

# CHAIN OF COMMUNICATION

This **Chain of Communication** is designed to assist parents/guardians with identifying the appropriate sequence to use when seeking an answer to a question or resolution to a concern. We understand that when contacting the district, it may be frustrating to be redirected to someone else; however, many questions and concerns are able to be answered or resolved by the teacher or appropriate staff with oversight of your child's program. Therefore, all parents/guardians are encouraged to start all inquiries with your child's teacher(s). If your question or concern remains unresolved by your child's teacher or staff member with oversight of your child's program, this **Chain of Communication** identifies the appropriate channel through which communications can be elevated.

<b>INITIATE QUESTIONS &amp; CONCERNS:</b>
1. Classroom Teacher(s) or Staff With Direct Oversight of Child's Program
2. School Counselor or Case Manager: For questions or concerns regarding to 504s & IEPs, I&RS, Social & Emotional Well-Being, Student-Conflict Resolutions/Bullying
3. Assistant Principal <ul style="list-style-type: none"> <li>a. Cedar Drive Middle School - Mr. Jeremy Mercer - <a href="mailto:mercero@coltsneckschools.org">mercero@coltsneckschools.org</a></li> <li>b. Conover Road Elementary School - Mrs. Merri Milano - <a href="mailto:milano@coltsneckschools.org">milano@coltsneckschools.org</a></li> <li>c. Conover Road Primary School - Mrs. Merri Milano - <a href="mailto:milano@coltsneckschools.org">milano@coltsneckschools.org</a></li> </ul>
4. Principal <ul style="list-style-type: none"> <li>a. Cedar Drive Middle School - Dr. Colin Rigby - <a href="mailto:rigby@coltsneckschools.org">rigby@coltsneckschools.org</a></li> <li>b. Conover Road Elementary School - Mr. James Osmond - <a href="mailto:osmond@coltsneckschools.org">osmond@coltsneckschools.org</a></li> <li>c. Conover Road Primary School - Mrs. Tricia Barr - <a href="mailto:barr@coltsneckschools.org">barr@coltsneckschools.org</a></li> </ul>
<b>To resolve all matters only after you have followed the levels outlined above, please contact:</b>
5. District-level Administration
<ul style="list-style-type: none"> <li>a. For Curricular, Instructional, and Assessment Questions/Concerns: Director of Curriculum &amp; Instruction - Dr. Erica Reynolds - <a href="mailto:reynolds@coltsneckschools.org">reynolds@coltsneckschools.org</a></li> <li>b. For Special Education Questions / Concerns: Director of Special Services - Dr. Richard Beck - <a href="mailto:beck@coltsneckschools.org">beck@coltsneckschools.org</a></li> </ul>
<b>For questions or concerns that have not been satisfied with prior communications through this Chain of Communication - Superintendent of Schools - Dr. MaryJane Garibay - <a href="mailto:superintendent@coltsneckschools.org">superintendent@coltsneckschools.org</a></b>

**To communicate concerns with all matters only after you have followed the levels outlined above:**

7. Board of Education - [boemembers@coltsneckschools.org](mailto:boemembers@coltsneckschools.org)

**Additional Contacts:**

1. For questions related to Finance and Business Operations - School Business Administrator - Mr. Vincent Marasco - [marasco@coltsneckschools.org](mailto:marasco@coltsneckschools.org)
2. For questions related to Genesis Parent Portal - Supervisor of Student Information Systems, Innovation, and 21st Century Learning - Mr. Phil Capasso - [capasso@coltsneckschools.org](mailto:capasso@coltsneckschools.org)
3. For questions related to Transportation - Transportation Coordinator - Ms. Kathleen Holland - [holland@coltsneckschools.org](mailto:holland@coltsneckschools.org)
4. For student technology support - District Information Technology Manager / Building-Based Computer Technicians
  - a. District Information Technology Manager - Dominick Petrillo - [petrillo@coltsneckschools.org](mailto:petrillo@coltsneckschools.org)
  - b. CDMS Computer Technician - Stephen Toscano - [toscano@coltsneckschools.org](mailto:toscano@coltsneckschools.org)
  - c. CRES Computer Technician - Gayle Ostic - [ostic@coltsneckschools.org](mailto:ostic@coltsneckschools.org)
  - d. CRPS Computer Technician - Rosalba Serrentino - [serrentino@coltsneckschools.org](mailto:serrentino@coltsneckschools.org)
5. For questions related to Facilities - District Facilities Manager - Mr. Nicolas Moretta - [moretta@coltsneckschools.org](mailto:moretta@coltsneckschools.org)
6. For questions related to Student Registration and Residency - Mrs. Susan Gill - [gill@coltsneckschools.org](mailto:gill@coltsneckschools.org)