Teamwork for Excellence



Substitute Handbook 2023 – 2024

The purpose of the Plano Independent School District Substitute Handbook is to provide vital information that will help pave the way for a successful year. The information in the Substitute Handbook is an overview and is not intended to supersede district policy and/or federal or state law.

Substitutes are responsible for reading and abiding with all Plano ISD policies, procedures, and guidelines including those contained in the Substitute Handbook and Employee Standards of Conduct (DH Exhibit). Failure to do so may result in adverse employment action up to, and including, termination and permanent removal from the Plano ISD Substitute System and may also impact future employment opportunities with the District. Substitutes are not guaranteed employment or continued employment with the Plano ISD. Questions or comments may be directed to the Human Resources Substitute Office.

A Message from the Coordinators:

Dear Substitute,

Thank you in advance for serving the students and staff of Plano ISD as a substitute! Substitutes play an essential role in the operations of Plano ISD by ensuring continuity of instruction, programs, and services in the absence of a regular staff member. We understand the substitute work experience is different from that of a typical staff member and greatly appreciate your flexibility and dedication to our district. It is our hope that you enjoy serving in this integral role in our classrooms and offices. Your commitment and effort to providing an excellent experience to all who come in contact with you is greatly valued.

Please contact the Substitute Office at substitute@pisd.edu if we may be of assistance. We enjoy hearing from you and encourage you to provide feedback!

Sincerely,

. Joi Cartmill

Joi Cartmill HR Coordinator – Secondary Jill Kelly

Jill Kelly

HR Coordinator - Elementary

TABLE of CONTENTS

PISD General Information	5
District Calendar Graphic Format	6
Campuses	7
Inclement Weather	8
<u>Employment</u>	9
Qualifications	10
TRS Credit for Substitutes	10
TRS Retirees	10
Work Requirement	10
Required Substitute Training Videos	11
Renewal Process	11
Substitute Report	11
Removal from the Substitute System	12
Substitute Compensation and Benefits	13
Substitute Pay Rates	14
Payroll Schedule	15
Benefits	16
Additional Benefit	16
Contact Us	17
Substitute Duties and Responsibilities	18
General	19
Dress Code	20
Prohibited Items	21
Prohibited Drugs	21
Professional Ethics	21
Technology Usage	22
Information Sharing	22
Student Illness or Accidents	23

Freedom from Discrimination, Harassment, and Retaliation	23
Reporting Child Abuse and Neglect	24
Campus Safety Procedures	24
Key Cards	25
Long-Term Access	25
Calling 9-1-1 In Emergency	25
Substitute Procedures	25
Classroom Instruction	26
Classroom Management	26
Disciplinary Procedures	27
Daily Procedures	27
Office/Clerical Substitutes	29
Security Procedures	29
Telephone Procedures	29
relephone Procedures	23
<u>Substitute Nurses</u>	30
General Substitute Nurses	30 30
General	30
General Education and Professional License Directions to Campuses	30 31
General Education and Professional License	30 31 32
General Education and Professional License Directions to Campuses Appendix/Forms	30 31 32 33
General Education and Professional License Directions to Campuses Appendix/Forms Substitute Report	30 31 32 33 34
General Education and Professional License Directions to Campuses Appendix/Forms Substitute Report Substitute Response	30 31 32 33 34 35
General Education and Professional License Directions to Campuses Appendix/Forms Substitute Report Substitute Response Substitute/Adult Temp Resignation	30 31 32 33 34 35 36
General Education and Professional License Directions to Campuses Appendix/Forms Substitute Report Substitute Response Substitute/Adult Temp Resignation Substitute Job Log	30 31 32 33 34 35 36 37
General Education and Professional License Directions to Campuses Appendix/Forms Substitute Report Substitute Response Substitute/Adult Temp Resignation Substitute Job Log Substitute Procedure Checklist	30 31 32 33 34 35 36 37 38

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PISD General Information



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DISTRICT CALENDAR GRAPHIC FORMAT

Substitutes do not work when students do not report to school – Student Holiday.

NOTE: Substitute will not be compensated for accepting job assignments and reporting to campus on a "**Student Holiday**".

CAMPUSES

The Plano Independent School District is structured as a five-phase educational experience, with lower grade levels feeding into one of three senior high schools.

School Hours

Level Grade		# of Campuses	Student Hours	Substitute Hours		
> Elementary						
Early Childhood Head Start Program	Pre-K	3	Beaty, Isaacs & Pearson 7:55 a.m 11:00 a.m. 11:55 p.m 3:10 p.m.	Beaty, Isaacs & Pearson 7:25 a.m 3:40 p.m.		
			7:55 a.m 1:45 p.m.	7:25 a.m. – 3:40 p.m.		
Elementary Schools	K-5	44	7:40 a.m 2:55 p.m.	7:10 a.m 3:25 p.m.		
> Secondary						
Middle Schools	6-8	13	8:25 a.m 3:40 p.m.	7:55 a.m 4:10 p.m.		
High Schools	9-10	6	9:00 a.m 4:25 p.m.	8:30 a.m 4:55 p.m.		
Academy High School	9-12	1	9:20 a.m 4:40 p.m.	8:50 a.m 5:10 p.m.		
Senior High Schools	11-12	3	9:00 a.m 4:25 p.m. Zero Hour Classes at Sr. High begins 8:00 a.m.	8:30 a.m 4:55 p.m. 7:30 a.m 4:00 p.m.* *For Zero Hour		
Health Science Academy and IB World School	9-12	2	9:00 a.m. – 4:25 p.m.	8:30 a.m 4:55 p.m.		
SpecialPrograms						
	K-5 6-8	1	7:40 a.m 2:55 p.m. 8:30 a.m 3:55 p.m.	7:10 a.m 3:15 p.m. 7:55 a.m 4:25 p.m.		
Special Programs	9-12	1	8:30 a.m 3:55 p.m.	8:00 a.m 4:25 p.m.		
Centers	Adult Transition Center	1	9:45 a.m 3:55 p.m.	8:00 a.m 4:30 p.m.		
Total		73				

INCLEMENT WEATHER

The following information is provided to assist substitutes in determining whether or not to report to a campus on an inclement weather day. Please note that student and staff safety is our first priority. The decision to cancel school is a very important one and is made only after thorough consideration. If information is not posted via the methods below, assume that school will open as usual.

Check with one of the following sources of information to obtain accurate information:

Major television stations:

KDFW - Channel 4; KXAS - Channel 5; WFAA- Channel 8; KTVT - Channel 11, UPN 21; KDAF- WB33, News - Channel 33; and Channel 99, Time Warner Cable (PISD Station).

Major radio stations:

Including KERA (90.1); KRLD (1080 AM); KVIL (103.7 FM); and WBAP (820 AM).

