health risks of her and her students in her classroom, and the lack of security on campus.

Gabriela Solis, parent, shared that parents need to come together to help each other to make our District and the community the best in San Bernardino County.

Magdalena Benitez, parent, thanked Superintendent Avila for the positive changes throughout the District, and asked everyone to come together for the community.

Maria Sandoval, parent, thanked everyone for all the changes that have been made and for all the changes she knows will be coming. She expressed her hope for more bilingual personnel in the District. She also asked the Board and Superintendent Avila to work together and to be strong.

Martha Avelar, parent of a County Special Education student, thanked Superintendent Avila for helping with her problem her student had in the County Special Education classroom. She also shared of continued issues she is having regarding her student in the County classroom and asked for further assistance.

Nora Mendoza, parent, expressed her concerns regarding the treatment of students by teachers and substitute teachers. She stated that the parents would like to speak to the teacher's union to review certain policies that have been forgotten by certain teachers.

Paula Bailey, parent, praised Ivette McNally, School Psychologist at Eisenhower High School, for the job she is doing. She also praised Dr. Edward D'Souza and Beth Curtiss for the work they did regarding the Strategic Planning meetings she attended with the organization of the meetings and making sure everyone's voice was heard. She encouraged everyone to attend the Puttin' On the Ritz event this Saturday. She expressed her gratitude that this District supported the San Bernardino District by wearing red on Monday, the first day back to school for San Bernardino students after the fatal shooting at their school.

Tobin Brinker, Frisbie Middle School teacher, thanked Superintendent Avila for taking the time to meet with him and teacher Michelle Ramirez. He stated that he would like the Board to come out and engage with the staff and parents at Frisbie Middle School. He shared information and his concerns regarding the promotion ceremony at Frisbie Middle School. He invited the Board and the staff to attend a Tree Planting Ceremony at Frisbie Middle School.

Dr. Alison Jaffe, Speech Therapist, shared that May is *Better Hearing and Speech month* which provides an opportunity to raise awareness about communication disorders. She provided the Board and Superintendent Avila with a booklet entitled, *The School Speech Language Pathologist*.

Christina E. O'Handley, parent, spoke in support of Principal Osonduagwuike, and asked the Board reconsider his appointment. She also spoke regarding teachers needing ADHD training.

Ismael Escamilla was called to speak. He was not present, however, Christina E. O'Handley, stated Mr. Escamilla is her father and she spoke on his behalf as he wanted to attend the meeting, however, he is ill and could not attend. She spoke in support of Principal Osonduagwuike and shared experiences they had with him helping their students.

Mirna Ruiz, parent, thanked Beth Curtiss, Academic Agent, Liberal Arts and Literacy/Intervention, for attending the county PTA Honorary Service Award Dinner held on April 12, 2017. She stated they honored Kandyce Rojas, Trapp Elementary School Library/Media Technician, Trapp Elementary School Principal Roxanne Dominguez, and Alicia Castellales. She asked the Board to save the date for a local Honorary Service Award Dinner to be held on May 12, 2017, from 5:00 – 10:00 p.m. at the Bistro. She shared her concerns regarding Special Education issues and asked the Board to step up and help with the issues.

Celia Zelaya-Saravia, representing Amigos Unidos, a support group for parents of children with special needs, invited everyone to the annual celebration of the sacraments for special needs children on May 21, 2017, at 3:00 p.m. in the Cathedral of San Bernardino. She congratulated the students and staff for their awards. She thanked Rhea McIver Gibbs and Rhonda Kramer for the Customer C.A.R.E. presentation, and Dr. Alison Jaffe, Speech Therapist, for working with the students. She shared that the Special Education Department is working well and getting better and they need to continue to work together.

Francisco Valadez, parent, stated he is speaking on behalf of the Frisbie Middle School parents. He spoke in support of Principal Osonduagwuike. He invited the Board to meet with the staff and parents of Frisbie Middle School. He also spoke regarding Frisbie Middle School needing more security guards.

Ashley D. Elizondo, student, shared her positive experiences regarding Principal Osonduagwuike and asked that the Board reconsider his appointment.

2. Public Comments on Agenda Items: Any person wishing to speak on any item on the Agenda will be granted three minutes.

There were no comments.

