



Riverbend Communication Protocol

At Riverbend School, we know good communication between families, teachers and administrative staff is important so that we can best serve our students and everyone feels connected. We hope the following list will help parents know who to reach out to when they need guidance and support from internal personnel:

Teachers: (See attached teacher directory list)

Your child's classroom teachers are the best resources for answer questions about your child's development and experience at the school. You should always feel comfortable to reach out to them for guidance and support for helping your child. Sending an email or leaving a voicemail are the best ways to reach out to teachers to set up a time to talk with them.

Head of School – Karen Riccardi (kriccardi@rvbs.org) 508-655-7333 ext. 128

Karen manages and supervises the entire administration at Riverbend and reports to the Board of Directors on school matters. She facilitates all strategic operations planned and agreed upon by the school leadership. Karen can help you if you need guidance on working with or have questions about any of the administrators at the school. She is also able to help parents with questions about overall operations of the school and any safety issues that may come up.

Director of Early Childhood Education- Lynn Shevory (lshevory@rvbs.org) 508-655-7333 ext. 200

Lynn provides educational support for students, teachers and parents of the Children's House programs. She works directly with the CH teachers to support classroom management, and plan the curriculum and CH events. Lynn is here to help you if you need guidance on working with any of the Children's House teachers or have questions about the early childhood programs.

Director of Education (Elementary/Middle School) - Melanie Wilson (mwilson@rvbs.org) ext. 107

Melanie provides educational support for students, teachers and parents of the Elementary and Middle School programs. She works directly with the teachers to support classroom management, and plan the curriculum and Upper School events. She oversees assessments and serves as a professional guide for parents at the Elementary and Middle School levels. She also helps student transition to high school. Melanie is here to help if you need guidance on working with any of the Elementary and Middle School teachers or have questions about the Upper School programs.

Director of Finance – Debra Daniels (ddaniels@rvbs.org) 508-655-7333 ext. 100

Debra is responsible for oversight of internal and external financial deliverables and the financial aid program for Riverbend families. Debra is here to support parents with financial aid options and tuition payment plan questions. She works with the Head of School, the Board treasurer and the Finance Committee to establish and maintain the school budget. Debra also oversees facilities management of all school properties.

Development and Fundraising Consultant - Carolyn Wood (cwood@rvbs.org) 508-655-7333 ext. 125

Carolyn has been working with Riverbend for three years to consult and support our development efforts. She oversees our capital fundraising efforts and will be mentoring our new Development Program Manager, who will be running the Annual Fund and coordinating the parent volunteers and management of the Gala/Auction in the spring. Carolyn is here two days a week (Mondays and Tuesdays) to answer any of your questions about giving to Riverbend and how to make donations.

Development Program Manager – Kathy Clark (Kclark@rvbs.org) 508-655-7333 ext. 125

Kathy will be running the Riverbend Annual Fund. She will also be coordinating the parent volunteers and management of the Gala/Auction in the spring. If you are interested in volunteering for any of the school’s fundraising initiatives or have any questions about the role of a volunteer, Kathy is happy to answer your questions and would appreciate your help.

Director of Admissions- Michele McKenna (mmckenna@rvbs.org) 508-655-7333 ext. 126

Michele runs the Admissions office, supporting all prospective families’ enrollment process. She organizes all open houses, tours, interviews, and applications for the entire Riverbend community, from Toddlers – 8th grade. Michele is here to answer any of your admissions questions, help make sure new families coming into Riverbend have a smooth transition.

Marketing and Communications Manager- Beth Beard (bbeard@rvbs.org), 508-655-7333 ext. 127

Beth oversees marketing and communications to ensure clear and well organized messaging both internally and externally, which includes the website, advertising, PR, social media, print materials, photography, video, newsletters and our weekly, “Around the Bend”. Beth is here to answer any of your questions about the website, Google calendar, or other communications/marketing areas.

Office and Business Manager- Fadia Brangwynne (fbrangwynne@rvbs.org) 508-655-7333 ext. 103

Fadia manages the school’s office including bookkeeping, purchasing, reimbursements, and supporting fundraising efforts. Fadia handles all financial-related questions about financial aid and Smart Tuition for Riverbend families and newcomers. Fadia is also in charge of all student records, Parent-Teacher conference coordination, Afterschool and Enrichment programs. Fadia is here to help you with any of your billing questions, Afterschool & Enrichment programs, and handles reimbursements when purchasing items for school events.

Office Assistants- Janey Fyer (mfryer@rvbs.org) 508-655-7333 8:00-11am and 3:00-3:30pm

Leigh Niskanen (lniskanen@rvbs.org) 508-655-7333 11:00-3:00pm

Our office assistants handle all internal communications, making sure that parent phone messages are received by teachers and administrators. They also support the administration with organizational needs. During the transition of unifying our campus over the summer, Riverbend invested in a unified phone system through Commercial Telephone Systems. This allows the school to **ONE MAIN phone number** and all calls are directed out from there. Janey and Leigh are positioned at the main desk at the new Children’s House building and handle all incoming calls from 8-3:30pm. Outside those times, the school’s automated system will assist incoming calls.* Janey and Leigh are here to help you with any logistical information (i.e. when a bus is returning from a field trip, what time the children typically eat lunch in each program, and a clarification on details of an event going on at the school.)

School Nurse & Office Assistant at ELE/MS - Susannah Hann (shann@rvbs.org) 508-655-7333 ext. 129

Susannah handles the daily medical needs of students. She is also responsible for the student’s medical records and allergy plans. In addition, Susannah supports the upper school management with organizational needs. Susannah is here to answer any of your questions related to your child’s health, infectious diseases, allergies and food restrictions and medication plans.

*You may get to the automated system during a business hours if Janey or Leigh are on the phone. Please follow the prompts. If the school is closed for a holiday or due to inclement weather, the automated system will inform you when you dial into the main number 508-655-7333.

For any message that you leave for a faculty member or administrator, please know that we do our best to get back to you as soon as possible. **You should expect that you will get a response within 24-48 hours of your communication.** If this does not happen, please contact the Head of School, Karen Riccardi, so she can be aware and assist you.

PARENT GREVIANCE PROCEDURE

If a parent has a complaint that they feel goes beyond a conversation with their child's teacher, they are welcome to contact the Head of School, Karen Riccardi, or Program Directors, Lynn Shevory and Melanie Wilson, anytime. If the administration feels that the circumstances need to be discussed among the Board of Directors, they and the parents will contact the President of the Board, Jim Hartman jhartman@rvbs.org. The President will then present the parent's complaint to the Board of Directors for a group discussion and action plan. The President will then contact the parent as to their decision.