Phone:

By approximately 6:00 a.m., at the district's main number, (469) 752-8100, a voice mail recording will announce whether school is closed or delayed. In addition, by 6:00 a.m., a voice mail recording at each school will announce if school is closed. **The Plano ISD Mobile App** (www.pisd.edu/mobileapp): Download the mobile app and log in to receive specific messages related to your school. However, weather closures will be sent to all app users, even if you are not logged in to the system.

Other media:

Closings for inclement weather are posted on the district's home page at www.pisd.edu (under the scrolling photos) as soon as the decision to close schools has been made. Notification is also made through the following communication tools in addition to our homepage announcement:

- Social Media: Facebook (<u>www.facebook.com/PlanoISD</u>), Twitter (<u>www.twitter.com/Plano_Schools</u>) and Instagram. Messages will immediately be posted to these pages. You do not have to sign up for Facebook or Twitter to view the pages; however, followers will receive instant updates to their newsfeeds. There are links on the Plano ISD homepage to both the Plano ISD Facebook and Twitter pages.
- Plano ISD TV Channel: Emergency messages and updates will be posted in real time on channel 33 (Verizon FIOS) and channel 99 (Time Warner Cable).

Inclement weather that may exist in this area includes:

Tornadoes
Thunderstorms and high winds
Flash floods
Heavy snow or ice storms
Heat wave, ozone alert, and drought

When dangerous weather is possible or is forming, you should monitor current conditions in your area. The Fox 4 Weather App (the "WAPP") is a useful tool as is the WFAA website (Collin County Weather Radar page). You should be prepared to take immediate, decisive action to move you and your students to safety.

Substitutes **will not be paid** for job assignments on school days that have been cancelled due to inclement weather, or campus/district closure.

Employment

EMPLOYMENT REQUIREMENTS

QUALIFICATIONS

All substitute teachers and paraprofessionals must hold a minimum of a high school diploma or GED and provide a copy of their high school diploma or GED, or a copy of an official transcript. Based on the current needs of the district, teacher certification may also be required. Individuals holding a foreign degree must have degree transcripts evaluated by an accredited <u>international degree equivalency evaluator</u> acceptable to the district.

TRS CREDIT FOR SUBSTITUTES

Services rendered as a substitute may qualify for service credit with the Teacher Retirement System of Texas provided such service is for at least 90 days in a school year. Eligible individuals are responsible for contacting the Teacher Retirement System of Texas (TRS) for further information. For more information, visit the <u>Teacher Retirement System of Texas website</u>.

Substitute work may also qualify as credible years of service recognized by the Texas Education Agency (TEA) if a substitute has a teaching certificate while substituting. For more information, visit this <u>TEA</u> website.

TRS RETIREES

An employee retired from a Texas school district, currently drawing annuity and benefits from TRS, may be eligible to substitute as many days as desired in filled positions following one complete calendar month of non-work (provided no additional type of work is performed for a TRS-covered employer). For TRS purposes, a substitute is a person who serves on a temporary basis in the position of a current employee. Interim or temporary employment in a vacant position, if it is expected to continue for four and one-half months or more or indefinitely until a permanent replacement is found and the search is expected to last four and one-half months or more, the substitute may be required to pay into TRS. Because the position is vacant, the person serving in the position is not considered a substitute for TRS purposes and membership eligibility must be determined based on the amount of work and the length of time the employment is expected to last. Individuals are responsible for contacting TRS (www.trs.texas.gov or 1-800-223-8778) to identify any impact, such as loss of annuity or benefits that may occur due to employment as a substitute.

WORK REQUIREMENT

To remain active as a substitute within Plano ISD, all substitutes must work the equivalent of, at minimum, fifteen (15) full days each school year. The requirement can be met by working full days, half days, or a combination thereof. Substitutes who do not meet the above requirement will be removed from the Plano ISD substitute system after the completion of a school year and will be required to reapply with no guarantee of continued employment. Adult Temps or AVID tutors are not subject to the work days requirement. Substitute nurses must work, at minimum, fifteen (15) full days each school year. All substitutes/adult temps must watch the required Safeschools videos prior to the 1st assignment of the new school year.

It is difficult to estimate how often substitutes will work. It is dependent on factors such as: substitute preparation, qualifications compared to the district's needs, time of year, and success of each substitute in an assignment. Substitutes are expected to work as frequently as possible and at all locations.

REQUIRED SUBSTITUTE TRAINING VIDEOS

Each summer, the district releases required training videos through the vector solutions platform https://pisdsubs-tx.safeschools.com/ which is also found on the substitute resources webpage. All substitutes who have renewed with the district and are returning for the upcoming school year must complete the videos before the first day of instruction for students. New substitutes that are hired during the school year, will need to complete all videos before working in their first substitute assignment. Substitutes will use their employee id# to access the website (no password required). Non-compliance with the required training videos may result in disciplinary action, up to and including removal from the substitute system.

RENEWAL PROCESS

Each spring, substitutes are asked to renew their status for the upcoming school year. Instructions including how to renew and scheduling information are distributed electronically at a designated time. Renewal is a two-step process: substitutes must renew online and complete the required Safeschools videos and corresponding quizzes. Substitutes must also exchange their old badge for the current school year badge. All substitutes must work the equivalent of, at minimum, fifteen (15) full days each school year to be eligible to renew.

If a substitute does not complete the renewal steps by the designated time and meet the mandatory work requirement, the substitute will be separated from employment with Plano ISD, effective the end of the current fiscal year.

SUBSTITUTE REPORT

Administrators may complete a report based on a substitute's performance in the assignment at campuses/departments.

Negative reports submitted to Human Resources may result in the substitute no longer being able to accept assignments at the specified campus.

Substitutes have ten (10) days to submit a written response to the campus administrator regarding the report. Written responses do not necessarily result in the report being removed but are attached to the report in the substitute's file.

Substitutes who receive three (3) negative reports, for any reason, within a calendar or school year or five (5) within a five-year period will be removed from the substitute system.

SUBSTITUTE RESPONSES

Substitutes who wish to provide feedback to a campus related to an assignment may do so by completing and submitting a Substitute Response Form to the principal/campus administrator (see sample in Appendix). A copy may also be sent by the substitute to the Human Resources office (Attn: Substitute Office) for placement in the substitute's personnel file. In addition, submitting a Summary of the Day Form (see sample in Appendix) assists the district employee by detailing what occurred in their classroom during their absence.

REMOVAL FROM THE SUBSTITUTE SYSTEM

Failure to comply with district policies and/or the guidelines established in the substitute handbook may result in adverse employment action against the substitute including, but not limited to, termination and/or removal from the district substitute system.

Specific actions that may result in removal from the substitute system include but are not limited to:

- Unsatisfactory performance as noted in a substitute report submitted by a principal/campus administrator, as stated above.
- Any single incident determined by the district to be inappropriate in carrying out the substitute's responsibilities.
- Multiple cancellations by the substitute less than 24 hours before the day of an assignment.





