



ST. MARY'S *Catholic High School, Dubai*

COMMUNICATION POLICY

2025-2026

COMMUNICATION POLICY

INTRODUCTION

At St. Mary's Catholic High School all parents are equally valued as part of our Marian Family. Children benefit most when we work in partnership with their parents. We are therefore committed to communicating with parents to improve our knowledge of the needs of their children.

Communication at our school takes place at various levels:

- From school to Parents
- From school to staff members
- From school to students
- From school to other stakeholders
- From school to organisations / institutions/ people who regularly work with the school.

This communication occurs across various mediums:

Formal:

- ✓ The school website
- ✓ SIMS Parent App
- ✓ Class group email
- ✓ School Diary (for primary only)
- ✓ Google Classroom
- ✓ Telephone calls
- ✓ Official letters for disciplinary awareness and/or action / academic concerns/ consent for various events/stay backs etc
- ✓ Newsletters (like a school magazine)

Informal:

- ✓ Whatsapp



How do we keep parents informed at a macro level ?

The school sends out a detailed weekly circular every single Friday with all relevant information to parents. Some information requires repetition from week to week and therefore we have a coloured block at the start of each weekly circular that covers topics that are NEW for that particular week.

NEW UPDATES:

- **DISTANCE LEARNING 20th APRIL to 24th APRIL:** Please check attachment.
- **UAE - Our Pride and Glory -Years 1-10:** Please check this important attachment.
- **APPLICATION FOR ADMISSION TO YEAR 12 (2026-2027):** Please check this important attachment.
- **YEAR 12 MOCK EXAMS:** Monday - Wednesday, as per timetable. Please check RULES AND REGULATIONS.

How do parents receive this?

Parents can either view the circular on the school website or in their SIMS PARENT APP or via the class group email from the class teacher.

The school has sent out a circular for each of the thirty weeks thus far.

ST. MARY'S CATHOLIC HIGH SCHOOL
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OUR REF : TRN : 104153998000003

Friday, 17 April 2026.

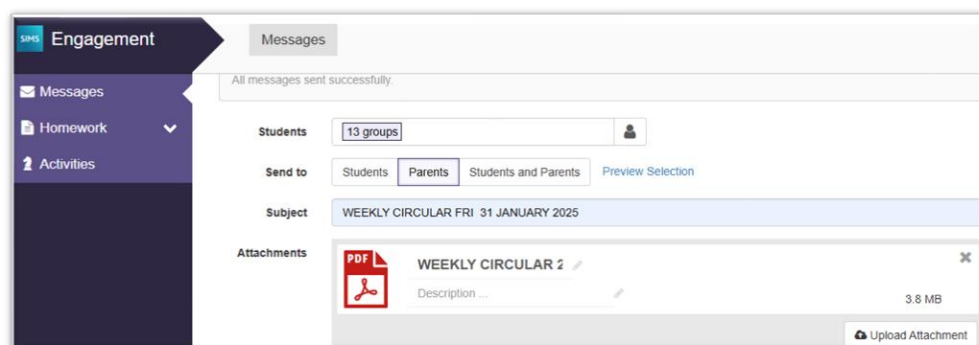
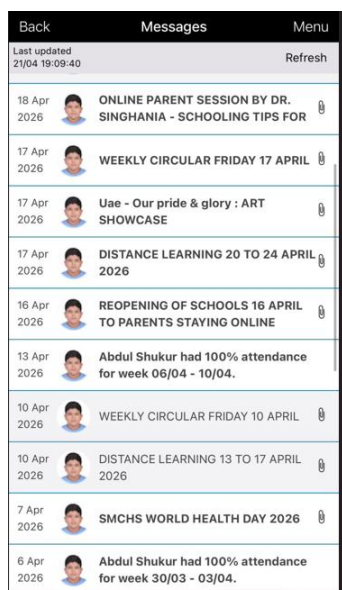
To: The Parents of Students in Years 1-13
WEEKLY CIRCULAR BEFORE WEEK 30

Dear Parents,
Greetings from Saint Mary's. Please read on to find out important information that is relevant to your child and their year group. We send our prayers for each and every one from our Marian Family for your safety during these current times.

