

HONEOYE FALLS-LIMA PROTOCOL FOR PROBLEM SOLVING

Building & District concerns start with ...



About this guide: HF-L school personnel communicate with parents and the community through a variety of methods, including using online school messaging, text, e-mail, websites, and via social media. The 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 problem solving protocol starts with the staff member closest to the situation, as that person will likely have the most information.

If your issue has not been resolved after following all of the appropriate steps in the communication protocol, the District Clerk can assist you in contacting the Superintendent’s Office, and then, if it is still unresolved, the Board of Education. District Clerk: Rhonda.Schaefer@hflcsd.org

Who do I contact with a question, concern or compliment?				
	Step 1	Step 2	Step 3	Step 4
Academics				
Student Progress (Online Access: School Tool)	Classroom/Subject Teacher	HS/MS Counselor	Building Principal	Assistant Superintendent for Instruction
Classroom Procedures	Classroom/Subject Teacher	Building Principal	Assistant Superintendent for Instruction	
Curriculum	Classroom/Subject Teacher	Building Principal	Assistant Superintendent for Instruction	
Moving or Relocating	Visit the New Student Registration Page on www.hflcsd.org	Building Principal	Assistant Superintendent for Instruction	
Mass Notification System	Contact your child’s school building office	Email the District Registrar at hflregistration@hflcsd.org	Assistant Superintendent for Instruction	
Athletics	Coach	Athletic Director	Superintendent	
Student Behavior	Classroom/Subject Teacher	Building Principal	Assistant Superintendent for Instruction	
School Safety & Educational Climate				

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Bullying	Classroom/Subject Teacher	Building Principal or DASA Coordinator	Assistant Superintendent for Instruction	Superintendent
Dignity for All Students Act	Classroom/Subject Teacher	Building Principal or DASA Coordinator	Assistant Superintendent for Instruction	Superintendent
Inclusivity	Building Principal/Athletic Director	Director of Human Resources	Superintendent	
Budget/Financial	Building Principal	Assistant Superintendent for Business and Operations	Superintendent	
Extra-Curricular Activities	Club Advisor	Building Principal	Assistant Superintendent for Instruction	
Health Issues	School Nurse	Building Principal	Director of Pupil Personnel Services	
District Policies	Building Principal	School District Clerk	Superintendent	
Special Education	Special Education Teacher/Service Provider	Building Principal	Director of Pupil Personnel Services	
Transportation	Driver	Director of Transportation and Security	Assistant Superintendent for Business and Operations	Superintendent
Building Use	Visit the Facilities Webpage on www.hflcsd.org or email alecia.barker@hflcsd.org	Building Principal Athletic Director	Director of Facilities	Assistant Superintendent for Business and Operations
Field or Grounds Use	Visit the Facilities Webpage on www.hflcsd.org	Athletic Director Director of Facilities	Assistant Superintendent for Business and Operations	Superintendent
Food Service	Building Principal	Food Service Director	Assistant Superintendent for Business and Operations	
Safety & Security	Building Principal Supervisor at Event	Director of Transportation and Security Athletic Director	Assistant Superintendent for Business and Operations	Superintendent
ENews Notes & District Communications	Contact 624-7197 or email leah.shepard@hflcsd.org	Building Office	Superintendent	

Quick Contact Guide

Attendance:

Lima Primary School 624-7140
Manor School 624-7172
Middle School 624-7120
High School 624-7088

Transportation:

Contact Bill Harvey at 624-7045 or bill.harvey@hflcsd.org

Program Budget Planning and Strategic Planning:

Contact Bruce Capron at 624-7020 or bruce.capron@hflcsd.org

Mass Notification System:

Contact your child’s school building, or to change your contact information, email the District Registrar at hflregistration@hflcsd.org

Section 504 Disability Compliance:

Contact Lindsay Ali at 624-7016 or lindsay.ali@hflcsd.org

Technology:

Contact Dr. Renee Williams at 624-7015 or renee.williams@hflcsd.org

Cafeteria/Food Services:

Contact Dana Boldt at 624-7043 or dana.boldt@hflcsd.org

ENewsNotes & District Communications:

Contact Leah Shepard at 624-7197 or leah.shepard@hflcsd.org or your building principal

Wellness:

Contact the Wellness Center at 624-7094

School Buildings:

Lima Primary School 624-7140
Manor School 624-7160
Middle School 624-7100
High School 624-7050

Facility Use:

Visit our website and use the online facilities database. For further information, contact the Facilities Office at 624-7040 or alecia.barker@hflcsd.org

School Spirit Items (e.g. Cougar Paws):

School spirit items are available through Sports Boosters at www.hflsportsboosters.org

Title IX Civil Rights Compliance:

Contact the Director of Human Resources at 624-7181