SUBSTITUTE PAY

Teacher Daily Rate:

Active TX Teacher Certification	\$130 per day
High School Diploma or higher	\$120 per day
Single Assignment (21 consecutive days or longer)	\$228 per day

Must be requested by the campus and pre-approved by Human Resources. Single assignment, higher rate of pay, is not guaranteed.

Paraprofessional Daily Rate:

HS Diploma or equiv	valent required	\$110 per day
Single Assignment (21 consecutive days or longer)	\$120 per day

Must be requested by the campus and pre-approved by Human Resources. Single assignment pay is not guaranteed.

Note:

•	Temporary Support Special Education Teacher	\$130 per day
	with active TX certification	
•	Temporary Support Special Education Teacher	\$120 per day
	with bachelor's degree	
•	Temporary Support Special Education Aide	\$110 per day
	with HS diploma or equivalent.	

The Special Education department establishes the rate of pay for special education "temporary support assignments" and these assignments do not qualify for the single assignment (21 consecutive days or longer in the same assignment) rate of pay.

Before accepting an assignment, it is the substitute's responsibility to verify with the campus administrator if single assignment pay is being offered. The higher rate of pay is not guaranteed; it must be requested by the campus and pre-approved by Human Resources.

Additional Pay Information:

The pay rate for a half-day assignment is one-half the daily rate for teachers and four (4) hours for paraprofessionals.

Substitute hours may be different from student hours. Substitutes are required to meet the specific hours for the job assigned. Substitutes are paid for 8 hours of work with a ½ hour unpaid lunch. If a substitute arrives late or leaves early on their own accord, a pay reduction form may be completed to only pay the substitute for the time worked.

Substitutes who come in early or stay late without administrative approval will not be compensated for any time worked beyond the originally scheduled time in the substitute management system. **Teachers are not administrators and can not approve extra hours.**

PAYROLL SCHEDULE

It is the responsibility of the substitute to keep a personal record of each job number and dates worked at each building. All questions regarding substitute pay are to be addressed to these offices: first to the campus office manager, then to the Substitute Office (if needed) at substitute@pisd.edu. It is the substitute's responsibility to review his/her pay stub for any discrepancies in the amount of the pay or number of days worked. All paystubs are available online through the Employee Service Center (esc.pisd.edu).

PLANO Independent School District	2023	-2024
	SUBSTITUTE & BI-WE	EKLY PAY SCHEDULE
Pay Period Begin Date	Pay Period End Date	Pay Date
June 25, 2023	July 8, 2023	July 21, 2023
July 9, 2023	July 22, 2023	August 4, 2023
July 23, 2023	August 5, 2023	August 18, 2023
August 6, 2023	August 19, 2023	September 1, 2023
August 20, 2023	September 2, 2023	September 15, 2023
September 3, 2023	September 16, 2023	September 29, 2023
September 17, 2023	September 30, 2023	October 13, 2023
October 1, 2023	October 14, 2023	October 27, 2023
October 15, 2023	October 28, 2023	November 10, 2023
October 29, 2023	November 11, 2023	November 24, 2023
November 12, 2023	November 25, 2023	December 8, 2023
November 26, 2023	December 9, 2023	December 21, 2023
December 10, 2023	December 23, 2023	January 5, 2024
December 24, 2023	January 6, 2024	January 19, 2024
January 7, 2024	January 20, 2024	February 2, 2024
January 21, 2024	February 3, 2024	February 16, 2024
February 4, 2024	February 17, 2024	March 1, 2024
February 18, 2024	March 2, 2024	March 15, 2024
March 3, 2024	March 16, 2024	March 28, 2024
March 17, 2024	March 30, 2024	April 12, 2024
March 31, 2024	April 13, 2024	April 26, 2024
April 14, 2024	April 27, 2024	May 10, 2024
April 28, 2024	May 11, 2024	May 24, 2024
May 12, 2024	May 25, 2024	6/6/2024*
May 26, 2024	June 8, 2024	6/20/2024*
June 9, 2024	June 22, 2024	7/3/2024*
June 23, 2024	July 6, 2024	July 19, 2024
	*Summer	r Hours - Payday is on Thursday

Please note that pay dates before a holiday may not include the last week worked of the payroll reporting period and cut off, prior to the holiday, and will be included in the next pay cycle. This includes winter break, and may include other times that a holiday starts immediately following a pay date. * Summer Hours — Payday is on Thursday.

BENEFITS: MEDICAL PLANS OFFERED TO SUBSTITUTES

A substitute who regularly works 10 or more hours per week may be eligible for coverage under a TRS-ActiveCare medical plan. The district does not contribute to the premium cost for substitutes, so you would be responsible for the full premium amount. Only medical plans are available to substitutes – not dental, vision, or other types of plans.

For details about the premium amounts, benefits, and enrollment rules for the TRS-ActiveCare medical plans, please visit our web site www.pisd.edu/benefits and click on the link for "Health Plan" then "Plan Descriptions," or you may contact the PISD benefits department for printed information.

When can I enroll?

- Within the first 31 days of working 10 or more hours in a week; OR
- Within 31 days of a qualifying change in status (for example, an involuntary loss of other coverage).

Because of the deadlines for each of these situations, it is extremely important that you contact the benefits department immediately if you qualify to enroll.

What do I need to do?

- <u>If you want to enroll in coverage</u>, contact the benefits department within the timelines stated above so we may assist you with the enrollment process.
- If you do not contact the benefits department, you have waived coverage.

If I enroll, when would coverage terminate?

• On the last day of the month in which you stop working 10 or more hours per week.

If you have any questions regarding the medical plans or you would like to enroll in coverage, please contact us:

By E-Mail: benefits@pisd.edu By Phone: (469) 752-8138

In Person: Sockwell Center, 6301 Chapel Hill Blvd, Plano, TX, 75093

Monday – Friday, 8:00 a.m. – 5:00 p.m.

(Chapel Hill is west of the Tollway, between Park Blvd and Parker Rd)

ADDITIONAL BENEFIT

As a Plano ISD substitute, you are eligible for free admission to all athletic events taking place in Plano ISD. This includes all middle school, high school, and senior high school events. A current badge must be presented; it allows admission for the substitute only (no spouses or children). The badge will not be honored at out-of-town locations. (Note: For varsity football, this is admission to *General Admission* seating only. As with all Plano ISD employees, *Reserved* seating requires the purchase of a reserved ticket.)

CONTACT US

If you have questions, please contact the Substitute Office at substitute@pisd.edu. If you need to contact us by phone, you may call (469) 752-8139. If voicemail answers the call, please leave a message. An attempt is made to return all messages within 48 hours. The more detailed the message, the quicker we can research the issue and respond with an answer to your query. Whether communicating with a phone call or an e-mail, always include your name, employee ID, and phone number along with your question or concern.