3. Comments from Association Executive Board Members: Rialto Education Association (REA), California School Employees Association (CSEA), Communications Workers of America (CWA). Rialto School Managers Association (RSMA)

(Ref. E 1.6)

Ron Fletcher, CWA President, asked Personnel to inform him if they hear of any problems with substitute teachers. He shared that he hopes to see everyone at Puttin' On the Ritz this Saturday night. He shared that he was involved helping the children in San Bernardino after the fatal shooting at their school. He also spoke in support of Principal Osonduagwuike.

4. Comments from the Superintendent
5. Comments from Members of the Board of Education

D. PUBLIC HEARING - None

CONSENT CALENDAR ITEMS

Upon a motion by Member O'Kelley, seconded by Vice President Martinez, Items E – J, were approved by a unanimous 5-0 vote by the Board of Education.

E. MINUTES

1. Approve the minutes of the Regular Board of Education meeting held April 5, 2017.

F. GENERAL FUNCTIONS CONSENT ITEMS

1. Second reading of revised Board Policy 1114(a-d); Community Relations: District-Sponsored Social Media.
2. Second reading of new Board Policy 3470(a-j); Business and Noninstructional Operations: Debt Issuance and Management.
3. Second reading of revised Board Policy 5131.62(a-e); Students: Tobacco.

G. INSTRUCTION CONSENT ITEMS

1. Approve five (5) student winners of the San Bernardino, Inyo, Mono (SIM) County Science and Engineering Fair and two (2) chaperones to attend the California State Science Fair in Los Angeles, California, on April 24, 2017 through April 25, 2017, at an estimated total cost of \$2,950.50, to be paid from the General Fund.
2. Approve sixteen (16) chapter members of Eisenhower High School's Associated Student Body and two (2) advisors/chaperones to participate in the "Every 15 Minutes" program on April 26, 2017 through April 27, 2017, at a total cost of approximately \$900.00, to be paid for by the Rialto Police Department, at no cost to the District.

(Ref. E 1.7)

3. Approve the attendance of four (4) students, eight (8) parents, and eighteen (18) District employees at the 30th Annual Multilingual Recognition dinner, held at the Double Tree by Hilton in Ontario, California, on April 28, 2017, at a cost not-to-exceed \$1,950.00, to be paid from the Unrestricted General Fund.

H. BUSINESS AND FINANCIAL CONSENT ITEMS

1. Approve Warrant Listing Register and Purchase Order Listing for all funds from March 17, 2017 through April 3, 2017, (sent under separate cover to Board Members). A copy for public review will be available at the Board Meeting.
2. Accept the listed donations from Veolia North America, Lifetouch National School Studios, Ojo de Agua Taqueria, Book Fair Parent Donation Box, YourCause (YourCause.com), and Edward D'Souza, Ph.D. and request that a letter of appreciation be sent to the donors.
3. Approve an agreement with One Circle Foundation to provide a two-day training for up to twenty-five (25) district staff members on "Girls' Circle" and "Boys' Council", effective May 2017, at a total cost not-to-exceed \$10,500.00, to be paid from the General Fund.
4. Approve Amendment No. 2 with the San Bernardino County Probation Department to provide one (1) full-time Probation Officer from their School Probation Officer program from July 1, 2017 through June 30, 2018, at a total cost not-to-exceed \$29,528.00, to be paid from the General Fund.
5. Declare the specified surplus equipment and miscellaneous items as obsolete and not-serviceable for school use, and authorize the Superintendent/designee to sell or dispose of these items as specified in the Education Code Sections 17545 and 17546.
6. Approve Amendment No. 1 to the Building and Facility Use Agreement between the City of Rialto and the Rialto Unified School District to extend the agreement for an additional three (3) years from July 1, 2017 to June 30, 2020, and can be extended for an additional term of three (3) years.
7. Approve Amendment No. 1 to the agreement with PCH Architects, LLP for an increase of a fixed fee of \$3,580.00 in architect fees to cover the additional architectural services. All other terms of the agreement will remain unchanged. The architect fees are to be paid from the Fund 25, Capital Facilities Fund.