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- **ONLINE PARENT SESSION BY DR. SINGHANIA - SCHOOLING TIPS FOR PARENTS (Check the session link in this circular).**

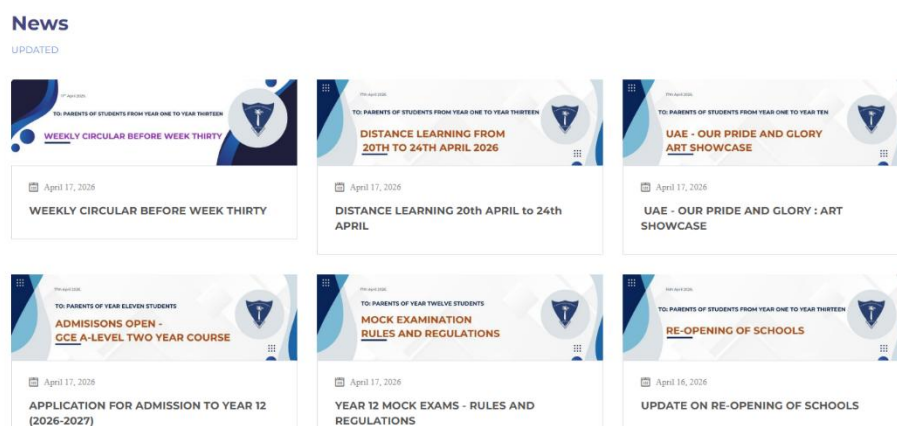
In addition, if there is any information that has to be sent out to only a particular YEAR GROUP/ Cohort, then that is posted via the SIMS PARENT APP and the class group email.



The SCHOOL WEBSITE

The school website remains the key destination for parents to locate important information regarding their child's life at school.

Each department has a dedicated area that parents can easily navigate to locate information seamlessly.



All subject long term plans/ examination time tables / key policies/ school fee structure / can be accessed via the school website.

The school website is also used to celebrate student achievements and to give parents a glimpse into various school events through a collage of pictures posted for each event.

THE SIMPS PARENT APP

Feedback from parents propelled a major shift in resetting the SIMS parent app for ALL parents using their own personal email ID and not the child's school ID as was formerly the case. Parents welcomed this move at the start of this academic year.

Parents can check into the app to find daily attendance updates for their children.



All Assessment reports are shared with parents via the SIMS Parent App.

All circulars are shared via the App.

CLASS GROUP EMAIL

The IT department sets up a class group email for each class with the class teachers and students using school email IDs only.

This is useful when information has to go to only certain classes such as reminders about GL/NGRT/CAT-4 exam requirements/ coloured clothes days etc.



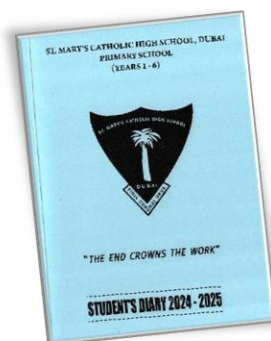
Group name ↓	Email address	Members	Access type	Who can pos
SMCHS YEAR 1D	year1d-smchs@smgeducation.org	31	Custom	Managers
SMCHS YEAR 1C	year1c-smchs@smgeducation.org	31	Custom	Managers
SMCHS YEAR 1B	year1b-smchs@smgeducation.org	33	Custom	Managers
SMCHS YEAR 1A	year1a-smchs@smgeducation.org	34	Custom	Managers
SMCHS YEAR 11F	year11f-smchs@smgeducation.org	29	Custom	Managers
SMCHS YEAR 11E	year11e-smchs@smgeducation.org	31	Custom	Managers

SCHOOL DIARY (FOR PRIMARY ONLY)

The school diary was reintroduced a year ago as requested by several parents who cited it as being more user friendly to quickly scribble a note to the teacher in the morning for example or check .