When the Substitute Office communicates with all substitutes, we will use your PISD email. Add substitute@pisd.edu to your "contacts" in your email provider's address book so that our emails are less likely to go to spam/junk.

Plano	ISD	Substitute	Handhool
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DUTIES & RESPONSIBILITIES OF SUBSTITUTE TEACHERS/CLASSROOM ASSISTANTS GENERAL

EXPECTATIONS

Substitutes are expected to be actively engaged and attentive during their assignment. The substitute is expected to perform the duties, both curricular and extra-curricular, of the regular teacher or classroom assistant. Personal items (books, newspapers, cell phones, and other electronic devices) must be turned off and stowed away during the day. The substitute will preserve the regular routine and follow the lesson plans left by the absent staff member, unless otherwise instructed by the team leader or campus administrator. As a substitute, you should never give students money, medicine, food, drink or purchase items for a student. The substitute teacher or classroom assistant will not leave the building during the day without notifying the team leader or office secretary and complying with the district policy regarding signing out during the day. Students must have full-time supervision. **Substitutes must never leave students unattended**.

ASSIGNMENT CANCELLATION

If substitutes must cancel an assignment and it is more than 24 hours from the start time of the assignment, they can cancel on the Substitute Management Center on their own.

Substitutes should avoid making last minute cancellations (less than 24 hours before the start time). If a substitute finds him or herself unable to report to an assignment less than 24 hours before the start time, he/she should immediately contact the appropriate office manager by phone and email. Cancellations by substitutes place a burden on the campuses and affect student instruction. Last minute cancellations *not* accompanied by communication to the campus may result in a negative substitute report. The Substitute Office and campuses monitor cancellations, and a history of excessive last-minute cancellations is grounds for termination.

Additionally, you might contact the employee for whom you are scheduled to substitute. This gives him/her an opportunity to fill the assignment.

Assignments may not be cancelled to pick up another assignment for the same day. This may also result in a negative report.

ASSIGNMENT RESPONSIBILITIES

Due to the needs of a campus, a substitute may be asked to work a different assignment than the one that he/she was originally assigned. Substitutes should be flexible and consider the needs of the campus before declining a reassignment.

Substitutes must fulfill all duties that are assigned to the regular teacher/classroom assistant. A substitute may be asked to cover/perform other duties and responsibilities as needed by the campus during the day. These duties may include but are not limited to arrivals, dismissals, lunch, hall, tutoring, or other special assignments. Substitutes may also attend faculty or grade level meetings in place of the regular teacher if required.

A short summary of the day's activities must be prepared and left for the regular teacher. A substitute, serving in a long-term assignment, may be asked to assume the role and responsibilities of the regular

teacher. These duties may include, but are not limited to, planning lessons, attending team meetings, entering grades, conducting parent conferences, etc.

Assignments are at-will, and the District/campus reserves the right to end any multi-day substituting assignment, including long-term assignments, at any time with or without cause.

CONFERENCE/PLANNING PERIOD

Typically, substitutes will follow the daily schedule of the regular staff member, which may include a conference or planning period. <u>Conference/planning periods are not guaranteed to substitutes and are not free time</u>. Substitutes are required to assist in any capacity asked during the assignment, which may include working in another room during the conference or planning period.

COLLECTION OF MONIES

The substitute will not collect money from students unless instructed to do so by the campus principal. If money is collected, the substitute teacher will deposit it with the school secretary before leaving the building. Substitute teachers or assistants will not lend students money for any purpose.

CELL PHONES, TABLETS, & OTHER ELECTRONIC DEVICES

Silence/turn off all cell phones, tablets, and personal electronic devices before starting the workday. It is acceptable to use phones/devices on breaks.

CLASSROOM MATERIALS

Substitutes should not bring any outside materials to class for the lessons. Teachers/classroom assistants will provide all information and materials necessary to conduct the lessons. If classroom materials are not available, notify the team leader, department head, and/or administration immediately.

LAST MINUTE ASSIGNMENTS

Substitutes accepting last minute assignments must contact the office manager to ensure the assignment has not already been filled.

ASSIGNMENT SELECTION

Substitutes should be cautious and use discretion when considering an assignment. Substitute will not be compensated for accepting job assignments and reporting to campus on a "**Student Holiday**" or in the case of a district closure.

DRESS CODE

Substitutes are required to dress in a manner that reflects a professional appearance while appropriate for the position for the employee's specific job assignment. Substitutes are expected to exhibit exemplary grooming where cleanliness and appearance are concerned. Substitutes are professionals and should dress and behave accordingly.

As a best practice, a woman should wear outfits in which she can walk, bend down, stoop over, and write on the board with ease and with zero risk of indecent exposure. A man should consider wearing a shirt and tie; if you find yourself "overdressed" for the assignment, you can always roll up your sleeves or remove the tie.

The District has the right to appraise any current fashion or fad and determine whether it is appropriate or inappropriate for school wear. The district has the right to ask substitutes to leave the campus or change their attire if it is of such nature that it provokes unfavorable comment.

Substitutes must remember that some students and/or employees could be allergic or sensitive to the chemicals or smells or perfumes/colognes/lotions. Wear these substances in moderation or avoid wearing them if possible.

PROHIBITED ITEMS

The following items are prohibited on school district property: electronic cigarettes, firearms, knives, and weapons. Note: An employee who holds a valid Texas Concealed Handgun License (CHL) or License to Carry a Handgun (LTC) may store a handgun in a privately-owned vehicle parked on District property, provided the vehicle is locked, the firearm is hidden from view, and the possession of the handgun is not otherwise prohibited by law.

PROHIBITED DRUGS

Any controlled substance or dangerous drug as defined by law is prohibited on school district property. This includes but is not limited to a controlled substance, tobacco, alcoholic beverages, marijuana, any narcotic drug, hallucinogen, stimulant, depressant, amphetamine, or barbiturate. Substitutes shall not manufacture, distribute, dispense, possess, use, or be under the influence of drugs during working hours while on District property or at school-related activities during or outside of usual working hours.

DH (LOCAL) http://pol.tasb.org/Policy/Code/312?filter=DH

PROFESSIONAL ETHICS

Substitutes are in a position of public trust and serve as a positive role model for the students of Plano ISD. All individuals serving as a substitute for the district shall comply with all Plano ISD Board Policies, including but not limited to "Standards of Conduct" DH (LEGAL), DH (LOCAL), and DH (EXHIBIT).

All Plano ISD policies are located online at: http://pol.tasb.org/Home/Index/312.

Substitutes shall be subject to all duties of a regular classroom teacher or classroom assistant. The school exists for the students. The first obligation of the teacher and classroom assistant is to the students.

