

North Haledon Public Schools

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Nicholas Coffaro
Superintendent of Schools

Katine Slunt
Business Administrator
Board Secretary

Date: April 28, 2017

Dear Families,

It has been brought to my attention as to a particular lunch email sent to all (or most) families. This email sent yesterday was implemented without my authorization. Obviously, I am not pleased with the action and did reach out to the lunch coordinator at Maschio. His response:

We are sorry for the obvious chaos caused by the email sent to the North Haledon parents today (Thursday, April 27, 2017), re: low and negative account balances in their student's lunch accounts. We can imagine the surprise and agitation experienced by the parents upon reading these incorrect notifications. Although it won't change what happened, I will explain so that you know how it occurred:

A member of our Training Staff trained the Maschio's food service team on using our MealTime system. One feature in the system that they were particularly interested in was the ability to setup Balance Statements that can notify parents by email when their child's account is low or negative. At the request of the trainees, our trainer helped them setup a statement to be used in the future after the system is live. A further component of the Balance Statements is a scheduler that, when activated, will send the statements automatically. Unfortunately, the scheduler was inadvertently activated. With no account balances entered into the system yet, essentially every parent was notified. We have deactivated the scheduler.

We feel terrible about this and regret the awkward position this put the school district in – not to mention all the phone calls that had to be answered. Again, our deepest apologies.

If known, we would have contacted our families ahead of time, as well as repair what was needed to be repaired (utilization of parent/guardian email instead of emergency contact email). Again, not all families may have received the lunch email, but I do want to include all as to what occurred.

We apologize for the stress this may have caused.

Very Truly Yours,



Nicholas S. Coffaro, Superintendent of Schools