

CHAIN OF COMMUNICATION

WHOM DO I CALL WITH A QUESTION OR SUGGESTION?

The Tewksbury Public 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. The communication protocol starts with the staff member closest to the situation, as that person will usually have the most information. Appropriate communication channels for a variety of topics are listed below. Please refer to individual school and department websites for contact information. **Start at Step 1 if not resolved move to next Step.**

Classroom Issues Involving an Individual Child

Classroom procedures, grades, schedule, behavior, social emotional needs, etc. - OR -

Curriculum and Instruction Subject matter being taught, strategies, textbooks and materials used, etc.

For Preschool:

STEP 1 – Classroom Teacher, Special Education Teacher or Related Service Provider; if not resolved...

STEP 2 – Building Administrator; if not resolved...

STEP 3 – Assistant Superintendent; if not resolved...

STEP 4 – Superintendent of Schools

For Grades K-4:

STEP 1a – Classroom Teachers, Special Education Teacher or Related Service Provider; if not resolved...

STEP 1b – If appropriate – School

Psychologist/School Adjustment Counselor; if not resolved...

STEP 2 – Building Administrator; if not resolved...

STEP 3 – Assistant Superintendent; if not resolved...

STEP 4 – Superintendent of Schools

For Grades 5-6:

STEP 1a – Classroom Teacher, Special Education Teacher or Related Service Provider; if not resolved...

STEP 1b – If appropriate – Team Leader, School Psychologist; if not resolved...

STEP 2 – Building Administrator; if not resolved...

STEP 3 – Assistant Superintendent; if not resolved...

STEP 4 – Superintendent of Schools

For Grades 7-12:

STEP 1a – Classroom Teacher, Special Education Teacher or Related Service Provider; if not resolved...

STEP 1b – If appropriate – Department Head, Team Leader, School Psychologist or Guidance Counselor; if not resolved...

STEP 2 – Building Administrator, if not resolved...

STEP 3 – Curriculum Director or Assistant Superintendent; if not resolved...

STEP 4 – Superintendent of Schools

504 Plans

For Grades PreK-8:

STEP 1 – Classroom Teacher; if not resolved...

STEP 2 – Designated Building 504 Coordinator; if not resolved...

STEP 3 – Building Administrator; if not resolved...

STEP 4 – District 504 Coordinator/Assistant Superintendent; if not resolved...

504 Plans, cont.

STEP 5 – Superintendent of Schools

For Grades 9-12:

STEP 1 – Guidance Counselor; if not resolved...

STEP 2 – Guidance Dept. Head; if not resolved...

STEP 3 – Assistant Principal (Student Last Name A-K); Assistant Principal (Student Last Name L-Z); if not resolved...

STEP 4 – Principal; if not resolved...

STEP 5 – Dir. of S/F Support; if not resolved...

STEP 6 – District 504 Coordinator/Assistant

Special Education

Classroom procedures, grades, schedule, behavior, social emotional needs, etc.

Preschool:

STEP 1 – Teacher, Special Education Teacher, Case Manager, Related Service Provider; if not resolved...

STEP 2 – Building Administrator; if not resolved...

STEP 3 – Assistant Director/Director of Student Services; if not resolved...

STEP 4 – Assistant Superintendent; if not resolved...

STEP 5 – Superintendent of Schools

For Grades K-4:

STEP 1 – Teacher, Special Education Teacher, Case Manager, Related Service Provider; if not resolved...

STEP 2 – Building Administrator; if not resolved...

STEP 3 – Assistant Director/Director of Student Services; if not resolved...

STEP 4 – Assistant Superintendent; if not resolved...

STEP 5 – Superintendent of Schools

For Grades 5-6:

STEP 1 – Teacher, Special Education Teacher, Case Manager, Related Service Provider; if not resolved...

STEP 2 – Building Administrator; if not resolved...

STEP 3 – Assistant Director/Director of Student Services; if not resolved...

STEP 4 – Assistant Superintendent; if not resolved...

STEP 5 – Superintendent of Schools

For Grades 7-8:

STEP 1 – Teacher, Special Education Teacher, Related Service Provider; if not resolved...

STEP 2 – Case Manager; if not resolved...

STEP 3 – Building Administrator; if not resolved...

STEP 4 – Assistant Director/Director of Student Services; if not resolved...

STEP 5 – Assistant Superintendent; if not resolved...

STEP 6 – Superintendent of Schools

For Grades 9-12:

STEP 1 – Special Education teacher; if not resolved...

STEP 2 – High School Special Education Liaison; if not resolved...

STEP 3 – Case Manager; if not resolved...

STEP 4 – Assistant Principal (Student Last Name A-K), Assistant Principal (Student Last Name L-Z); if not resolved...

STEP 5 – Principal; if not resolved...

Special Education, cont.

STEP 6 – Assistant Director/Director of Student Services; if not resolved...

Medical Concerns

For Grades PreK-8:

STEP 1 – School Nurse; if not resolved...

STEP 2 – Nurse Leader; if not resolved...

STEP 3 – Building Administrator; if not resolved...

STEP 4 – Assistant Superintendent; if not resolved...

STEP 5 – Superintendent of Schools

For Grades 9-12:

STEP 1 – School Nurse, if not resolved...

STEP 2 – Nurse Leader; if not resolved...

STEP 3 – Assistant Principal (Student Last Name A-K), Assistant Principal (Student Last Name L-Z); if not resolved...

STEP 4 – Principal; if not resolved...

STEP 5 – Assistant Superintendent; if not resolved...

