



# **Zachary Community School System**

**2025-2026**

# **Substitute Handbook**

**A Publication of the  
Zachary Community School Board  
Human Resources Department**

Zachary Community School District  
3755 Church Street  
Zachary, LA 70791

Phone: 225.658.4969

Fax 225.658.5261

[www.zacharyschools.org](http://www.zacharyschools.org)

The Human Resources page contains an electronic version of this handbook.

Please refer to the Zachary Community School District website for the most current version of all district policies.

*For more information contact:*

Yolanda Williams, Director of Human Resources

[Yolanda.williams@zacharyschools.org](mailto:Yolanda.williams@zacharyschools.org)

Allen Walls, Supervisor Human Resources

[allen.walls@zacharyschools.org](mailto:allen.walls@zacharyschools.org)

## **MESSAGE FROM THE DISTRICT**

Dear Zachary Community Schools Substitute Teachers:

On behalf of the Board Members and the staff, welcome to Zachary Community School System. As a member of the substitute teaching staff you are one of the most vital parts of our school system. The responsibility of a substitute teacher is a challenging but rewarding one. We are excited you accepted this opportunity to assist in making a difference in our students' lives.

The purpose of this substitute handbook is to provide you with the information you need to ensure continuity in the instructional program when teachers must be absent from their classrooms. Moreover, it will help with maintaining a safe and supportive educational environment for the students entrusted in your care. This handbook, along with assistance from school principals and classroom teachers, will enable you to assist us in meeting the educational needs of our students.

We are delighted that you have chosen to join our school system in its efforts to fulfill the mission of Zachary Community School System. Have a great year!

## **VISION AND MISSION**

### **Zachary Community School Board Vision Statement**

Zachary Community School System is recognized as a model of excellence serving all citizens.

---

---

### **Zachary Community School Board Mission Statement**

The mission of the Zachary Community School Board is to assist every student in reaching his or her maximum potential through high-quality instruction and good stewardship of community resources.

---

---

### **Core Values**

*Children First*  
*Honesty*  
*Integrity*  
*Teamwork*  
*Strong Moral Foundation*  
*Community and Family Involvement*  
*Accountability*  
*No Political Agendas*  
*Safety*  
*Excellence*

---

---

# **STANDARDS OF PERFORMANCE**

## **Zachary Community School Board**

### **STANDARDS OF PERFORMANCE**

#### **ATTITUDE:**

At Zachary Community School System, we pride ourselves in always doing the following:

- Treat everyone as if he or she is the most important person in our facility.
- Promptly welcome customers in a friendly manner.
- Smile, make eye contact and introduce ourselves.
- Our body language, tone and demeanor should always reflect a positive attitude.
- We take the initiative to offer assistance to customers. We won't wait to be asked.
- We listen carefully to what customers have to say.
- Rudeness is not acceptable.
- We speak positively and offer compliments frequently.
- We apologize for problems and inconveniences.
- We avoid placing the blame or making excuses.
- We thank customers for choosing our schools.
- We know that students and parents are not an interruption of our work, but they are the reason for us being here.
- We continue to be happy.

#### **COMMUNICATION:**

The goal of communication is full understanding. We must be committed to listening attentively to our customers in order to fully understand their needs. We must avoid confusing customers, and we need to speak in terms they can easily understand.

##### **Greetings and Instructions:**

- Customers will be greeted with a warm and friendly smile.
- We will use the customer's name as soon as we have heard it or as it is written down.
- We make eye contact with all people.
- We will introduce ourselves promptly by using our first name.
- We will use "please" and "thank you."
- We will listen to our customer's concerns in ways that show them that we care and always ask "How may I help you?"

## **APPEARANCE:**

- Each employee's appearance represents our school; therefore, each employee's grooming and dress will be professional and appropriate.
- We will take pride in our facility and do our part to maintain a safe, uncluttered and litter-free workplace.
- Your attire will be professional, tidy, discreet, tasteful and appropriate. Your attire and body language are all part of your appearance.
- Dress code policies will be followed.
- Good personal hygiene will always be maintained.

## **Facility and Environmental Appearance:**

- The working environment and hallways will be maintained, clean and uncluttered.
- When you come across litter, please ensure that it is picked up and disposed of properly.
- When you come across a spill, report it immediately to ensure a safe and clean environment.
- As you vacate a work area, lounge or meeting room, you should always leave it clean and presentable for the next teacher or staff member.
- It is the responsibility of all employees to report unsafe or unsightly conditions such as plumbing needs, lighting problems, damaged walls or anything else that needs immediate attention, to the appropriate department.
- Everyone is encouraged to clean up after himself/herself and others; we all need to ensure a safe and proper environment.
- A clean and safe environment is the responsibility of all employees.
- Graffiti should be reported immediately and removed within 24 hours.

## **CONFIDENTIALITY:**

- Do not discuss our students' performance with others.
- Communicate with our students and parents in a private manner.
- Eliminate gossip in order to respect co-workers. Others often can hear this unprofessional discussion.
- Remember that confidentiality extends into the community. Do not discuss students outside the school.