The school diary has dedicated spaces for teachers to inform parents about tardiness/ uniform infractions/ books not brought etc. Parents have a dedicated space to write a quick note to the teacher. Leave application forms are also available in the school diary.

Frequently, short reminder slips are sometimes pasted in the diary by teachers to remind parents of important next day events and /or requirements.



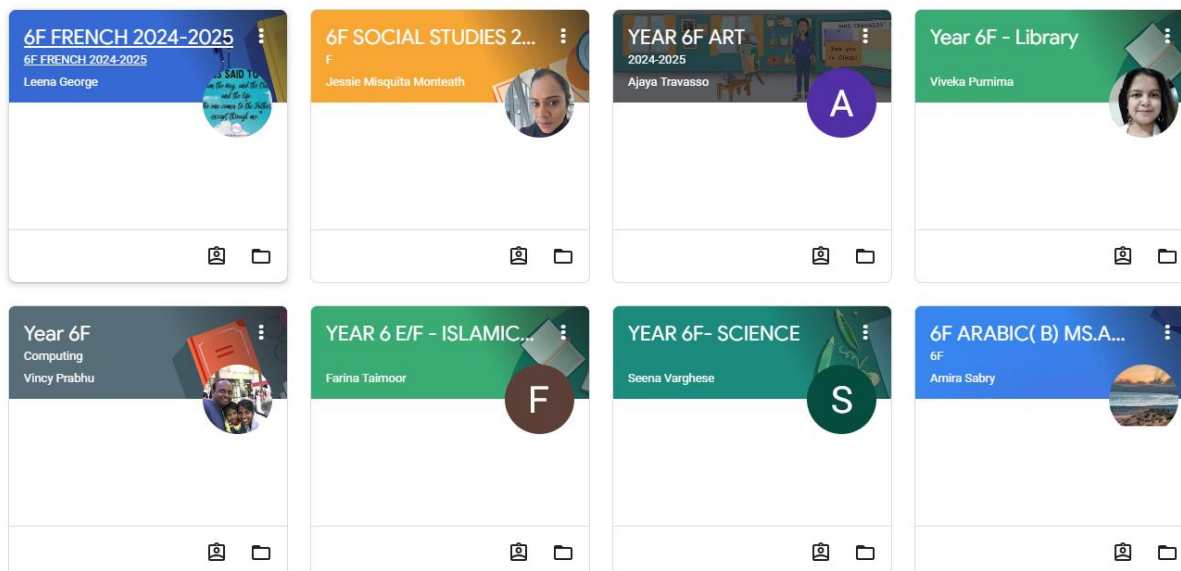
GOOGLE CLASSROOM

Google Classroom that was introduced during the pandemic has remained a successful medium for teachers to communicate academic information to students.



Google Classroom

Every teacher has a Google Classroom with his/her class and all academic information that includes assignments/ homework / homework reminders / study aids/ teaching material is posted in Google Classroom.



TELEPHONE CALLS

These are used to communicate any urgent information to parents or to book meetings/ consultations with parents.

The primary reception has a dedicated phone line as primary parents use this medium more frequently to get in touch with the school.

The clinic also has a dedicated phone line for use.

In some instances a phone call is also made as an additional means of communication to back up an email for example contacting candidates for entrance tests/ contacting parents of merit list achievers etc.



OFFICIAL LETTERS

The school communicates with some parents using an official letter to be acknowledged in cases of discipline/ academic concern etc where an acknowledgement is required and where a letter is retained on file.