STEP 6 – Superintendent of Schools

Guidance Department

Classroom, college, career, course needs, social emotional needs, school counseling needs, etc.

For Grades 7-8:

STEP 1 – Guidance Counselor; if not resolved...

STEP 2 – Assistant Principal; if not resolved...

STEP 3 – Building Administrator; if not resolved...

STEP 4 – Director of Student & Family Support; if not resolved...

STEP 5 – Assistant Superintendent; if not resolved...

STEP 6 – Superintendent of Schools

For Grades 9-12:

STEP 1 – Guidance Counselor; if not resolved...

STEP 2 – Guidance Department Head; if not resolved...

STEP 3 – Assistant Principal (Student Last Name A-K), Assistant Principal (Student Last Name L-Z); if not resolved...

STEP 4 – Director of Student & Family Support; if not resolved...

STEP 5 – Assistant Superintendent; if not resolved...

STEP 6 – Superintendent of Schools

Transportation

Bus Safety, Pick Up, Drop Off Questions, and Bus Incidents.

For Grades PreK-8:

STEP 1 – Building Administrator; if not resolved...

STEP 2 – Assistant Business Manager/Business Manager; if not resolved...

STEP 3 – Superintendent of Schools

For Grades 9-12:

STEP 1 – Assistant Principal (Student Last Name A-K), Assistant Principal (Student Last Name L-Z); if not resolved...

STEP 2 – Principal; if not resolved...

STEP 3 – Assistant Business Manager/Business Manager; if not resolved...

STEP 4 – Superintendent of Schools

Food Service

STEP 1 – School-based Food Service Manager or Site Manager; if not resolved...

STEP 2 – Director of Food Services; if not resolved...

STEP 3 – Business Manager; if not resolved...

STEP 4 – Superintendent of Schools

Superintendent; if not resolved...
STEP 7 – Superintendent of Schools

Athletics

Issues of any nature during athletics...

For Grades 9-12:

STEP 1 – Coach; if not resolved...
STEP 2 – Athletic Director, if not resolved...
STEP 3 – Assistant Principal (Student Last Name A-K), Assistant Principal (Student Last Name L-Z); if not resolved...
STEP 4 – Principal; if not resolved...
STEP 5 – Assistant Superintendent; if not resolved...
STEP 6 – Superintendent of Schools

AlphaBEST

Extended Day Programs & Summer Camp

<https://www.alphabest.org/tewksburyma>

Community Services - Adult Ed. & Enrichment

Heath Brook/Dewing Summer Program, High School Academic Remediation
STEP 1 – Instructor, if not resolved...
STEP 2 – Site Director, if not resolved
STEP 3 – Community Services Interim Director; if not resolved...
STEP 4 – Assistant Superintendent; if not resolved...
STEP 5 – Superintendent of Schools

Community Services PK (Dewing and Heath Brook)

STEP 1 – Site Coordinator; if not resolved...
STEP 2 – Community Services Interim Director; if not resolved...
STEP 3 – Assistant Superintendent; if not resolved...
STEP 4 – Superintendent of Schools

STEP 7 – Assistant Superintendent; if not resolved...

STEP 8 – Superintendent of Schools

Online Lunch Payment (PayPams)

STEP 1 – Director of Food Services; if not resolved...

STEP 2 – Business Manager; if not resolved...

STEP 3 – Superintendent of Schools

DISTRICT CONTACTS CENTRAL OFFICE PHONE 978-640-7800

Superintendent of Schools – Christopher J. Malone

Assistant Superintendent – Brenda Theriault-Regan

Business Manager – David A. Libby

Assistant Business Manager - M. Eileen Osborne

Directors of Curriculum and/or Student Support Services

Director of Student Services – Richard T. Pelletier

Interim Assistant Director of Student Services – Lynn B. Noyes

Director of STEM – Jason R. Stamp

Director of Student & Family Support – Karen Baker O'Brien

Community Services – Preschool, Enrichment & Adult Ed – Interim Director**Food Services and Nutrition** – Director of Food Services – DebraLee Mugford**Human Resources Administrator** – Michele Rivera**Information Technology (IT) Services** – Director of IT – Jason R. Stamp**Transportation** – Business Manager – David A. Libby**Nurse Leader** – Kelly Constantino**Principals/Building Administrators (Grades PreK-8)**

John W. Wynn Middle School – John S. Weir, Principal 978-640-7846

Andrew J. Long, Assistant Principal 978-640-7846

John F. Ryan Elementary School – Judi K. McInnes, Principal 978-640-7880

William J. Hart, Assistant Principal 978-640-7880

Heath Brook School – Felicia J. Cenanovic, Principal 978-640-7865

Loella F. Dewing School – M. Terry Gerrish, Principal 978-640-7858

Alexis J. Bosworth, Assistant Principal & Preschool Coordinator 978-640-7858

Louise Davy Trahan School – Jay S. Harding, Principal 978-640-7870

North Street School – Karen R. Cronin, Principal 978-640-7875

Principals/Building Administrators (Grades 9-12) PHONE 978-640-7825

Tewksbury Memorial High School – Jon C. Bernard, Interim-Principal

Michelle Dick, Assistant Principal - (Student Last Name A-K)

Sean E. O'Leary, Assistant Principal - (Student Last Name L-Z)

Department Heads (Grades 9-12):

Guidance – Kennan Daniel

English – Lynne Hardacre Mathematics – Shelli-An Ryan

Science – Susan Barnett Social Studies – Brian Aylward

Athletics & Facilities Coordinator

Athletic Director – Ronald Drouin

Please contact your child's school for a directory of Lead Teachers and Team Leaders.