## **SENSE OF OWNERSHIP (PRIDE)**

Each employee must feel a sense of ownership towards his or her job and the school system. We must all take pride in what we do. We must be responsible for the outcomes of our efforts and recognizing our work as a reflection of ourselves. We all should follow these practices:

- Take pride in the school as if you owned it.
- Be sure you know and understand the responsibilities of your job. Take charge of and accept these responsibilities.
- Strive to do the job right the first time.
- Look beyond your assigned tasks. Your responsibility does not end where your co-worker's responsibility begins.
- Look for ways to exceed our customers' expectations.
- Be good consumers of our insurance, utilities and schools.

## **COMMITMENT TO CO-WORKERS:**

As Zachary Community School Board employees, we are linked to one another by a common purpose: serving our students and our community. Therefore, our co-workers are our teammates. They deserve our respect. Without their contributions, none of us could perform our jobs. Just as we rely on our fellow employees, they rely upon us. Each of us has obligations to our co-workers. We will:

- Treat every co-worker as a professional. Recognize that we each have an area of expertise. Give credit where credit is due.
- Show consideration. Be sensitive to a fellow employee's inconvenience. Consider another's priorities in addition to our own.
- Be tolerant of fellow employees. Recognize that conflicts may exist among co-workers, but professional courtesy is expected. Set aside differences when working together. Realize we all have personal shortcomings. Rudeness is not appropriate.
- Be supportive of fellow employees. Offer help when possible. Cooperation is expected in the workplace.
- Be honest and loyal to your co-workers. Don't undermine other people's work. Respect their efforts. Be discreet about what is said.

**CENTRAL OFFICE ADMINISTRATIVE STAFF**  
**(225-658-4969)**

**Zachary Community School Board Office**

**Mr. Ben Necaise, Superintendent**

3755 Church Street  
Zachary, LA 70791  
(225) 658-4969  
www.zacharyschools.org  
Fax Number: (225) 658-5261

**Zachary Community School Board Members**

**Dr. Tracey Taylor-Jarrell, District 1**

**Mr. Ryan Talbot, District 2**

**Mr. Marty Hughes, District 3**

**Mr. Kenneth Mackie, District 4**

**Mrs. Laura Freeman, District 5**

**Dr. Elecia Lathon, District 6**

**Mr. Andrew Gaines, District 7**

**Dr. Crystal London, District 8**

**Mr. David Dayton, District 9**

For additional information about Board meetings, you may contact Connie Aslin, Board Secretary at 225-658-4969.

**Main Office Administrators**

**Tamara Johnson** – Chief Academic Officer

**Chad Jarreau** – Supervisor of Accountability & Assessment

**Jessica Brister**, Supervisor of Early Childhood Programs (PreK-2)

**Jennifer Marangos**, Supervisor of Elementary Programs (3<sup>rd</sup>- 6<sup>th</sup>)

**Jeffery Hand, Ph.D.** – Supervisor of Secondary Programs & Technology

**Gwendolyn Longmire, Ph.D.** – Director of ESSA Federal Programs and Data Management

**Aeneid Mason** – Director of Student Support Services

**Christa Leon** – Supervisor of Exceptional Student Services

**Monte Burke** – Supervisor of School and Home Relations

**David Brewerton**, Director of Athletics

**Yolanda Williams**, Director of Human Resources

**Allen Walls**, Human Resources Supervisor

**Kalyn Gauthier**, Human Resources Coordinator

**John Musso**, Business Manager

**Bianca Coats**, Supervisor of Child Nutrition

**Tim Jordan**, Supervisor of Operations



## **SCHOOL INFORMATION**

- **Zachary Early Learning Center (PK)**  
**Charissa Osberry, Principal**  
4400 Rollins Road Extension  
Phone: 654-6011
- **Northwestern Elementary School (K)**  
**Jonathan Coats, Principal**  
Casey Brewerton, Teacher for Instructional Support  
Beth Dauthier, Teacher for Instructional Support  
4200 Rollins Road  
Phone: 654-2786
- **Rollins Place Elementary (Grades 1-2)**  
**Kelli Day, Principal**  
Lettimarie Neziannya, Assistant Principal  
Brydie Manuel, Assistant Principal  
TBD, Dean  
4488 Rollins Place Road  
Phone: 658-1940
- **Zachary Elementary School (Grades 3-4)**  
**Megan Noel, Principal**  
Beverly Hill, Assistant Principal  
Lance Jarreau, Assistant Principal  
Brittney Gaines, Dean  
3775 Hemlock Street  
Phone: 654-4036
- **Copper Mill Elementary School (Grades 5-6)**  
**Lia White-Allen, Principal**  
Justin Thompson, Assistant Principal  
Jess Patti, Assistant Principal  
Kynetra Hawkins, Dean  
1300 Independence Blvd.  
Phone: 654-2786
- **Northwestern Middle School (Grades 7-8)**  
**Rebecca Brian, Principal**  
Wytika Beard, Assistant Principal  
Kimberly Littles, Assistant Principal  
Charlie Brooks, Dean  
5200 East Central  
Phone: 654-9201
- **Zachary High School (Grades 9-12)**  
**Lindsey Spence, Principal**  
Dewlyn Daigre, Assistant Principal  
Erica Henry, Assistant Principal  
Jessica Johnson, Assistant Principal  
Brooke Morse, Assistant Principal  
Chris Carrier, Dean  
Jonathan McClinton, Dean  
Ashley Fudge, Dean (Alternative Programs and Virtual)  
4100 Bronco Lane  
Phone: 654-2776

## **APPLICATION PROCESS**

- I. Complete online substitute employment application
- II. In order to be approved as a substitute, a candidate must hold at a minimum, a valid high school diploma or GED. We will need proof of education – copy of one of the following documents:
  - ☐ high school or college diploma
  - ☐ college transcripts
  - ☐ GED certificate
- III. All substitute candidates must be fingerprinted, and drug tested. Fingerprinting is done at the Louisiana State Police Office (Baton Rouge) and drug testing is done at Lane Memorial Hospital Lab. When results are received and approved, the substitute will be contacted.