ST. MARY'S CATHOLIC HIGH SCHOOL P.O. Box 52232, DUBAI - U.A.E. Tel : +9711 4 3370252 E-mail : maryscod@emirates.net.ae Fax : +9711 4 3368119 Website : www.stmarysdubai.com	 مدرسة القديسة مريم الكاثوليكية الثانوية ص. ب. ٥٢٢٣٢ - دبي البريد الإلكتروني : maryscod@emirates.net.ae الفاكس : +9711 4 3368119 الموقع : www.stmarysdubai.com
OUR REF : TRN : 100259955100003	
DATE: Tuesday, 21 st March 2023	
SUBJECT: DISCIPLINARY ACTION FOR INAPPROPRIATE BEHAVIOUR	
To: The Parents of EMMANUEL D'SOUZA- Year 5B	
Dear Parents, Greetings from St. Mary's Catholic High School, Dubai. I am writing to inform you about an incident of inappropriate behaviour caused by Emmanuel against another student. He followed his classmate into the boy's washroom making his classmate feel very uncomfortable.	
This has been raised by the parents with whom we met. Subsequently we also spoke to Emmanuel to help him understand the implications of his behaviour.	
As parents, I am sure that you are aware that our school has a zero-tolerance policy for any form of behaviour that seeks to harm and traumatize another child, and such behaviour is completely unacceptable.	
Every child is precious to us, and it is our foremost priority to safeguard every child in our school. We request you to kindly make Emmanuel reflect on the implications of his actions. Please also be aware that any future incidents will be dealt with severely.	
As a consequence, Emmanuel will have a suspension of sports lessons for two weeks during which time he will work on some self-regulating strategies with the counsellor.	
Kindly sign this letter and return it to the class teacher tomorrow.	
Yours sincerely,  Mr. Paul Asir Joseph (Principal)	
	
NAME OF PARENT : <u>Oliver D'souza</u>	
SIGNATURE : <u></u>	DATE : <u>21st March 2023</u>

NEWSLETTERS

Our school newsletter, “Saintz Times” serves as medium of communication between the school and parents. It has a detailed round up of all the events and competitions that our students regularly take part, in and outside of our school. Every year we have three issues of the newsletter.

It’s a mix of articles, photos and also students’ creativity in the form of stories, artwork, poems etc. It’s the combined effort of a team of students and teachers; the students are our reporters who write the articles, and the teachers guide them and help them in this endeavor.

Every term’s newsletter has a specific theme and students of different year groups are given a chance to submit their creations for the newsletter.

For our Marian community, it acts as glimpse into their children’s school life, a celebration of all the activities they have, their achievements and sometimes even their unique talents.

EMPOWERING YOUNG MINDS

... Karis Glenna Sam Kingston, 10A

For six unforgettable days in November 2024, a group of passionate students from all around the world gathered in Abu Dhabi for the **Global Network of Religion for Children (GNRC)** Conference themed “**The Child is Calling**”. From our school, we had two students participate, Maria Theres Kizhakkudem of IID and Mark John Correia of 10C

From the moment the conference began, the air buzzed with energy. Students eagerly stepped up to the podium, discussing global issues, debating policies, and sharing their personal insights. What set this event apart was the freedom it offered—opinions were not just tolerated but welcomed. Too often, young voices are dismissed in formal settings, but here, every idea was met with curiosity rather than criticism. Whether discussing climate change, education reform, or international relations, students felt empowered to contribute in ways they never had before.



The conference was helmed by the GNRC, but it became evident as it progressed that in spite of so many religious leaders collaborating for this, their aim truly was not furthering the agenda of their own particular religion, but rather developing a solid framework for figuring out what the world religions can do for the safety and development of children on a collective and global basis.

As the days unfolded, debates grew more intense, friendships formed, and perspectives expanded. The event wasn’t just about a discussion of what religion means to children; in fact religion had very little to do with it. It was about learning to listen, to challenge, and to refine one’s own thoughts, and work towards a common goal, that of making the world a better place for our children. By the final day, there was a shared sense of accomplishment. Many students walked away not just with new knowledge, but with a newfound confidence in their ability to express themselves.



Eminent personalities from different walks of life who firmly believe that “In the child lies our future” attended the conference and interacted with these young minds. Most notable among them was Nobel Laureate Mr. Kailash Satyarthi, who won the Nobel Peace Prize in 2014 for his contribution towards the upliftment of children in India.



