



# 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 Elementary - Principal	Dean of Students or Assistant Principal	Building Principal	Executive Principal
<b>Classroom Procedures</b>	Classroom/Subject Teacher	Dean of Students or Assistant Principal	Building Principal	Executive Principal
<b>Curriculum &amp; Instruction</b>	Classroom/Subject Teacher	Building Principal	Executive Principal	Assistant Superintendent for Instruction
<b>Athletics</b>	Student Athlete to Coach	Parent to Coach	Parent to Director of Health, PE, & Athletics	Parent to Superintendent
<b>Student Behavior</b>	Classroom/Subject Teacher	Dean of Students or Assistant Principal	Building Principal	504/IEP – Director of Pupil Personnel Services Assistant Superintendent for Instruction
<b>School Safety &amp; Educational Climate</b>	Building Principal	School Resource Officer or Executive Principal	District Safety Officer	Superintendent
<b>Dignity for All Students Act</b>	Classroom/Subject Teacher	Building Principal & DASA Coordinator	Director of Pupil Personnel Services General Education	Superintendent
<b>Social/Emotional</b>	Counselor/School Social Worker	School Psychologist	Director of Pupil 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 for Instruction
<b>Medical Concerns</b>	School Nurse	Building Principal	Director of Pupil Personnel Services	Superintendent
<b>District Policies</b>	Building Principal	Board Clerk	Assistant Superintendent for Instruction	Superintendent
<b>Special Education</b>	Special Education or Consultant Teacher	Building Principal	Director of Pupil Personnel Services	Superintendent
<b>Transportation</b>	Driver	Director of Transportation	Business Administrator	Superintendent
<b>Building/Facility Use</b>	Building Principal/ Athletic Director	Building & Grounds Director	Business Administrator	Superintendent
<b>Buildings/Grounds</b>	Building Principal	Building & Grounds Director	Business Administrator	Superintendent
<b>Safety &amp; Security</b>	Building Principal	Building & Grounds 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, guardians 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
<u>District Directors, Operations &amp; Services</u>		
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		
Veronica Smith .....	539-1515 EXT 6103	veronica.smith@waterloocsd.org
Director of Health, Physical Education and Athletics		
Christian Maher.....	539-1550 EXT 4120	christian.maher@waterloocsd.org
Coordinator of IT		
Toby Coleman.....	539-1550 EXT 4140	toby.coleman@waterloocsd.org
Coordinator of MTSS, TIG		
Molly Lahr.....	539-1530	molly.lahr@waterloocsd.org
School Resource Officer		
Rod Kraft.....	539-1550 EXT 4118	rod.kraft@waterloocsd.org

### School Administration & Mental Health Staff

#### Sko-Yase Elementary School 315-539-1520

Principal Jonathan Roberts	<a href="mailto:jonathan.roberts@waterloocsd.org">jonathan.roberts@waterloocsd.org</a>
Dean of Students Sean Gerritse	<a href="mailto:sean.gerritse@waterloocsd.org">sean.gerritse@waterloocsd.org</a>
School Counselor Jada Bryant	<a href="mailto:jada.bryant@waterloocsd.org">jada.bryant@waterloocsd.org</a>
School Social Worker Cori Turchetti	<a href="mailto:corinne.turchetti@waterloocsd.org">corinne.turchetti@waterloocsd.org</a>
School Psychologist Taylor Vogler	<a href="mailto:taylor.vogler@waterloocsd.org">taylor.vogler@waterloocsd.org</a>

#### LaFayette Intermediate School 315-539-1530

Principal Molly Lahr	<a href="mailto:molly.lahr@waterloocsd.org">molly.lahr@waterloocsd.org</a>
Dean of Students Lexie Brown	<a href="mailto:alexandra.brown@waterloocsd.org">alexandra.brown@waterloocsd.org</a>
School Counselor Catherine Rieck	<a href="mailto:catherine.riek@waterloocsd.org">catherine.riek@waterloocsd.org</a>
School Social Worker Sue Burroughs	<a href="mailto:sue.burroughs@waterloocsd.org">sue.burroughs@waterloocsd.org</a>
School Psychologist Susan Davis	<a href="mailto:susan.davis@waterloocsd.org">susan.davis@waterloocsd.org</a>

#### Middle School 315-539-1540

Executive Principal Katie Tucker	<a href="mailto:katherine.tucker@waterloocsd.org">katherine.tucker@waterloocsd.org</a>
Principal Christal Kent	<a href="mailto:christal.kent@waterloocsd.org">christal.kent@waterloocsd.org</a>
AP Vince Vitale	<a href="mailto:vince.vitale@waterloocsd.org">vince.vitale@waterloocsd.org</a>
Dean of Students Courtney Lutz	<a href="mailto:courtney.lutz@waterloocsd.org">courtney.lutz@waterloocsd.org</a>
School Counselor William Beeley	<a href="mailto:william.beeley@waterloocsd.org">william.beeley@waterloocsd.org</a>
School Counselor Sage Burkhart	<a href="mailto:sage.burkhart@waterloocsd.org">sage.burkhart@waterloocsd.org</a>
School Social Worker Abby Held	<a href="mailto:abigail.held@waterloocsd.org">abigail.held@waterloocsd.org</a>
School Psychologist Payton Clingerman	<a href="mailto:payton.clingerman@waterloocsd.org">payton.clingerman@waterloocsd.org</a>

#### High School 315-539-1550

Executive Principal Katie Tucker	<a href="mailto:katherine.tucker@waterloocsd.org">katherine.tucker@waterloocsd.org</a>
Principal Jim Karcz	<a href="mailto:james.karcz@waterloocsd.org">james.karcz@waterloocsd.org</a>
AP Tabitha Morris	<a href="mailto:tabitha.morris@waterloocsd.org">tabitha.morris@waterloocsd.org</a>
School Counselor Katie Wright	<a href="mailto:katie.wright@waterloocsd.org">katie.wright@waterloocsd.org</a>
School Counselor Ashton Stone	<a href="mailto:ashton.stone@waterloocsd.org">ashton.stone@waterloocsd.org</a>
School Counselor Madison Bowman	<a href="mailto:madison.bowman@waterloocsd.org">madison.bowman@waterloocsd.org</a>
School Social Worker Heather Elisofon	<a href="mailto:heather.elisofon@waterloocsd.org">heather.elisofon@waterloocsd.org</a>
School Psychologist Matthew VanDamme	<a href="mailto:matthew.vandamme@waterloocsd.org">matthew.vandamme@waterloocsd.org</a>

**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.