



# Communication Protocol

Who do I call with a question, concern or compliment?

|   | Step 1                                      | Step 2  | Step 3   | Step 4   |
|---|---|---|--|--|
| <b>Academics</b>                                    |   |   |  |  |
| <b>Student Progress (Online Access: SchoolTool)</b> | Classroom/Subject Teacher                   | HS/MS Counselor                                   | Building Principal   | Assistant Superintendent for Instruction   |
| <b>Schedules/Placement</b>                          | HS/MS - Counselor<br>Elementary - Principal | Dean of Students or<br>Assistant Principal        | Building Principal   | Executive Principal  |
| <b>Classroom Procedures</b>                         | Teacher                                     | Dean of Students or<br>Assistant Principal        | Building Principal   | Executive Principal  |
| <b>Curriculum &amp; Instruction</b>                 | Classroom/Subject<br>Teacher                | Building Principal                                | Executive Principal  | Assistant Superintendent<br>for Instruction  |
| <b>Athletics</b>                                    | Student Athlete to Coach                    | Parent to Coach                                   | Parent to Director of<br>Health, PE, & Athletics             | Parent to<br>Superintendent  |
| <b>Student Behavior</b>                             | Classroom/Subject<br>Teacher                | Dean of Students or<br>Assistant Principal        | Building Principal   | 504/IEP – Director of<br>Pupil Personnel Services<br>Assistant Superintendent<br>for Instruction |
| <b>School Safety &amp;<br/>Educational Climate</b>  | Building Principal                          | School Resource Officer<br>or Executive Principal | District Safety Officer                                      | Superintendent   |
| <b>Dignity for All Students Act</b>                 | Classroom/Subject<br>Teacher                | Building Principal &<br>DASA Coordinator          | Director of Pupil<br>Personnel Services<br>General Education | Superintendent   |
| <b>Social/Emotional</b>                             | Counselor/School Social<br>Worker           | School Psychologist                               | Director of Pupil<br>Personnel Services                      | Superintendent   |
| <b>Budget/Financial</b>                             | Building Principal                          | Business Administrator                            | Superintendent   |  |
| <b>Extra-Curricular Activities</b>                  | Classroom/Subject Teacher                   | Club Advisor                                      | Building Principal   | Assistant Superintendent<br>for Instruction  |
| <b>Medical Concerns</b>                             | School Nurse                                | Building Principal                                | Director of Pupil<br>Personnel Services                      | Superintendent   |
| <b>District Policies</b>                            | Building Principal                          | Board Clerk                                       | Assistant Superintendent<br>for Instruction                  | Superintendent   |
| <b>Special Education</b>                            | Special Education or<br>Consultant Teacher  | Building Principal                                | Director of Pupil<br>Personnel Services                      | Superintendent   |
| <b>Transportation</b>                               | Driver                                      | Director of<br>Transportation                     | Business Administrator                                       | Superintendent   |
| <b>Building/Facility Use</b>                        | Building Principal/<br>Athletic Director    | Building & Grounds<br>Director                    | Business Administrator                                       | Superintendent   |
| <b>Buildings/Grounds</b>                            | Building Principal                          | Building & Grounds<br>Director                    | Business Administrator                                       | Superintendent   |
| <b>Safety &amp; Security</b>                        | Building Principal                          | Building & Grounds<br>Director                    | School Resource Officer                                      | Superintendent   |
| <b>Food Service</b>                                 | School Lunch Manager                        | Building Principal                                | Food Service   | Superintendent   |

## About this guide

We want to address your questions and concerns quickly and effectively.

The Waterloo Central School District has developed communication protocols to promote direct, open and respectful interactions so that problems and concerns can be worked out quickly and efficiently while also providing an opportunity to share compliments. The communication protocol starts with the staff member closest to the situation, as that person will usually have the most information. At times, additional personnel are required to resolve specific situations. Appropriate communication channels for a variety of topics are listed here. The district encourages any and all questions from parents and residents regarding school matters.

If your issue has not been resolved after following all the appropriate steps in the communication protocol, the district office secretary can assist you in contacting the Superintendent's Office, and, if still unresolved, the Board of Education.

**District Clerk:** Mrs. Stephanie Wilson  
stephanie.wilson@waterloocsd.org

Contact information on the back.