Saintz Times 2024-2025 (Volume 1 – Winter)



Saintz Times 2023-2024 Volume-3



Saintz Times 2023-2024 (Volume 2)

WHATSAPP GROUPS

- 1) Used for Internal communication with staff .

How does it work?

The Vice Principal has a group with ALL the subject leaders and ALL information/ staff notices/ urgent notices are posted in this group and are then cascaded to ALL staff members who are in subject groups with their teachers.

Additionally, the Primary Head has a whatsapp group for primary where these messages are posted as well as certain messages that are only pertinent to primary.

- 2) The Vice Principal has whatsapp groups with Post-16-only for the dissemination of key information regarding community service and logistical information as these are all SENIOR PREFECTS.
- 3) Some senior teachers have whatsapp groups with their classes for doubt clearance and sharing of past papers (for board exam classes). This information is also posted in GC.
- 4) Whatsapp parent groups are not encouraged and the school provides guidelines to parents on the same.



PARENTS WHATSAPP GROUP

WHILE A WHATSAPP GROUP MAYBE VERY USEFUL FOR SHARING IMPORTANT INFORMATION THAT CAN BE VERY HELPFUL - SOMETIMES ESSENTIAL - FOR BUSY PARENTS, IT HAS INCREASINGLY BEEN NOTICED THAT THESE GROUPS SEEM TO HAVE BECOME BREEDING GROUNDS FOR GOSSIP, CHINESE WHISPERS AND CRITICISM. WE ARE NOTICING MORE AND MORE THAT A PERSONAL EXPERIENCE OF A CHILD OR A STAFF MEMBER HAS BECOME FODDER FOR PUBLIC COMMENT AND THIS HAS EXTENDED TO EVEN THE VERY PRIVATE MEDICAL INFORMATION OF CHILDREN BEING OPENLY DISCUSSED ON PARENT GROUPS. THERE'S A BROADER SOCIETAL ISSUE HERE. THIS IS ALL VERY NEW TO US ADULTS. WE MUST REFLECT ON THE EXAMPLE WE'RE SETTING. WE TALK ABOUT WHAT OUR CHILDREN ARE DOING ONLINE, BUT WE DON'T REFLECT ON OUR OWN BEHAVIOUR. WE DON'T HAVE AN AGREED ETIQUETTE. WE WOULD LIKE ALL PARENTS, ESPECIALLY THOSE IN PRIMARY SCHOOL TO DO SOME REFLECTION ON THE UNCHECKED CHATTER AND QUITE OFTEN THE VILIFYING OF STAFF MEMBERS IN THE PARENTS' WHATSAPP GROUPS OVER THE PAST YEAR AND ASK YOURSELF IF THAT IS TRULY HELPING YOU OR RATHER CREATING UNWANTED STRESS. AS A SCHOOL, WE WOULD LIKE YOU TO REACH OUT TO THE TEACHERS OR TO MS. LISIANN (IN MORE URGENT CASES) RATHER THAN ALLOW WHAT COULD BE ONE PARENT'S OPINION OR PERSPECTIVE OR MISINTERPRETATION IN MANY CASES, CLOUD THE PERSPECTIVES OF ALL THE REST. LET US TRY NOT TO MICROMANAGE THE CHILDREN BUT HAVE MORE FAITH IN THEIR CAPACITY FOR RESILIENCE AND COURAGE. WHILE WE CONTINUE TO ENCOURAGE YOU TO USE EMAILS AS THE OFFICIAL CHANNELS FOR COMMUNICATION, WE WOULD LIKE TO OFFER SOME USEFUL GUIDELINES FOR THE ETHICAL USE OF WHATSAPP GROUPS SHOULD PARENTS STILL FEEL THE NEED FOR THEM.