## **DUTIES AND RESPONSIBILITIES**

The substitute teacher performs under the supervision of a principal or other designated supervisor and has the responsibility to continue the instructional program per the directions left by the absent teachers. The substitute teacher functions in accordance with established policies, rules, and regulations and the performance standards of the District.

All substitutes are expected to arrive on time and to remain on the job until all students have been picked up by their parents, been put on the bus, and/or have otherwise been dismissed.

During breaks from the classroom duties, substitutes are to report to the school office for assignment from the principal. Note that substitutes are entitled to the same lunch period as the regular classroom teacher whom they are replacing.

### **Major Duties**

- Makes every effort to continue the instructional program according to the directions left by the absent teacher
- Confers with the principal or designated supervisor concerning the completion of any reports that may be necessary
- Instructs students appropriately in citizenship and interpersonal relationships, and responsibilities
- Provides instruction, organization, and management in the classroom, which creates an environment conducive to learning
- Displays judgment that supports performance and attendance
- Communicates with the absent teacher

# **APPROPRIATE DRESS**

## **DRESS AND PERSONAL GROOMING**

Employees on a daily basis shall dress as professionals, in businesslike attire in order to set a good example for co-employees, students and the general public. Employee dress and grooming shall not detract from the learning/educational environment of students' participation in classes, school programs or other school-related activities. Extremes in style and fit in employee dress and extremes in style of grooming shall not be permitted. Administrators shall be authorized to use their discretion in determining extremes in styles of dress and grooming and what is appropriate and suitable for Zachary Community School Board employees. No employee shall wear, possess, use, distribute, display or sell any clothing, jewelry, emblem, blade, symbols, sign or other things which are evidence of affiliation with drugs, alcohol, violence or gang related activities.

The School Board shall not discriminate against an employee on the basis of a natural, protective or cultural hairstyle. *Natural, protective, or cultural hairstyle* shall include, but is not limited to, afros, dreadlocks, twists, locs, braids, cornrow braids, Bantu knots, curls, and hair styled to protect hair texture or for cultural significance.

## **EMPLOYEE DRESS CODE**

The guidelines of the School Board shall be that no mode of attire shall be considered proper for school wear that distracts from or disrupts classroom and school decorum. Principals and other administrative supervisors shall be delegated the authority and bear the responsibility for ensuring compliance with this the provisions of this policy and shall be expected to counsel and/or discipline employees they supervise on professional appearance in conformance with this policy. Any employee whose attire or dress is not professional in the opinion of the principal/supervisor shall be informed and directed to conform to policy. An employee who is inappropriately dressed in the opinion of the principal/supervisor, may be sent home and required to return to work in acceptable attire. The employee shall not be paid for time away from work. Any employee who disregards the provisions of the School Board's employee dress code policy shall be subject to disciplinary action.

1. Employees shall dress in professional/business attire.
2. Clothing shall fit appropriately, and all undergarments shall be concealed.
3. Shirts/blouses shall be sized appropriately.
4. Clothing that is revealing, skintight, or see-through shall not be worn.

5. Dresses and skirts shall be of appropriate length (no shorter than two (2) inches above the knee).
6. Halter tops, spaghetti straps and strapless tops shall not be allowed unless worn under another blouse, shirt, jacket, or sweater. (This includes dresses that possess this type of top as well.)
7. Employees shall wear professionally appropriate footwear. No flip flops of any kind (defined as backless shoe with a strap between the toes) and no rubber crocs.
8. Shorts shall not be worn.
  - A. Exceptions: Coaches and physical education employees may wear loose fitting, appropriately sized shorts of an appropriate length during the physical education instructional periods.
  - B. Coaches and physical education employees shall wear outer pants or warm-ups in the instructional setting.
9. Only coaches and physical education employees may be allowed to wear athletic attire and warm-ups of any type.
10. No jeans of any color shall be acceptable.
  - A. Spirit days may be designated by the principal.
  - B. No skinny jeans, jeggings, low-rise jeans nor jeans of any type with excessive embellishment.
11. Facial hair shall be kept neat and clean.
12. All employees shall maintain well-groomed hair styles/cuts. Hats shall not be worn inside.
13. No visible body piercings other than earrings shall be acceptable. Earrings on males shall not be accepted.
14. Permanent or temporary body art (tattoos) shall be hidden or covered by clothing and should not be visible.
15. Appropriate dress shall also be expected of cafeteria, maintenance, and transportation personnel and may include uniforms or other apparel approved by their principal or supervisor. Vocational teachers shall wear Occupational Safety and Health Administration (OSHA) approved clothing when teaching Career and Technical Education classes, if applicable. Scrubs may be worn by the medical/nursing and child nutrition staff only.