Substitutes must maintain the confidentiality of all student records in accordance with FERPA (Family Educational Rights and Privacy Act). This includes, but is not limited to, handwritten documents, print records and/or communications, attendance records, audio/video recordings, CDs, films, electronic records and/or communications, microfilm, microfiche, and digital images of students.

Substitutes must be mindful of the topic and content of conversations with students and other stakeholders when working for Plano ISD. A best practice is to use extra caution in expressing personal opinions and reactions about any subject. This includes, but is not limited to, race, religion, politics, campuses, district employees, and students.

Per DG (LEGAL), District employees do not shed their constitutional rights to freedom of speech or expression at the schoolhouse gate. However, neither an employee nor anyone else has an absolute constitutional right to use all parts of a school building or its immediate environs for unlimited expressive purposes. When a public employee makes statements pursuant to his or her official duties, the employee is not speaking as a citizen for First Amendment purposes, and the Constitution does not insulate the communications from employer discipline.

Substitutes are expected to utilize professional communication with all district stakeholders. Substitutes will not be discourteous or disrespectful to a staff member or any member of the public while in the course and scope of substituting for Plano ISD.

Substitutes will not make threats of violence against school district employees, school board members, students, or parents of students.

Substitutes may not use the campus as a platform to promote their personal businesses.

Substitutes will be prompt and professional in making and keeping his/her agreement to work.

If a substitute suspects fraud, unlawful, unethical, and other types of improper behavior within Plano ISD, he/she can submit an anonymous report at Lighthouse. Fraud Hotline website and contact information can be found at https://www.pisd.edu/Page/510.

TECHNOLOGY USAGE

Substitutes may have limited access to the district's technology. When utilizing the district's technology, substitutes are required to comply with all technology policies, as specifically stated in CQ (LOCAL), CQ (LEGAL), CQ (REGULATION), and CQ (EXHIBIT). In particular, use of technology for personal reasons, (e.g., e-mail, word-processing, Internet) is not permitted. Please note that attempts to use the district's technology for anything other than legitimate District business may result in removal from the substitute system.

Additionally, substitutes are highly discouraged from posting any references to Plano ISD when using electronic media or social media sites, including references that specifically identify employment with Plano ISD or a particular campus/district facility in the district.

INFORMATION SHARING

Substitutes are encouraged to leave appropriate contact information for teachers and staff members as part of a summary of the day report. This allows staff members to stay in contact with preferred substitutes.

It is not appropriate for substitutes to provide students or staff members with personal information or receive personal information from students or staff members for non-business purposes. This may result in removal from the substitute system. This includes but is not limited to personal contact information (e-mail, website, social site usernames, phone number, address, etc.) as well as personal materials such as photos and videos. It is not appropriate for substitutes to take photos, videos, or other recordings documenting the workday with students.

Outside of the workday, the substitute will be cautious in discussing information gained from working on a Plano ISD campus/district facility. Misuse or unauthorized disclosure of confidential information not

otherwise available to persons/parties outside of Plano ISD is cause for disciplinary action. The substitute must avoid comparing one school with another or comparing the students on one campus with those on another campus.

STUDENT ILLNESS OR ACCIDENTS

If a student becomes ill or has an accident while at school, the student should be sent to the nurse/campus administrator's office. In the case of a serious illness, accident or injury, do not move the student; send for the school nurse or administrator immediately. Substitutes should not withhold a student from going to the nurse or restroom for any reason.

Universal precautions will be observed to prevent contact with blood or other potentially infectious materials. All blood and body fluids or other potentially infectious materials are considered infectious regardless of the perceived status of the source or individual. Personal Protective Equipment (PPE) supplied by the district will be used as necessary. Examples may include but are not limited to: latex or vinyl gloves, sharps containers, cardio pulmonary resuscitation barriers, etc. If substitutes need additional information or training, please contact the school nurse.

If the substitute is involved in an accident on campus, report it to the office manager and all incidents should be reported immediately to <u>Worker's Compensation</u> by calling (469) 752-6391 / 1-800-282-2904, or may be submitted electronically at <u>Employers First Report Of Injury Or Illness</u>.

Under no circumstances should a substitute teacher administer medicine to a student. Regarding the treatment of students, all substitutes must comply with Plano ISD Board Policies Wellness and Health and Services: Medical Treatment. A printed copy of these guidelines may be accessed via:

FFAC (LEGAL) and FFAC (LOCAL): http://pol.tasb.org/Policy/Search/312?filter=FFAC%20Legal

Confidentiality of information, including medical information, related to students must be maintained at all times.

FREEDOM FROM DISCRIMINATION, HARASSMENT, AND RETALIATION

There are various types of harassment such as physical, verbal, or non-verbal conduct based on an employee's race, color, religion, gender, national origin, age, disability, or any other basis prohibited by law. This includes sexual harassment which is defined as a form of discrimination in which unwelcome sexual advances; requests for sexual favors; sexually motivated physical, verbal, or nonverbal conduct; or other conduct or communication of a sexual nature.

The District prohibits conduct related to discrimination, including harassment, against any employee on the basis of race, color, religion, gender, national origin, age, disability, or any other basis prohibited by law. Retaliation against anyone involved in the complaint or investigation process is a violation of District policy. Prohibited conduct includes discrimination, harassment, and retaliation as defined by this policy, even if the behavior does not rise to the level of unlawful conduct.

This above information applies, but is not limited to, interaction between staff members, students, or any combination thereof. In addition, this includes interaction of any stakeholder on district property.

DIA (LEGAL) and DIA (LOCAL): http://pol.tasb.org/Policy/Code/312?filter=DIA

REPORTING CHILD ABUSE AND NEGLECT

Any District employee, agent, or contractor has a legal obligation to submit an oral or written report of suspected abuse or neglect within 48 hours of learning of the facts giving rise to the suspicion.

Reports may be made to the CPS division of the Texas Department of Family and Protective Services by calling 1-800-252-5400 or on the web at www.txabusehotline.org

Reporting your suspicion to a school counselor, a principal, or to another school staff member does NOT fulfill your responsibilities under the law. State law requires that the identity of a person making a report of suspected child abuse or neglect be kept confidential.

FFG (EXHIBIT) https://pol.tasb.org/Policy/Code/312?filter=FFG

CAMPUS SAFETY PROCEDURES

You must wear the current substitute badge while at work, at all times. Each campus reserves the right to ask a substitute to leave if they do not come with a valid ID badge. If a badge is damaged, it may be returned for a replacement at no cost. There is a **\$10.00** to **\$15.00** charge for a replacement substitute badge if lost.