WE STRONGLY DISCOURAGE THE USE OF THE GROUPS TO:

- GOSSIP.
- VOICE GRIEVANCES.
- SHARE PERSONAL PROBLEMS.
- POINT OUT ANOTHER CHILD'S BEHAVIOUR.
- DISCUSS THE WORK OF TEACHERS: IF A PARENT HAS A CONCERN REGARDING THE TEACHER, THAT PARENT SHOULD SPEAK WITH HIM OR HER DIRECTLY.
- RAISE INDIVIDUAL CONCERNS OR COMPLAINTS: IF A PARENT HAS A PARTICULAR CONCERN OR COMPLAINT REGARDING THE SCHOOL OR ANY MEMBER OF THE STAFF, THAT ISSUE SHOULD BE RAISED DIRECTLY WITH THE SCHOOL.
- SHARE POLITICAL OR RELIGIOUS POSTS OR DISCUSSIONS.



GROUPS CAN BE USED TO SHARE :

- REMINDERS ABOUT DEADLINES, SCHOOL ACTIVITIES, AND EVENTS.
- QUESTIONS ABOUT SCHOOL ACTIVITIES OR SPECIAL EVENTS E.G. WHAT DATE THE SCIENCE PROJECT IS DUE IN, UNIFORM OR NON-UNIFORM DAY, WHEN THE DEADLINE TO PAY FOR SOMETHING IS, ETC.
- SHARING IMPORTANT INFORMATION ALREADY POSTED IN A CIRCULAR TO HELP REACH MORE PARENTS E.G. ALERTS ABOUT SICKNESS, SCHOOL POLICIES, ETC.
- SHARING INFORMATION WHICH CAN BE USEFUL TO THE OTHER PARENTS IN THE GROUP E.G. WHERE TO BUY COSTUMES FOR DRESSING UP DAYS, IDEAS FOR PROJECTS, ETC.
- FOSTER A SENSE OF COMMUNITY.
- SHARING RELEVANT COMMUNITY NOTICES E.G. ROAD CLOSURES OR NEW TRAFFIC LIGHTS IN THE LOCAL AREA, ETC.

COMMUNICATING IN AN EMERGENCY

SMCHS, Dubai is committed to maintaining clear and effective communication with families in an emergency or disaster situation.

Emergency Situations Covered: Our communication plan covers a range of emergencies including, but not limited to, inclement weather, natural disasters (such as earthquakes, floods, etc.), incidents requiring immediate evacuation, shelter-in-place/lockdowns, or other threats to the safety of the school community.

Our communication policy during an emergency is guided by KHDA regulation directives:

- The School Principal is the sole authorized voice. All other staff refer parents to management-
NO EXCEPTIONS
- While an incident is underway, the principal's focus will be entirely on the students and MUST not answer any individual parent calls.
- The school will only use official channels to communicate and particularly during an Emergency, will use the SIMS Parent App and parent e-mail.
- The school does not use Social Media channels and Whatsapp messaging for communication is strictly prohibited.

Primary Communication Channels: The primary mode of communication during emergencies will be SIMS PARENT APP and email to send urgent notifications and updates. Please also ensure that all mobile numbers for primary and secondary parent or guardian contacts are updated and current.

Timely Updates: The school is committed to providing timely updates and information during an emergency. When it is deemed necessary, we will keep families informed of developments, actions being taken, and instructions for parents and students. The school will share clear, calm updates before, during and after any incident.

Only Official Government channels: Parents are always reminded in all of our communication to only follow verified and official government channels of communication.

EXTERNAL COMMUNICATION PROTOCOL FOR STAFF

All staff are strictly prohibited from photographing, recording, or publishing any information about emergency incidents on social media.

Protecting privacy

No student must be photographed during an incident.

Maintaining a single official channel

The school principal is the only authorized person to issue official statements.

NO SOCIAL MEDIA COMMUNICATION

St. Mary's does not use any social media platforms to communicate. Not even in an emergency.

EXTERNAL COMMUNICATION PROTOCOL FOR STUDENTS

All students are strictly prohibited from photographing, recording, or publishing any information about emergency incidents on social media.

No rumours or misinformation to be spread in any form.

Next date for Review : June 2026.