**Waterloocsd.org**

# Who do I call with a question, concern or compliment?

*This is a district resource for Waterloo families and community members.*

## District Administration

Superintendent  
Sarah Cupelli.....539-5101 sarah.cupelli@waterloocsd.org

Assistant Superintendent for Curriculum and Instruction  
Christine Taylor .....539-5102 christine.taylor@waterloocsd.org

District Business Administrator  
Shaun Merrill.....539-5107 shaun.merrill@waterloocsd.org

## District Directors, Operations & Services

Director of Pupil Personnel Services  
Shelli Tam.....539-5110 shelli.tam@waterloocsd.org

Director of Buildings and Grounds  
Lance McFetridge.....539-1570 EXT 5112 lance.mcfetridge@waterloocsd.org

Director of Transportation  
D'Allah Laffoon.....539-1515 EXT 6103 dallah.laffoon@waterloocsd.org

Director of Health, Physical Education and Athletics  
Christal Kent.....539-1550 EXT 4120 christal.kent@waterloocsd.org

Director of Personalized Learning & Innovative Programming  
Toby Coleman.....539-1550 EXT 4140 toby.coleman@waterloocsd.org

Director of MTSS  
Sarah Marchitell.....539-1530 sarah.marchitell@waterloocsd.org

School Resource Officer  
Rod Kraft.....539-1550 EXT 4118 rod.kraft@waterloocsd.org

## School Administration & Mental Health Staff

**Skoi-Yase Elementary School** 315-539-1520  
Principal Jonathan Roberts [jonathan.roberts@waterloocsd.org](mailto:jonathan.roberts@waterloocsd.org)  
Dean of Students Sean Gerritse [sean.gerritse@waterloocsd.org](mailto:sean.gerritse@waterloocsd.org)  
School Counselor Jada Bryant [jada.bryant@waterloocsd.org](mailto:jada.bryant@waterloocsd.org)  
School Psychologist Taylor Vogler [taylor.vogler@waterloocsd.org](mailto:taylor.vogler@waterloocsd.org)

**LaFayette Intermediate School** 315-539-1530  
Principal Molly Lahr [molly.lahr@waterloocsd.org](mailto:molly.lahr@waterloocsd.org)  
Dean of Students Lexie Brown [alexandra.brown@waterloocsd.org](mailto:alexandra.brown@waterloocsd.org)  
School Counselor Catherine Rieck [catherine.rieck@waterloocsd.org](mailto:catherine.rieck@waterloocsd.org)  
School Social Worker Sue Burroughs [susan.burroughs@waterloocsd.org](mailto:susan.burroughs@waterloocsd.org)  
School Psychologist Taylor Vogler [taylor.vogler@waterloocsd.org](mailto:taylor.vogler@waterloocsd.org)

**Middle School** 315-539-1540  
Executive Principal Katie Tucker [katherine.tucker@waterloocsd.org](mailto:katherine.tucker@waterloocsd.org)  
Principal Vince Vitale [vince.vitale@waterloocsd.org](mailto:vince.vitale@waterloocsd.org)  
AP Maggie Bristol [margaret.bristol@waterloocsd.org](mailto:margaret.bristol@waterloocsd.org)  
Dean of Students Logan Aikens [logan.aikens@waterloocsd.org](mailto:logan.aikens@waterloocsd.org)  
School Counselor Mark Pitifer [mark.pitifer@waterloocsd.org](mailto:mark.pitifer@waterloocsd.org)  
School Counselor Sage Burkhart [sage.burkhart@waterloocsd.org](mailto:sage.burkhart@waterloocsd.org)  
School Psychologist Matthew VanDamme [matthew.vandamme@waterloocsd.org](mailto:matthew.vandamme@waterloocsd.org)

**High School** 315-539-1550  
Executive Principal Katie Tucker [katherine.tucker@waterloocsd.org](mailto:katherine.tucker@waterloocsd.org)  
Principal Jim Karcz [james.karcz@waterloocsd.org](mailto:james.karcz@waterloocsd.org)  
AP Tabitha Morris [tabitha.morris@waterloocsd.org](mailto:tabitha.morris@waterloocsd.org)  
School Counselor Katie Wright [katie.wright@waterloocsd.org](mailto:katie.wright@waterloocsd.org)  
School Counselor Madison Bowman [madison.bowman@waterloocsd.org](mailto:madison.bowman@waterloocsd.org)  
School Psychologist Matthew VanDamme [matthew.vandamme@waterloocsd.org](mailto:matthew.vandamme@waterloocsd.org)

### **Waterloo Central School District Mission:**

We put kids first every day. We support each student on a personalized journey to realize their goals. Our caring community develops learners and leaders.