Each year, during orientation or otherwise, each substitute must view the training video covering the Standard Response Protocol (SRP) training module in Vector Solutions prior to their first assignment on a campus. Each substitute will also be provided with an SRP reference card which must be worn with the issued PISD ID badge. Immediately upon arrival at a campus, every substitute must familiarize himself or herself with the emergency procedures at that campus. Specifically, they must be familiar with the procedures for (and the responsibilities during):

- (a) Hold
- (b) Secure
- (c) Lockdown
- (d) Evacuate (fire, fire drills, other emergencies requiring evacuation)
- (e) Shelter (for tornado/dangerous weather or hazardous materials (haz-mat)

Substitutes must know how the above emergency actions are signaled by the campus and the evacuation routes to be followed. Substitutes should always be assigned a "buddy teacher" in a nearby classroom or work area. Substitutes who report for their first assignment at a particular campus should discuss the above listed actions with a campus administrator, team leader, and/or buddy teacher in the area where the substitute will be working. If the voice intercom system at the campus is not functioning, the substitute should be certain he or she is aware of how the above listed emergency actions are communicated or signaled.

Substitutes are also encouraged to download the <u>MyEOP</u> app to their smartphone or table. <u>MyEOP</u> is an electronic version of the Campus Emergency Procedures Guide. Once installed, no cellular or internet connection is needed to access these emergency procedures. Instructions to download the <u>MyEOP</u> app can be viewed at <u>PISD Mobile App</u>. In Plano ISD, school safety is a top priority and everyone can be a part of keeping schools safe. If you see something, say something - See Something, Say Something.

PISD Substitute Keycards

Senate Bill 11, passed by the Texas Legislature in 2019, includes a requirement that school district emergency operations plans "provide that substitute teachers have access to buildings and materials necessary to carry out the duties of an employee in an emergency".

To comply with these guidelines, Safety & Security Services has provided each campus with an appropriate number of temporary access cards to be used by substitute teachers.

- Keycards are to be used by substitute teachers <u>ONLY</u>.
- A sign-in/out sheet must be used. The substitute will sign the keycard out daily upon arrival and sign the card back in upon departure each day.
- Keycards are for daily use only. For subs requiring long-term access, please have the office manager email <u>pisd.badges@pisd.edu</u> with the employee name, campus name, start date and end date of access.

PISD Long-term Access for Substitutes

Requests for long-term subs (LTS) to receive badge access to a campus/department must be approved by the Principal or Supervisor. To qualify as a LTS, the assignment must be 21 consecutive days (for the same teacher) or longer.

- The requesting office manager will receive, by inter-office mail, a round white access disc and this disc is to be attached to the back of the SUB badge. Remove the paper backing and place the sticky side on the back of the badge. DO NOT TAPE OR GLUE THE DISK TO THE BADGE AND DO NOT REMOVE THE DISK FROM THE BADGE.
- Access will expire at the end of the long-term sub job and can be reactivated if a new long term sub job is accepted.
- If the temporary access badge is lost, a \$15.00 fee is due.

CALLING 9-1-1 IN EMERGENCY

In an emergency that threatens the health or safety of any person, call 9-1-1 without delay.

SUBSTITUTE PROCEDURES

- Sign in when you arrive and sign out when you leave at the front office and record the job number you received from the substitute system.
- Check in with the office manager for additional duties if you complete your original assignment early.
 Substitutes may not dismiss themselves.
- Wear the current substitute badge while at work at all times and in all Plano ISD buildings. Each campus
 reserves the right to ask a substitute to leave if they do not come with a valid ID badge. If a badge is
 damaged, it may be returned for a replacement at no cost.
- There is a **\$10.00** to **\$15.00** charge for a replacement substitute badge if lost. Contact <u>Security Department</u> at (469) 752-8919 for a replacement badge, <u>Lost or Broken Badge Request Form</u>.

CLASSROOM INSTRUCTION

- Substitutes are responsible for students, equipment, and materials assigned to his/her supervision.
- Substitutes shall make every effort to carry on the regular work of the staff member and complete the lessons as planned.
- Substitutes may not assign written work and leave it to be graded, except by request of the regular staff member. (On long-term assignments, work should be graded and recorded in the proper place unless otherwise directed.)
- Substitutes may not enter grades unless directed otherwise by the campus.
- <u>Substitutes should refrain from physical contact with students in any situation.</u> Special education students who need physical assistance will have written instructions designated in the lesson plans.
- Substitutes will not access students or associate with students except during class time unless it is part
 of the assignment and stated in the lesson plans. Being alone with students, eating lunch with
 students, or providing students with a pass to return to the class are examples of inappropriate
 situations that may result in removal from the substitute system.
- In addition to the general information given above, substitutes will comply with all Plano ISD Board Policies; all instructions given by the principal/campus administrator and any and all applicable information contained in the campus/facility handbooks. See the Plano ISD Board Policy Manual here: http://pol.tasb.org/Home/Index/312.

CLASSROOM MANAGEMENT

- Make every effort to get to know the students as quickly as possible. For example, when students
 walk into the classroom, greet the students and politely introduce yourself. This will prompt many to
 say their own names to you.
- Model the behavior you wish to see in students.
- Students respond best to clear expectations combined with respect and courtesy. Discussing behavioral expectations prior to an activity sets students up for success.
- Compliment students who are on task by name. (Ex: "Dollie, I noticed you led the group in filling out a K-W-L chart.") Put the emphasis on the student's effort, not on the outcome. (Ex: "Wow, I bet you worked really hard on completing your chart.") Finally, focus on the feelings of the student. (Ex: "A 100 on the spelling test! I bet that feels great!")
- Remember to speak kindly and politely when addressing students and use language appropriate for an educational setting. Language of a profane nature will not be tolerated.
- Substitutes should always be physically present in their assignment. All Plano ISD classrooms contain a phone, so if administrative assistance is required, contact the front office.
- Use proximity to your advantage. Stand next to disruptive students, and they will often correct the disruptive behavior on their own.
- Maintain a professional, teacher-student relationship at all times. Students should not address substitutes by his/her first name.

For further information regarding classroom management, we encourage you to visit STEDI's website (www.stedi.org) and review the "SubEssentials Introductory Training."

DISCIPLINARY PROCEDURES

- Substitutes must never administer corporal punishment to any student. The use of corporal punishment
 in any form is cause for dismissal of the substitute. This includes physical contact with a student used
 to correct a behavior. For example, pulling a disruptive student by the arm to remove him/her from
 the classroom is not allowed.
- Substitutes are expected to maintain a level of discipline in the classroom, which is conducive to a
 positive learning environment. Substitutes must follow the classroom, campus, and district disciplinary
 guidelines.
- Consequences for discipline issues will be determined by campus administration. If a student needs
 to be removed from a class, substitutes should call for assistance from the campus administration.
 Guidelines regarding discipline issues should be addressed with the team leader or buddy teacher at
 the time you report for your assignment.
- Firm, fair treatment of all students, combined with explicit explanation and direction, will preclude many disciplinary problems.