8. Approve a Division of the State Architect Inspector Agreement with Paul W. Waite and Associates for the Energy Efficiency Plan Phase 3 - energy upgrade project, for the not-to-exceed amount of \$20,590.00, including reimbursable expenses, to be paid from the California Clean Energy Jobs Act, Proposition 39 Planning Fund.
9. Approve the agreement with B2 Environmental as the environmental assessment firm to provide import soil testing services for the Eisenhower High School Stadium and Performing Arts Theater project for the not-to-exceed amount of \$6,214.00, to be paid from Fund 21, Measure Y, Series "C", General Obligation Bond Fund.
10. Approve an agreement with Hot Dogger Tours, Inc. dba Gold Coast Tours, effective April 20, 2017 through June 30, 2017, to provide transportation services for extra-curricular events, as needed, at a cost not-to-exceed \$25,000.00, to be paid from the General Fund, Associated Student Body (ASB) funds, parent organizations, and/or other donations.
11. Ratify an agreement and services rendered by Landmark Productions to direct the development of an educational quality training video that can be appropriately viewed and used within a K-12 public school environment. This Safe School Response video can be effectively used as a staff training/in-service tool to inform and educate its targeted audience (secondary students, all District staff, parents, and community). The total cost is an amount not-to-exceed \$6,000.00, to be paid from the General Fund.
12. Approve an agreement with Knowland Construction Services to provide Division of the State Architect inspection services for the District-wide Solar Energy Projects, Phases 4, 5, and 6, for a total not-to-exceed \$134,400.00. Overtime and Saturday services will be paid at one and one-half times the normal rate, and Sunday services will be billed at two times the normal rate to be paid from the General Fund and reimbursed by Onyx Renewable Partners L.P. at the end of the project.
13. Approve an agreement with Autism Spectrum Therapies to provide Applied Behavior Analyst (ABA) Aides to assist with current students' behaviors per their Individual Education Program (IEP) for the remainder of the 2016-2017 school year, effective April 20, 2017 through June 30, 2017, at a total cost not-to-exceed \$12,250.00, to be paid from Special Education Funds.
14. Approve an agreement with Pathways 2 Speech to provide an Independent Education Evaluation (IEE) in the area of Auditory Verbal Therapy (AVT) for students during the regular 2016-2017 school year, as

(Ref. E 1.9)

well as, the Extended School Year program per settlement agreement, effective April 20, 2017 through June 30, 2017, at a total cost not-to-exceed \$4,950.00, to be paid from Special Education Funds.

I. FACILITIES PLANNING CONSENT ITEM - None

J. PERSONNEL SERVICES CONSENT ITEMS

- 1-3. Approve Personnel Report No. 1171 for classified and certificated employees.

K. DISCUSSION/ACTION ITEMS

Upon a motion by Clerk Montes, seconded by Member O'Kelley, Item K1 was approved by a unanimous 5-0 vote by the Board of Education.

1. Approve an agreement with Heider Inspection Group to provide soil tests, structural tests, and special inspection services for Phases 4, 5, and 6 of the District-wide Solar Energy Project for a not-to-exceed amount of \$140,116.00, to be temporarily paid from the General Fund and reimbursed by the financier, Onyx Renewable Partners L.P., at the end of the project.

Upon a motion by Vice President Martinez, seconded by Member O'Kelley, Item K2 was approved by a unanimous 5-0 vote by the Board of Education.

2. Adopt Resolution 16-17-30 authorizing exemption of the 180 calendar day separation-from-service requirement pursuant to Section 24214.5 and 26812 of the Education Code for retired CalSTRS members who are appointed to critically needed teaching positions and comply with all required documentation and regulations.

Upon a motion by Clerk Montes, seconded by Member O'Kelley, Item K3 was approved as indicated by a unanimous 5-0 vote by the Board of Education.

3. Approve the recommendations of the Administrative Hearing Panel (AHP):

ADMINISTRATIVE HEARINGS:

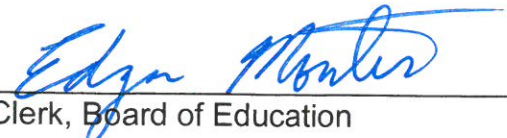
Case Numbers:

16-17-38

16-17-37

L. ADJOURNMENT

Upon a motion by Member O'Kelley, seconded by Vice President Martinez, and approved by a unanimous 5-0 vote by the Board of Education, the meeting was adjourned at 10:20 p.m.