Revised: July 25, 2013

Revised: August 2, 2022

## **GETTING STARTED**

- Arrive on time
- Report and sign in at the main office upon arrival
- Receive instructions and materials
- Get information from school staff about the bell schedule and any special activities for the day.
- Maintain confidentiality with all student records and information
- Maintain the same professional and ethical standards as the classroom teacher when dealing with students, parents, and school staff
- Start class promptly after the bell
- Contact the principal or designee if lesson plans are not available
- Keep the atmosphere of the room as normal as possible by following the regularly scheduled activities and teaching plan
- Encourage students to leave the room in an orderly condition at the end of the day
- If a problem occurs that you are unable to manage, contact the principal or designee immediately for assistance
- If in doubt about anything-ASK THE SCHOOL OFFICE!
- Write the teacher a note explaining the day's events  
(Identify helpful students, behavioral concerns and identify completed and not completed assignments.)
- Leave the classroom in proper order

The school exists because of the student. The first obligation of the substitute is to the student.

Concerns, comments, and/or questions should be directed to the building principal.

Do not bring books to read, PDA's, computers, handheld games, or other material/devices for personal use when you should be supervising students. Come prepared to teach and work with the students.

## **CLASSROOM MANAGEMENT**

Substitute teachers are expected to use common sense and good judgment in addressing problems with students and other staff members. If however, a problem cannot be properly resolved at an individual level after an attempt at resolution has been made, the matter should be referred to the school principal. The substitute teacher is expected to maintain a level of discipline in the classroom which is conducive to a positive learning environment. A well-organized and skillfully conducted class will have fewer discipline problems. Your presence, stature and tone of voice affect the reaction of a class to you. A positive attitude will help gain the respect of student.

### **Key Points:**

- ☐ Start the day in the manner in which you wish to continue. Greet students at the door.
- ☐ Know the lessons you will present, at what time you present and the method you will use.
- ☐ Stand when presenting a lesson and walk around at all times.
- ☐ Speak loudly enough to be heard, but softly enough to obtain attention.
- ☐ Observe carefully pre-scheduled routines (homeroom, breaks, and lunches, etc.)
- ☐ Be calm and unemotional, be firm and fair
- ☐ Do not threaten – provide obtainable goals with enforceable consequences.
- ☐ Do not embarrass the student as a form of punishment. Try to handle the situation privately.
- ☐ Do not in any case use physical discipline of any type
- ☐ Report serious problems to principal's office immediately
- ☐ Do not punish the group for the actions of one
- ☐ Set limits for behavior
- ☐ Ignore behaviors that might increase if given attention
- ☐ Develop a signal to let students know behavior is unacceptable
- ☐ Reinforce students for appropriate behavior
- ☐ Redirect students back to task by offering to help, discussing the assignment or complimenting the student's accomplishment on the completed part of the task
- ☐ Always treat students with respect
- ☐ Model respectful behavior
- ☐ For your physical and legal safety, physical contact with students must be avoided unless it is considered part of the job description. Substitutes who are accused of inappropriate touching or behavior with students will be reported immediately by the school administration to the appropriate officials. These substitutes will be removed from the Substitute List pending the outcome of the investigation. You will not be contacted during the investigation.

## **MONITORING STUDENTS**

The substitute should never leave students unattended at any time. In the absence of the teacher, a substitute assumes full responsibility for students in the class, outside the class, on the playground, in the cafeteria, etc. unless another adult is assigned that responsibility by the campus principal. Students should not be released before the bell unless the substitute is instructed to do so by a teacher or campus administrator.

## **CLASSROOM ETHICS**

Information obtained about students, including grades/ performance must be kept confidential. It is against the law to disclose information contained in a student's personal folder, a student's grades, or the fact that a student has a special need or disability.



## **AT THE END OF THE DAY**

Make notes for the regular classroom teacher about your day. Include information about problems during the day and any other information that you feel the teacher might want to know. If you were not able to follow lesson plans, if an assignment could not be completed, or if you had to rearrange schedules, leave a note explaining why.

When substituting duties are complete for the day, the substitute should:

1. Straighten the classroom and leave appropriate notes for the regular teacher
2. Secure all doors and windows in the classroom
3. Report to campus contact person
4. Sign out at the front desk of the school (This is extremely important as this record determines the dates for which a substitute is paid)
5. Leave keys, badge, and any other school materials with the campus contact person

## **SUBSTITUTE BEHAVIOR**

If a significant complaint in regard to a substitute teacher's performance or behavior is received, the substitute will be contacted by the Human Resources Department either by phone or by mail. If the behavior reported amounts to a serious breach of duties, the substitute will be removed or suspended from the Active Substitute List. If the complaint/concern is less serious, the substitute will be asked to report for a conference. At this conference, the nature of the complaint will be discussed and appropriate actions to address the problem will be decided upon. If the continued complaints are received, the substitute teacher will be removed from the Active Substitute List.

## **SUBSTITUTE ACCIDENT REPORTING**

A substitute who has had an accident in the course and scope of employment, regardless of its seriousness, must report it immediately to his/her supervisor. Supervisors must notify the District office.