DAILY PROCEDURES

BEGINNING OF DAY

- Sign in at the front office with your name, employee ID, and job number you received from the substitute system.
- Arrive on time to get organized and prepared for class.
- Introduce yourself to other team members and find a buddy teacher for the day. He/she will provide necessary information or offer assistance to you as needed. He/she can discuss with you any extra responsibilities such as lunch duty, playground duty, etc.
- Review lesson plans and the daily schedule of activities. Ensure you have all necessary materials. If lesson plans or materials are not available, notify the team leader or another member of the team if the team leader is not available for assistance.
- Greet the students as they enter the room. As they are seated, have students create a nametag out of paper, or have them write his/her name on the board in front of the class.
- Ask one or two of the students who arrived early to assist you as needed with passing out papers/turning in work, etc.
- Introduce yourself and explain that the teacher is absent. You are not at liberty to discuss the reason for the teacher's absence.
- Check the attendance and complete other routine matters (lunch count, before or after school duties, etc.).
- Begin lesson plans as quickly as possible.

MID-DAY

- Actively monitor students while they are working. Let them understand that they are expected to finish their work. For filler activities, see team leader or other staff members.
- Help students check their own work if possible.
- Praise students who are on-task. Praise should be private, specific, authentic, and immediate.
- Use free time to check some of the student work, neaten classroom, or assist other teachers.

END OF DAY

- Leave a summary of the day on the teacher's desk. Attach a note if some work is missing and include an explanation regarding why the papers are missing. Indicate which lesson plans have been completed. Make a note of plans that have not been completed. Make a note of anything unusual that may have happened.
- Be sure the classroom is left in the same condition as was found at the beginning of the day.
- Check in with the office manager for additional duties if you complete your original assignment early. Substitutes may not dismiss themselves.
- Sign out at the front desk in a timely manner.
- Failure to sign in or out may result in no compensation.

DUTIES & RESPONSIBILITIES OF OFFICE/CLERICAL SUBSTITUTES

SECURITY PROCEDURES

Check with campus administrator for specific instructions on campus security, including emergency procedures. All visitors and employees **must** have a picture ID badge.

Access to Campus

- After buzzer sounds, respond "May I help you?"
- Grant access only after positively identifying the person.
- Ask the visitor to identify himself and state his reason for entering the building.
- Ensure each visitor has on the identification picture ID badge issued by the front office.
- Each campus is equipped with the RAPTOR System which creates a picture ID badge for non-district employees.)

TELEPHONE PROCEDURES

Check with campus administrator for specific instructions on campus telephone procedures. Below are general procedures for handling phone calls.

Answering Calls

- Answer calls within three rings and identify campus and state your name.
- When taking messages be sure to include detailed information about the call.
- Get caller's approval before placing them on hold. If requested information is not readily available, arrange to get back to the caller.

Transferring Calls

To transfer a call to an individual's phone line:

- Ask the caller to hold while you transfer the call.
- Press the Transfer button.
- Dial recipients' number. Inform the recipient who is calling and why.
- Press the Transfer button again.
- Hang up.

To transfer a call to a voice mailbox:

- Ask the caller to hold while you transfer the call. Tell the caller you are transferring to voicemail.
- Press the Transfer button.
- Dial 28201 (Express Messaging).
- At voice prompt, enter recipient's mailbox number followed by #.
- Press the Transfer button again.
- Hang up. The call will be transferred to the recipient's mailbox.

DUTIES AND RESPONSIBILITIES OF SUBSTITUTE NURSES

GENERAL

- Assessment of the health needs of students and staff in a professional manner.
- Review and implementation of clinic substitute manual.
- Review and compliance with all Plano ISD Board policies, Health Services administrative guidelines and clinical guidelines.
- Compliance with Plano ISD Board policies FFAC (LEGAL) and FFAC (LOCAL) with regard to the treatment of students is expected: https://pol.tasb.org/Policy/Code/312?filter=FFA.
- Adherence to universal precautions, infection control, and emergency medical guidelines.
- Knowledge of communicable diseases and reporting requirements according to state and local policies and guidelines in collaboration with the principal and/or director for district health.
- Contact with a student's parent or legal guardian will be made regarding a student's health concern when deemed necessary and according to Plano ISD guidelines.
- Knowledge and understanding of the health needs of the assigned campus, and ability to perform the functions of the school nurse.
- Communication with the campus nurse regarding any long-term health issues that were brought to his/her attention and any unusual situations or emergencies that occurred while on duty.
- All clinic activity and any recommendations that are made to the student and/or parent are expected to be accurately documented per district guidelines.
- Confidentiality of all student information including medical records will be maintained.
- Unless the district has provided certification training, the substitute nurse is not expected to conduct scheduled school health screenings such as vision, hearing or spinal.
- Communicate with the building principal or director for district health regarding all emergencies and significant health related issues.
- Willingness to accept assignments in all locations of the district including special education, adventure camp and summer school assignments. May narrow accepted assignments to only all elementary campuses or only all secondary campuses.
- The assigned school nurse, the principal, or director for district health may assign additional duties.
- Dress in professional attire related to duties assigned.
- Physical demands including, but limited to, frequent standing, stooping, bending, kneeling, pushing, and pulling. Prolonged use of computer and repetitive hand motions. Occasional lifting up to 50 pounds.

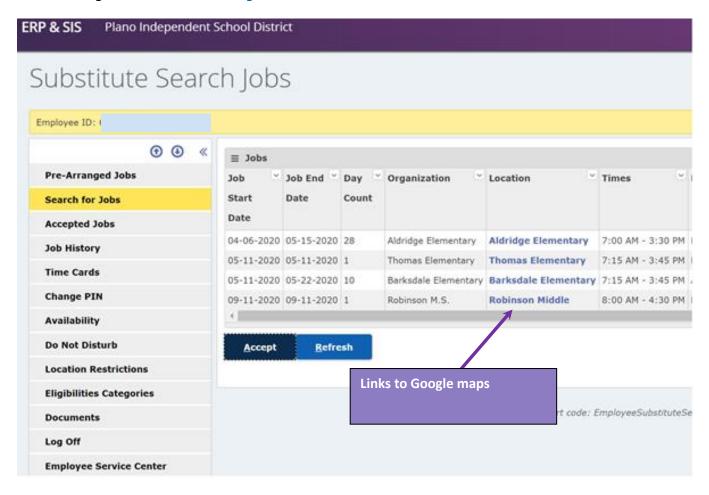
EDUCATION AND PROFESSIONAL LICENSE

- Graduate of an accredited professional nursing education program.
- Valid registered nurse license to practice professional nursing in Texas from the State Board of Nurse Examiners.
- Current Basic Life Support for Healthcare Providers CPR certification.
- Completion of the orientation and yearly competency review program assigned by the director for district health.

The substitute nurse will refer any questions to <u>District Health Services</u> by calling (469) 752 -5991.

DIRECTIONS TO CAMPUSES

To view the campuses' location addresses, you may use the Google map feature when accepting jobs online through the <u>Substitute Management Center</u>.