Clerk, Board of Education


Secretary, Board of Education



Customer C.A.R.E. Presentation

Communication, Appreciation, Responsiveness, Environment

Personnel Services

Rhea McIver Gibbs, Lead Personnel Agent

Rhonda Kramer, Senior Director

Superintendent

Cuahtémoc Avila, Ed. D.

1

Customer C.A.R.E.

Communication, Appreciation, Responsiveness, Environment

- ✓ District Strategic Plan
- ✓ Customer C.A.R.E. Expectations
- ✓ Customer C.A.R.E. for the Public
- ✓ Customer C.A.R.E. for the Employees
- ✓ Plan for Staff Development
- ✓ Customer C.A.R.E. Team
- ✓ Questions



2

(Ref. E 1.12)

STRATEGICS: THINKING / PLANNING / ACTION

<p>THINKING</p> <p>1. The Five Arenas of Strategic Thinking</p> <ul style="list-style-type: none"> • Definitions • Condition vs. Cause • Leaders vs. Leadership • The Nature of Systems • Dynamics of Organization 	<p>7. Action Plan Development</p> <ul style="list-style-type: none"> • Action Plans • Programs • Projects • Prototypes 	
<p>PLANNING</p> <p>2. Commitment and Preparation</p> <ul style="list-style-type: none"> • Internal Facilitator(s) training • Awareness Sessions • Exploration of System Capacity and Design • Information Base <p>3. Strategic Planning Team</p> <ul style="list-style-type: none"> • Manageability • Inclusivity • Microcosms • Goodwill <p>4. First Planning Session</p> <p>Cardinal Features</p> <ol style="list-style-type: none"> 1. Beliefs 2. Mission 3. Parameters 4. Objectives 5. Strategies <p>Formative Features</p> <ol style="list-style-type: none"> 6. Internal Analysis 7. External Analysis 8. Competition 9. Critical Issues 	<p>8. Second Planning Session</p> <ul style="list-style-type: none"> • Presentation of Action Plans • Preparation of Final Draft <p>9. Implementation Schedule</p> <ul style="list-style-type: none"> • Phasing of Plans • Resource Allocation Plan <p>10. Board Approval</p>	
<p>5. Communication of Draft Plan</p> <ul style="list-style-type: none"> • Organizational Awareness • Public Awareness and Involvement <p>6. Action Teams</p> <ul style="list-style-type: none"> • Participation and Balance • Trained Leaders 	<p>ACTION</p> <p>11. Organizing to Action</p> <ul style="list-style-type: none"> • Strategic Context • Concepts of Action • The Dimensions of Whole-Context Organization <p>12. Capacity Through Action</p> <ul style="list-style-type: none"> • The Dynamics of Whole-Context Organization • Mutual Commitments and Expectations • Morphing Formations <p>13. Action Cluster Planning</p> <ul style="list-style-type: none"> • Strategic Context/Intent • Kinds of Agency • Planning Process & Discipline • Discovery of Possibilities 	<p>14. Continuous Creation</p> <ul style="list-style-type: none"> • Constant Emergence • New Realities • Evolving Design

District Beliefs

We believe that:

- Everyone has unique talent
- There is unlimited power in all of us
- **All people have equal inherent worth**
- **Diversity is strength**
- **Each person deserves to be treated with respect**
- High expectations lead to high achievement
- Risk is essential for success
- **Common goals take priority over individual interest**
- **Integrity is critical to trust**
- **Honest conversation leads to understanding**
- Music is the universal language
- **A strong community serves all of its members**
- **Everyone has the ability to contribute to the good of the community**

(Ref. E 1.13)

District Mission



The mission of the Rialto Unified School District, the bridge that connects students to their future aspirations, is to ensure each student achieves personal and career fulfillment within a global society, through a vital system distinguished by:

- High expectations for student achievement
- Safe and engaging learning environments
- Effective family and community involvement
- Learning opportunities beyond the traditional school setting
- Appreciation of cultural diversity

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Parameters



Boundaries within which the organization will accomplish its mission

- We will make all decisions in the best interest of students
- **We will honor the worth and dignity of each person**
- **We will hold the highest expectations of everyone**
- We will assert the unlimited potential of every student
- **We will practice participatory decision-making throughout the district**
- We will not allow the past to determine our future

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(Ref. E 1.14)

District Strategies



- Strategy 1: We will provide diverse avenues for learning both inside and outside the classroom.
- Strategy 2: We will provide rigorous and relevant instruction that supports each student's unique learning style.
- Strategy 3: We will create a culture of high expectations within Rialto Unified School District and our community.**
- Strategy 4: We will bridge school and community learning opportunities.