All district policy and procedures must be followed.

## **RESPONSIBILITIES OF THE REGULAR TEACHER**

Except in an unplanned absence, the regular classroom teacher should supply the following for the substitute:

- ☐ Lesson Plans
- ☐ Materials necessary to carryout lesson plans
- ☐ Class schedule
- ☐ Class roll
- ☐ Seating Chart
- ☐ List of students with special needs or disabilities
- ☐ Location of supplies/materials
- ☐ Name of nearby teachers who can be of assistance.

## **TIPS FOR SUCCESS**

### **A. Interpersonal Skills:**

- ☐ Rapidly establishes an appropriate level of rapport with students.
- ☐ Establish and maintain discipline in an environment conducive to teaching and learning.
- ☐ Be courteous to staff and students.

### **B. Instructional Skills:**

- ☐ Clearly articulate the procedures and goals of the lesson.
- ☐ Make efficient and meaningful use of instructional time.
- ☐ Adequately interpret and implement instructional plans prescribed by the classroom teacher.

### **C. Logistical Skills:**

- ☐ Follow rules, procedures and routines required of substitute teachers, in general, and of the school.
- ☐ Complete end-of-the day reports for the classroom teacher.

### **D. Professional Skills:**

- ☐ Arrive promptly and stay until all duties are complete.
- ☐ Make appropriate referrals to the building administrator(s) and other professional persons.

## **PAYROLL INFORMATION**

Make sure you sign in at each school that you substitute for.

If you should find any discrepancies with your paycheck regarding hours, please contact the secretary of the school for which you substituted. If after speaking with the secretary, you still have questions, please call the ZCSB Payroll Clerk, Courtney Phelps at 658-4969.



## **SmartFindExpress Substitute User Guide**

**Version 2.5**

**May 2014**



### **STATEMENT OF CONFIDENTIALITY**

This information has been prepared for the express purpose of providing your organization with information about the functions and use of the eSchool Solutions SmartFindExpress system. This material contains proprietary product information and may not be reproduced, used by, or disclosed to persons not in the employ of the recipient without the prior written consent of eSchool Solutions. **Company Confidential/Do Not Distribute – Do Not Post on Unsecured Web Sites (such as your district web site).**

Copyright ©2002-2014 by eSchool Solutions Inc. Confidential

Before any features are available, you must register with the system and create a PIN. The Access ID and PIN are used for all interactions with the system.

### Registering with the System

1. Call the main system number.
2. Enter your Access ID, followed by the star (\*) key.
3. When the system asks for your PIN, enter your Access ID again, followed by the star (\*) key.
4. Create your PIN. Enter the PIN you want to use followed by the star (\*) key. The PIN must be numeric, must meet the minimum length requirements for your system and cannot be more than 9 digits.
5. You will be asked to record your name. Record your name and when you have finished recording, press the star (\*) key.
6. Next you will hear your callback number. This is the telephone number the system will use to call you. If this number is incorrect, enter the correct number now.

### Logging into SmartFindExpress

1. Open your Internet browser and access the SmartFindExpress site. The system Welcome message and any district-wide announcements are displayed.
2. Two identifiers are required to log in to the system: User ID and Password. Click **Submit** to access the system.
3. If you have forgotten your password, click the **'Trouble signing in?'** link.
4. Follow the instructions on the screen and then click **Submit**. Your password will be sent to the email address on your profile.



*You must be registered with the system to use this feature.*

**District-wide Announcements**

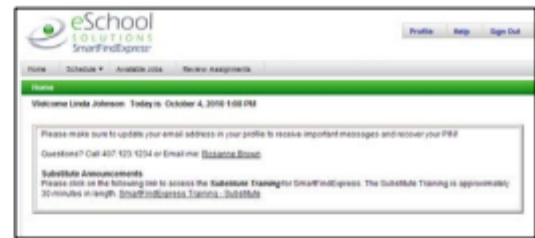
**Enter User ID and Password.**

**1. Enter User ID.  
2. Enter Security Code.  
3. Click Submit.**

5. Upon successful login, the Substitute home page is displayed. From the home page, substitutes can manage personal information, review their work schedule, search for available jobs, and review assignments.

**From your Home Page you can:**

- ✓ **Modify Profile Information**
- ✓ **Get Help While You Work**
- ✓ **Review Announcements**
- ✓ **View/Modify Work Schedule**
- ✓ **Access Available Jobs**
- ✓ **Review Assignments**



## Managing Profile Information

The **Profile** menu lets you view profile information, update your email address and passwords, and view/modify callback information.

### View Profile Information

The system displays your current status and address. Contact your system administrator with any changes.

### Update Your Email Address

You can easily update your email address. The system automatically sends Job Creation and Job Cancellation emails (if your district uses this feature). For more information, contact your System Operator.

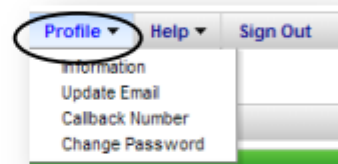
### View/Modify Call Back Information

View/update your callback number or specify a temporary 'Do Not Call Until' time.

### Change Password

Enter your current password and the new password. You can enter up to 9 digits. Click Save.

**Note:** If your district is configured to use Web Passwords, the Change Password feature will include an option to change the Web password.