You may also visit the following website at https://www.pisd.edu/Page/1417 for the campuses' location addresses, contact phone numbers, and driving directions.

For more information regarding the campuses, you may visit the individual school websites at



http://www.pisd.edu

Appendix/Forms

PLANO INDEPENDENT SCHOOL DISTRICT Substitute Report

Substitute's Name:	Employ	ee ID #:			
School/Department:	Subject/Grade/Position:				
Substitute For:	Date(s) of Assignment:				
Rating Scale: 1 = Excellent 2 = Satis	factory :	3 = Fair	4 = Unsatisfact	tory	
1) Substitute effectiveness	Rating		Comments		
2) Arriving on time		76			
3) Following instructions/lesson plans					
4) Leaving room/office in order					
5) Leaving summary of the day for employee					
6) Classroom management/office management					
7) Response to students/department staff	1				
8) Rapport with other teachers/department staff	1				
9) Staying until end of day					
10) Last minute cancellation/no-show					
Complete this section if applicable:					
Substitute's performance was unsatisfactor understand that further assistance/information be required. Negative Reports: The substitute must be con	n may be i	required o	f me should disci	plinary action	
any negative reports. Please indicate how contact.	the conta	ct was r	nade and the	date of the	
Date of contact					
In Person By Phone	By Letter _	E	By E-mail		
Inform the substitute that he/she has 10 days to sub regarding the report.	mit a writte	en respons	e to the campus	administrator	
Principal/Campus Administrator/Supervisor Ca	mpus/Depa	artment		Date	

PLANO INDEPENDENT SCHOOL DISTRICT SUBSTITUTE RESPONSE

Substitute's Name:	Date:			
School/Department:	Subject/Grade/Position:			
Substitute For:				
Rating Scale: 1 = Excellent 2 = Satisfactor	ory 3 = Fa	ir 4 = Unsatisfactory		
	Rating	Comments		
a. Instructions/lesson plans/needed materials available				
b. Team/department support				
c. Seating chart provided (classroom assignment only)				
d. Emergency procedures accessible				
e. Student behavior/cooperation/response to lesson				
f. Student behavior issues supported by campus				
g. Ability to carry out lesson plans as written				
h. Last minute or no notice of cancellation by campus				
Comments:				
Substitute's Signature		 Date		
Scan/email form to the campus principal/department supe	rvisor and er	nail to <u>substitute@pisd.edu.</u>		

PLANO INDEPENDENT SCHOOL DISTRICT

Substitute/Adult Temp Resignation

This form is to notify the Plano Independent School District of my resignation from my current substitute and/or adult temporary position. The following information is to be used to complete the resignation process.

Today's Date			_		
Date of Birth			_		
Name					
(Please Print)	First		Middle		Last
Current Address	Street	Apt. #	City, State		Zip Code
Phone Number(s)	(Home)		E-	-mail	
	(Cell)				
Effective Resigna	ation Date)
Reason for resigna	ation (please sele	ct one)			
Accepted	employment outside	e of Plano ISD.			
· ·	full-time employmer ally remove my nam				
<u> </u>	part-time employme from my substitute/				
	part-time employme ue to substitute/adu		and		
Moving *I	f you have a new ac	ddress, please co	mplete a Chang	je of Addre	ss Form.
Other:					
Signatu Completed form mu			inted Name		Date
Mail Plano ISD- Human Res Attn: Substitute Office 2700 W. 15 th Street Pla	ources	Fax 469-752-8009			mail substitute@pisd.edu.

Substitute Job Log

Date	Job Number	School	Absent Employee's Name	Position	Full/Half Day

Plano ISD Substitute Procedure Checklist

Report to the office upon arrival
Sign in at office with name, employee ID, and job number and verify where to retrieve/return classroom keys
Locate and introduce yourself to a buddy teacher in a nearby classroom who can assist you if needed
Locate/review lesson plans or inform buddy teacher, team leader, or department head that lesson plans are not available
Familiarize yourself with campus emergency procedures
Ask buddy teacher about any additional duties for the day
Prepare all materials needed for the day
Write your name on the board
Greet students at the door as they enter the classroom
Start class on time
Check attendance and other routine matters
Follow the lesson plans
Actively monitor students
Check in at the office during conference/planning periods to see if you are needed somewhere else in the building
Fulfill the classroom teacher's extra duties
Leave a summary of the day on the teacher's desk
Leave the room in the same condition as it was found at the beginning of the day
Sign out before you leave and return classroom keys to the campus

Plano ISD Substitute Procedure Checklist (Paraprofessional/Clerical)

Ш	Report to the office upon arrival
	Sign in at office with name, employee ID, and job number and verify where to retrieve/return work area keys
	Locate and introduce yourself to a buddy staff member within the office/work area who can assist you if needed
	Familiarize yourself with campus emergency procedures
	Verify your duties/responsibilities for the day with the department head
	Ensure all necessary technology for your specific role is accessible from your work area
	Start the workday on time
	Assist the campus as needed
	Leave a brief summary of the day for the paraprofessional
	Leave the work area in the same condition as it was found at the beginning of the day
	Sign out before you leave and return work area keys to the campus

Plano ISD Classroom Management Supplement

A good rule is:

- ✓ Clear and specific
- ✓ Behavioral
- ✓ Makes sense to those who make them, enforce them, and follow them
- ✓ Stated positively when possible

A good consequence is:

- ✓ Clear and specific
- ✓ Provided with a range of alternatives
- ✓ Not a punishment
- ✓ Natural and/or logical
- ✓ Protects and maintains the dignity of the student
- ✓ Internally focused

Best Practices

Do not embarrass the student.

Be firm, clear and committed. Strength comes from a commitment that you are doing the right thing, not from the use of force.

Control anger. Chronically angry teachers are not effective.

Avoid excessive passive and/or aggressive behaviors towards students that communicate a lack of personal and classroom control.

Communicate your expectations of classroom behavior before the days gets underway.

Plano ISD Substitute Summary of the Day

Date of Assignment:	ate of Assignment: Regular Teacher Name:				
Substitute Name: Substitute Contact Information					
	Instructional Information				
Feedback regarding lesson plan(s):					
Overall, students did/did not com	prehend the	informatio	on presente	d in the les	sson(s):
Other activities or assignments completed	d with studen	ts:			
	Student	Informa	tion		
Absent students:					
Feedback regarding student(s):					
Overall, students did/did not beha	ave (follow cl	ass rules,	cooperate,	respect, c	omplete work):
Other student information:					
Ge	neral Infor	mation/I	Feedback		
Criteria	Excellent	Good	Average	Poor	Comments
Greeted/oriented to building					
Lesson Plans/Materials were readily available					
Seating chart/class list was provided					
Supported by staff throughout the day					
Support by staff with disciplinary issues					
My day could have gone better if:					
Additional Comments:					