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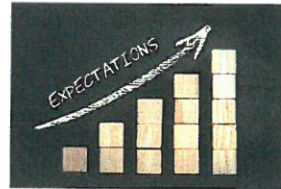
District Strategies

- Strategy 5: We will ensure full engagement of Rialto Unified School District families in the education of their children.**
- Strategy 6: We will ensure we have exemplary staff who meet the unique needs and aspirations of our diverse students.**
- Strategy 7: We will ensure resources and assets are allocated and developed to directly support student learning experiences.
- Strategy 8: We will streamline and simplify the dynamics of our organization.**

STRATEGY

8

(Ref. E 1.15)



Customer C.A.R.E. Expectations

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Customer C.A.R.E. Expectations

- 1. We show that our "customers" – students, parents, other staff members, and the public – come first.**
 - Take every opportunity to express the successes of your students, your school and the District.
 - Be polite, respectful, and patient with all customers.
 - Send positive telephone and written messages about our students.
- 2. We interact and present in a professional image that conveys caring, commitment, compassion, and confidence.**
 - Communicate from a positive perspective. Tell the customer what you CAN do, not what you cannot do.
 - Be respectful, friendly, helpful, and polite. Always!
 - Confidential information is not discussed in public areas.
- 3. We greet everyone in a friendly and timely manner.**
 - Acknowledge the customer immediately with a smile, a friendly welcome, and a "How may I help you?"
 - If you notice the customer speaks a language other than English, ask a bilingual staff member to assist.
 - If you are on the telephone, let the customer entering know you will be right with them.

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(Ref. E 1.16)

Customer C.A.R.E. Expectations

- 4. We treat everyone with respect.**
 - Smile!
 - Be calm, polite, and understanding in all your interactions.
 - Listen without interrupting.
- 5. We answer the phone politely and professionally.**
 - A professional always answers the phone within three rings and with a smile in their voice.
 - Use a friendly greeting and identify yourself.
 - If the call is for a teacher during instruction time, offer to take a message or transfer the customer to voicemail.
- 6. We handle concerns appropriately and in a reasonable amount of time.**
 - Make every effort to direct the customer to the appropriate person.
 - If the appropriate person is not available, assist the customer in making an appointment with that person.
 - Phone call should be returned within 24 hours.



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Customer C.A.R.E. Expectations

- 7. We do our best when asked for help.**
 - Take the time to understand the customer's needs.
 - Take ownership of the request and follow up to make sure the request has been addressed.
 - Acknowledge and apologize when anyone makes a mistake or a customer is inconvenienced.
- 8. We communicate in a timely manner.**
 - Keep the front office staff informed of upcoming and important events.
 - Provide a calendar of school events.
 - Notices should be sent out no less than one week for a scheduled event—earlier if possible.
- 9. We provide information that is easy to understand.**
 - Give the facts: Who, What, when, Where, Why, and How.
 - Communications should be sent home in the language the parent can understand.
 - Always have two people proofread what is being sent home – preferably one person who is familiar with the purpose of the message and one person who is not.

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(Ref. E 1.17)



For the Public

Customer C.A.R.E. Poster



RIALTO UNIFIED SCHOOL DISTRICT

CUSTOMER C.A.R.E.

SETTING THE EXPECTATION

In the Rialto Unified School District we **C.A.R.E.** about providing an educational environment where everyone feels welcomed and valued. When you, as a parent, student, visitor or employee interacts with a Rialto Unified School District staff member, you can expect our very best in:

- C** **Communication**
- Acknowledge a customer as they enter when working with someone in person or on the phone
 - Each staff member will maintain a pleasant and positive tone with each customer
 - Active listening techniques will be used in customer interactions



- A** **Appreciation**
- All customers will be treated with respect and dignity
 - Each staff member will be courteous during all customer interactions
 - Your concerns will be valued and respected
 - Each staff member will maintain the confidentiality and privacy of students and their families