Update  
Email  
Address

Change Phone  
Password (PIN)



## Getting Help While You Work

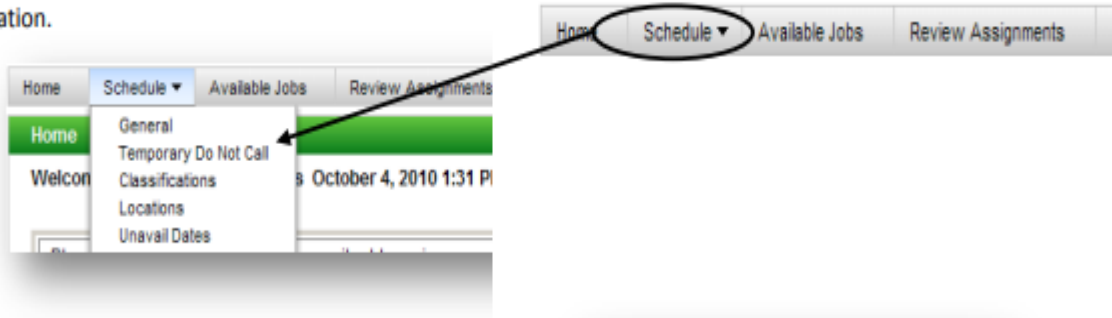
Click the Help tab to access Help guides and How-to videos.

## Exiting the System

Click the Sign Out tab to exit the system.

## Schedule

Click **Schedule** to review or update work schedule information.

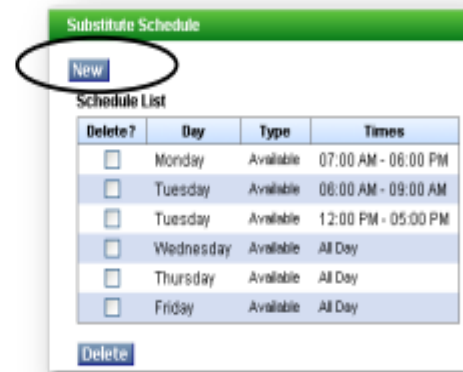


### General

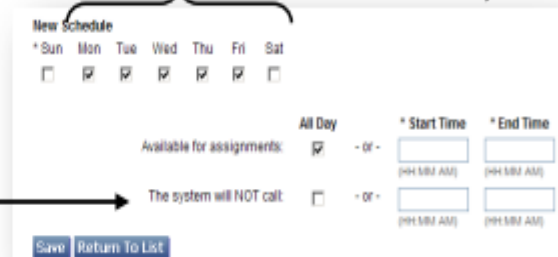
1. Click **General** from the Schedule menu to display your daily work schedule.
2. Click **New** to make changes to your schedule.
3. On the New Schedule screen, make any modifications to the days and times that you are available for work. The start and end times of the job are displayed.
4. If desired, set up Temporary Do Not Call times.

You will not receive calls for assignments during the time period you specify.

5. To delete a schedule, click the box next to the day you want to remove from your schedule and then click Delete.



You can receive job offers (for future jobs) during calling periods on days that you have no availability unless the days/times are set up as "Do Not Call."



## Temporary Do Not Call

(This feature is also available from the Profile drop-down menu on your home page.)

1. View/Update your call back number. The number should include the long distance indicator and area code (if required) for the system to call from its location.
2. Specify a temporary 'Do Not Call Until' time if you do not want to be called by the system during the regular calling periods. *T*

The following characters can be used in the Call Back # field: ( ), -, \*, #.

**Profile**

Call Back #:

Do Not Call Until:  (hh:mm am)

Note: Enter a time that is up to 24 hours from now. If a time is not entered, you will be called during regular calling periods.

[Save](#)

## Classifications

Click Classifications to see the Classifications you have indicated you will work. *If enabled by your district, this page will contain a New and Delete button for modifying your Classifications.*

**Classifications**

Classification List

Select	Code	Name
<input type="checkbox"/>	123	ART

[New](#) [Delete](#)

Classifications	
Classification List	
Code	Name
003	CLASSIFICATION 003
005	CLASSIFICATION 005

## Locations

Click Locations to see the Locations you have selected to work. *If enabled by your district, this page will contain a New and Delete button for modifying your Locations.*

**Locations**

Location List

Delete	Code	Name
<input type="checkbox"/>	101001	EMERSON ELEM

[New](#) [Delete](#)

You will not receive job offers from any other locations unless you are specified.

Locations	
Location List	
Code	Name
101	Adelphi Elementary
102	TEST LOCATION 102
103	TEST LOCATION 103

## Unavail Dates

1. To add unavailable periods for when you are not available to work, click New.

**Unavailable Dates**

[New](#)

- Specify the date(s) and time that you are unavailable. If unavailable all day, click "All Day." Multiple unavailability times can be entered for a single day. All unavailability times are shown on the Calendar.

**Unavailability Dates**

New Unavailable Date

Note: Times apply to every unavailable day in the date range.

\* Date Range

Start: (MM/DD/YYYY)

End: (MM/DD/YYYY)

\* Time

(HH:MM AM) - (HH:MM AM)

☐ All Day

☐ Call for future assignments

Save Return to List

- To receive calls for future assignments during the date/time specified for unavailability, check the "Call for future assignments" box.

