

## Communication:

Parents of students with Individual Education Programs often question who should be called when a question regarding their child arises. When students have multiple service providers this can be confusing. Our aim within the Special Education Department is to encourage ongoing communication with parents. The following communication information is a guide to assist parents in deciding whom to contact regarding specific areas.

- The **Special Education Coordinator** is the person to contact regarding requests for meetings and any broad issues regarding implementation of Individual Education Programs. The Special Education Coordinator schedules all special education TEAM meetings including initial evaluations, review meetings and reevaluation meetings. In addition, the special education coordinator oversees the completion of all information and assessments gathered for the TEAM meetings. Process and procedural questions can be directed to the Special Education Coordinator. If questions are not resolved after speaking with the Special Education Coordinator parents should contact the Director of Student Services.
- The **Special Education Liaison** is a special education staff member who oversees a student's IEP services. The Liaison is the main contact for questions regarding progress within special education services. The Liaison is the person to be called regarding questions or issues related to special education services. If concerns or questions have not been resolved after speaking with the liaison the parent should contact the Special Education Coordinator.
- **Related service providers** can be contacted at any time regarding questions related specifically to their area of service delivery.
- **General Education Staff** can be contacted anytime regarding questions, concerns or issues related to the general education program.
- **Paraprofessionals (Instructional Assistants) Paraprofessionals** who provide support to students with disabilities work under the direction of the student's liaison. Questions or concerns regarding the student's progress with the paraprofessional within special education and general education settings should be brought to the attention of the **liaison**.
- **The Director of Student Services** oversees all aspects of special education within Medway Public Schools. Any concern or question that is not resolved by the Special Education Coordinators should be brought to the attention of the Director.

All staff members are available by phone and by email. To facilitate communication with teaching staff it is often helpful to leave a telephone number and a few times that the staff can reach you. Teaching staff members have limited time during the school day to return telephone calls. They will contact you at their earliest convenience. It is best to talk on the phone about student needs and concerns rather than through email as confidentiality is assured and a two-way conversation can assist in reaching resolution. If you have difficulty contacting a staff member the Special Education Coordinator can assist you and is available by phone and by email.