- R** **Responsiveness**
- Every staff member will respectfully direct customers to the appropriate person or department
 - If a staff member notices a customer speaks a language other than English, bilingual assistance shall be provided
 - Phone calls will be returned within 24 hours and emails responded to within two business days



- E** **Environment**
- Staff members must wear their identification badges at all times
 - All visitors will check in at the main office and wear a visitor's badge
 - Work areas, facilities and grounds will be maintained with pride



For more information, please contact (909) 820-7700 ext. 2400 or visit www.rialto.k12.ca.us





Parent Survey

Rialto Unified School District

Customer C.A.R.E. Survey

Communication, Appreciation, Responsiveness, Environment

In The Rialto Unified School District we C.A.R.E. about providing an educational environment where everyone feels welcomed and valued. When you interact with a Rialto Unified School District staff member, you can expect our very best service.

We want to know what YOU think about your child's school. By filling out this survey, you can give the school important information about how it can improve service to students, parents, and the entire school community.

Thank you for your support by completing and returning the survey to your child's school or completing it on line.

For each statement, please indicate whether you **Strongly Agree, Agree, Disagree, Strongly Disagree.**

	A. Strongly Agree	B. Agree	C. Disagree	D. Strongly Disagree
1. I am greeted in a polite manner when I enter the school office				
2. I am treated respectfully by school staff				
3. When I speak to school employees on the telephone, I am treated politely				
4. When I have a question, school employees do their best to assist me				
5. When I have needed assistance from school administrators, I have received it				
6. I have opportunities to communicate with my child's teacher				
7. I receive clear communication from the school in a timely manner				
8. My school demonstrates parents and visitors are valued				

Comments: We sincerely appreciate you for taking the time to share your comments. They will be used to improve the service you receive at your child's school.

If you have questions regarding the Customer C.A.R.E. Survey, please contact Personnel Services at (909) 350-7700 ext. 2401.



For the Employees

Customer C.A.R.E. At-A-Glance

Communication, Appreciation, Responsiveness, Environment

The Basics:

How we treat parents, students, the community and District employees.



- Acknowledge the customer immediately
- Greet the customer with a smile, make eye contact, be professional, and have a positive attitude
- Provide translator/language assistance
- Address the customer respectfully
- Listen carefully
- Ensure confidentiality

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Customer C.A.R.E. At-A-Glance

Communication, Appreciation, Responsiveness, Environment

Helping People:



- Allow the customer to speak – LISTEN
- Be empathetic
- Ask questions and make statements to help clarify the causes of the customer's concerns
- Inform the customer of the steps you will take to provide assistance
- Thank the customer
- Take action and follow through

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(Ref. E 1.20)

Customer C.A.R.E. At-A-Glance

Communication, Appreciation, Responsiveness, Environment



Telephone Calls:

- Answer the phone by the third ring
- Placing a caller on hold – Don't forget the caller
- Transferring a call – Explain why the call needs to be transferred
- Taking a message – Give an estimated time of return

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Customer C.A.R.E. At-A-Glance

Communication, Appreciation, Responsiveness, Environment



Email Etiquette:

- Use a clear subject line
- Present the central idea in the first few lines
- Be polite and professional
- Only copy recipients as necessary
- Remember email is public
- Respond to emails promptly

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(Ref. E 1.21)

Plan for Staff Development:

- ❖ Beginning June - July 2017 the first 300 employees will begin the Customer C.A.R.E. Academy
 - Site administrators
 - Site secretaries and clerks
 - Special education department
 - 2 day comprehensive program - which will include core competency testing for each module (Communication, Appreciation, Responsiveness and Environment)
- ❖ Certification provided upon successful completion of the modules
- ❖ The training will expand over time to include District administration and staff, certificated/classified staff members and substitute teachers



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RUSD C.A.R.E. TEAM:

Parents – REA – CSEA – CWA - Administrators

- Ricardo Carlos
- Leslie Chambers
- Cheryl Decker
- Angela Dover
- Carolyn Eide
- Ron Fletcher
- Lisa Garcia
- Leonor Harrison
- Rhonda Kramer
- Louise Lujan
- Andres Luna
- Rhea McIver Gibbs
- Danielle Osonduagwuike
- Mercedes Perez
- Rosa Ponce
- Melissa Rubio
- Wendy Shaw
- Linda Silva



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(Ref. E 1.22)