- To modify an unavailable date, display the Unavailable Date List. Click the Start Date link for the date you want to modify.

**New**

**Unavailable Date List**

Delete?	Start Date	End Date	Start/End Time
<input type="checkbox"/>	<u>09/08/2010</u>	09/08/2010	All Day

Delete

- Make any updates to the unavailable date on the Modify Unavailable Date screen. Click Save.

**Modify Unavailable Date**

Note: Times apply to every unavailable day in the date range.

\* Date Range

Start: 09/08/2010 (MM/DD/YYYY)

End: 09/08/2010 (MM/DD/YYYY)

\* Time

(HH:MM AM) - (HH:MM AM)

☒ All Day

☒ Call for future assignments

Save Return to List

## Available Jobs

Click the **Available Jobs** Menu.

Home Schedule **Available Jobs** Review Assignments

- Click Search to display all available jobs, or enter a date range for your search.

**Available Jobs**

\* Search From: 09/04/2010 (MM/DD/YYYY)

\* To: 09/05/2010 (MM/DD/YYYY)

Search

When the system calls out in the morning, the available jobs presented on the Web and the IVR are jobs for that day. You may be able to review available jobs for future dates if allowed by your district.

The list of available jobs can change at any time as other substitutes are accepting assignments and jobs are being created.

- The system displays the list of available jobs. Job listings are preceded by a "Details" or "In Callout" link.

Action	Start Date/Time End Date/Time	Location Classification	Employee in for Work Days	Instructions Is Requested
<a href="#">Details</a>	09/15/2010 08:00 AM 09/15/2010 03:00 PM	WASHINGTON ELEMENTARY SCHOOL TEST CLASSIFICATION 101	SMITH, JANE Wed	None No
<a href="#">Details</a>	09/17/2010 08:00 AM 09/17/2010 03:00 PM	WASHINGTON ELEMENTARY SCHOOL TEST CLASSIFICATION 101	SMITH, JANE Fri	None No

- Click the Details link for a job to display the job details.

- View the details of the job on the Available Jobs Detail page. You can also accept the job, decline the job, or return to the jobs list.

**Available Jobs**

**Available Jobs Detail**

Job Status: Open/Open  
Employee in for: SMITH, JANE  
Location: WASHINGTON ELEMENTARY SCHOOL  
Address: 100 WASHINGTON LANE  
ANYTOWN, FL 33333  
Telephone: 407-333-3333  
Classification: TEST CLASSIFICATION 101  
Voice Instructions: None  
Text Instructions: None  
Date: 09/15/2010 - 09/15/2010  
Weekly Schedule: Wednesday 08:00 AM - 03:00 PM

Select a reason for Declining before pressing Decline Job  
Decline Reason:

[Accept Job](#) [Decline Job](#) [Return To List](#)

Review  
job  
details

- To accept a job, click Accept Job. The Available Jobs Confirmation screen displays. **If the system determines that a substitute is in the process of accepting the job on the IVR, the job will not be assigned. If the job assignment is successful, a job number is displayed.**

- To decline a job, click Decline Job. You may **be required to enter a reason for the decline**. A Decline message displays on the Available Jobs screen.

**Available Jobs**

**Available Jobs Confirmation**

Job Number: 225  
Employee in for: SMITH, JANE  
Location: WASHINGTON ELEMENTARY SCHOOL  
Address: 100 WASHINGTON LANE  
ANYTOWN, FL 33333  
Telephone: 407-333-3333  
Classification: TEST CLASSIFICATION 101  
Voice Instructions: None  
Text Instructions: None  
Date: 09/17/2010 - 09/17/2010  
Weekly Schedule: Friday 08:00 AM - 03:00 PM

[Return To List](#)

When you click Return to List, the following changes may be occurred on the jobs list:

- Details links may show as In Callout for those jobs that are now available and in callout.
- In Callout links may show as Details links for those jobs still available, but no longer in callout.
- Additional jobs may have become available and now display on the list.
- Jobs that are no longer available have been removed from the list.

**Available Jobs**

Assignment declined successfully.

\* Search From: 09/05/2010 \* To: 09/17/2010  
(MM/DD/YYYY) (MM/DD/YYYY)

[Search](#)



- To review the details of a job currently being called on by the IVR, click the "In Callout" link for the job. The following message is displayed, "This job is currently being offered to a substitute. You may retry later." Click Return to List to return to the jobs list.

Available Jobs

\* Search From: 10/06/2010 (MM/DD/YYYY) \* To: 10/07/2010 (MM/DD/YYYY)

Search

Action	Start Date/Time End Date/Time	Location Classification	Employee in for Work Days	Instructions Is Requested
<a href="#">Details</a>	10/07/2010 05:30 AM 10/07/2010 02:00 PM	French Prairie - Nutrition Services Agriculture/Biology	Vacancy Thu	None No
<a href="#">Details</a>	10/07/2010 07:30 AM 10/07/2010 03:30 PM	Shared Services - High School Campus - other Agriculture/Biology	Vacancy Thu	None No
<a href="#">In Callout</a>	10/07/2010 07:30 AM 10/07/2010 03:30 PM	Shared Services - High School Campus - other Agriculture/Biology	Vacancy Thu	None No
<a href="#">Details</a>	10/07/2010 07:30 AM 10/07/2010 03:30 PM	Shared Services - High School Campus - other Agriculture/Biology	Vacancy Thu	None No

Available Jobs

This job is currently being offered to a substitute. You may retry later.

