

# **How to Solve Problems & Concerns: When in Doubt, Check it out with a Call!**

It is most important to follow this step-by-step guide in order to effectively & efficiently solve problems, answer questions, and/or make suggestions.

The Board of Education Policy Manual and District Administrative Guideline Handbook calls for an orderly & systematic process to address issues following the chain of command. Please follow the chain of command for each type of issue as listed below:

## **Medical Issues (K-12)**

Step 1 – Contact the School Nurse

Step 2 – Contact the Principal

Step 3 – Contact the Assistant Superintendent for Curriculum, Instruction & Pupil Personnel Services

Step 4 – Contact the Superintendent of Schools

## **School Issues (K-12)**

Step 1 – Contact the Teacher

Step 2 – Contact the Guidance Counselor (6-12)

Step 3 - Contact the Principal

Step 4 – Contact the Assistant Superintendent for Curriculum, Instruction & Pupil Personnel Services

Step 5 – Contact the Superintendent of Schools

## **Transportation Issues (General Level)**

Step 1 – Contact the Bus Driver

Step 2 - Contact the Transportation Location Manager

Step 3 – Contact the Principal (only for student issues)

Step 4 - Contact the Assistant Superintendent for Business, Finance & Operations

Step 5 – Contact the Superintendent of Schools

## **Issues for Students with Disabilities/Special Needs**

Step 1 – Contact the Teacher

Step 2 – Contact the Guidance Counselor (6-12)

Step 3 – Contact the Psychologist

Step 4 - Contact the Principal

Step 5 – Contact the Assistant Superintendent for Curriculum, Instruction & Pupil Personnel Services

Step 6 – Contact the Superintendent of Schools

## **Building Use Request/Issues**

Step 1 – Contact the Principal

Step 2 – Contact the Assistant Superintendent for Business, Finance & Operations

Step 3 – Contact the Superintendent of Schools

## **Curriculum and/or Instructional Issues**

Step 1 – Contact the Teacher

Step 2 – Contact the Guidance Counselor (6-12)

Step 3 - Contact the Principal

Step 4 – Contact the Assistant Superintendent for Curriculum, Instruction & Pupil Personnel Services

Step 5 – Contact the Superintendent of Schools

## **Budget Concerns**

Step 1 – Contact the Assistant Superintendent for Business, Finance & Operations

Step 2 – Contact the Superintendent of Schools

### **Athletics/Interscholastic Sport Concerns**

Step 1 - Contact the Coach

Step 2 – Contact the Athletic Director

Step 3 - Contact the Principal (Modified – MS & JV/Varsity – HS)

Step 4 – Contact the Assistant Superintendent for Curriculum, Instruction & Pupil Personnel Services

Step 5 - Contact the Superintendent of Schools

### **Extra-Curricular Activities (Clubs)**

Step 1 – Contact the Advisor

Step 2 - Contact the Principal

Step 3 – Contact the Assistant Superintendent for Curriculum, Instruction & Pupil Personnel Services

Step 4 - Contact the Superintendent of Schools

### **Cafeteria**

Step 1 – Contact the School Lunch Manager

Step 2 – Contact the Assistant Superintendent for Business, Finance & Operations

Step 3 – Contact the Superintendent of Schools

An appeal to the Board of Education may be made to the Board if a successful resolve for the issue has not occurred after following the appropriate Chain of Command (as listed). Please note that the Public Participation & Question Period portions of the Board of Education meetings are limited to items listed on the Board of Education Meeting Agenda. Also, the Board of Education and Administration are not able to discuss personnel matters during the public portion of the Board Meeting.

### **Important Contact Numbers**

Elm Drive Elementary School (Kindergarten – Grade 2): (845) 677-4225  
Alden Place Elementary School (Grade 3 – Grade 5): (845) 677-4220  
Millbrook Middle School (Grade 6 - Grade 8): (845) 677-4210  
Millbrook High School (Grade 9 - Grade 12): (845) 677-2510  
Cafeteria (School Breakfast & Lunch Programs): (845) 677-4200 x1137  
Transportation (First Student): (845) 677-6666  
Business Office: (845) 677-4200 x1110  
Curriculum & Instruction Office: (845) 677-4200 x1106  
Pupil Personnel Services Office: (845) 677-4200 x1107  
Superintendent of Schools Office: (845) 677-4200 x1100

<b>School</b>	<b>Student Hours</b>
Millbrook High School	7:55 am – 2:44 pm
Millbrook Middle School	7:55 am – 2:44 pm
Alden Place Elementary School	8:55 am - 3:20 pm
Elm Drive Elementary School	8:55 am - 3:20 pm

<b>School</b>	<b>Breakfast Price</b>	<b>Lunch Price</b>	<b>Milk Price (All Meals)</b>
Millbrook High School	\$2.00	\$3.25	\$0.60
Millbrook Middle School	\$1.75	\$3.00	\$0.60
Alden Place Elementary School	\$1.75	\$2.85	\$0.60
Elm Drive Elementary School	\$1.75	\$2.85	\$0.60