Available Jobs Detail

Job Status: Open/Opens

Employee in for: Vacancy

Location: Shared Services - High School Campus - other

Address: 1295 N. Front St.  
Wooden, OR 97071

Telephone: 15039812600

Classification: Agriculture/Biology

Voice Instructions: None

Text Instructions: None

Date: 10/07/2010 - 10/07/2010

Weekly Schedule: Thursday 07:30 AM - 03:30 PM

[Return To List](#)

## Review Assignments

- Click the **Review Assignments** Menu.
- To review all assignments, click Search, or enter a date range or job number to display specific assignments. Select List or Calendar format.
- The default is to display results in List View. Click the Calendar radial button to display your assignments in Calendar format. The start and end times of the job are displayed.

Home Schedule Available Jobs **Review Assignments**

Review Assignments

Display Format: ☒ List ☐ Calendar

Search From:  To:   
(MM/DD/YYYY) (MM/DD/YYYY)

Job Number:  Note: Search by job number will not use the date range

[Search](#)

### Calendar View

Calendar View

Search From: 11/21/2013 To: 11/21/2013

Display Format: ☒ List ☐ Calendar

Job Number:

Search

Job #	Start Date/Time End Date/Time	Location Classification	Employee in for Work Days
141	11/21/2013 08:00 AM 11/21/2013 04:00 PM	ZZ Test Location ZZ Test Classification	ZZ Test Employee, Thu

### List View

Job #	Start Date/Time End Date/Time	Location Classification	Employee in for Work Days
141	11/21/2013 08:00 AM 11/21/2013 04:00 PM	ZZ Test Location ZZ Test Classification	ZZ Test Employee, Thu

- Click on the job number link for the assignment you want to review. The Review Assignment Detail screen is displayed.
- If cancelling an assignment, the cancellation reason must be selected from the drop-down menu. **Once the Cancel Assignment button is pressed, a "cancelled successfully" message is displayed.**

**Review Assignments**

**Review Assignment Detail**

Job Number: 225  
 Job Status: Active/Not Sub Search  
 Employee in for: SMITH, JANE  
 Location: WASHINGTON ELEMENTARY SCHOOL  
 Address: 100 WASHINGTON LANE  
 ANYTOWN, FL 33333  
 Telephone: 407-333-3333  
 Classification: TEST CLASSIFICATION 101  
 Voice Instructions: None  
 Test Instructions: None  
 File Attachments: None  
 Date: 09/17/2010 - 09/17/2010  
 Weekly Schedule: Friday 08:00 AM - 03:00 PM

A Cancellation Reason is required to cancel this assignment  
 Cancellation Reason:

[Cancel Assignment](#) [Return To List](#)

24350	05/14/2010 07:30 AM	ZZ TEST LOCATION	ZZ Test Employee,
<b>Cancelled</b>	05/14/2010 03:30 PM	ZZ Test Classification	Fri

## Finding and Accepting Jobs over the Telephone

Before any features are available, you must register with the system and create a PIN. The Access ID and PIN are used for all interactions with the system.

### Call-in

From the main menu, select one of the following options.

#### 1. Review or Cancel Assignments

Job information is played. Current and future jobs are played in job number order. After each job is played, you may be allowed to cancel the job. If this option is not played, contact the system operator. To cancel a job, enter a reason from the list of decline/cancellation reasons. Canceling an assignment on the day of the job may result in being disqualified from being offered other jobs for today.

#### 2. Hear Available Jobs

If feature is enabled, listen to available jobs. During morning callout, only jobs for today are played.

#### 3. Review or Modify Callback number

The number currently in your profile is played. Enter all digits that will be required to call you from the location of the system. Include the long distance code and/or area code.

#### 4. Review or modify Temporary Do not Call Time

If feature is enabled, enter a time that the system can resume calling you.

#### 5. Review or Modify Unavailability dates

Your current and future unavailability dates are played in start date order. You are not offered jobs that occur during this period. The unavailability period does not restrict you from calling the system and hearing jobs for any date.

## Call-in (continued)

### 6. Review or Modify Daily Availability

- Review or delete time periods you are available to work.
- Enter a new time period you are available to work.
- Review or delete a time period you do not want to receive calls.
- Enter a new time period that you do not want to receive calls. When entering a time period, select the days/times.

### 7. Change PIN or Name Recording

## Job Offers

When the system calls you about an open job, the job information will play, including the absent employee's name, the location, classification, and dates and times of the job. Also, if special instructions were recorded for the job, they will be played. You can accept or decline the assignment. If you decline the assignment you will be asked to enter a reason for the decline and you may be disqualified from other job offers for that day during the morning callout.

## Assignment Cancellations

Substitute cancelled assignment notification calls are made once an hour during callout periods. The details of the cancelled job are played. You will automatically be made available for other jobs during the time period that was held by the canceled job.

## Call-out

Substitutes are called and offered jobs. The system may also call to inform a substitute of an assignment cancellation.

### A substitute can:

- **Press the star (\*) key for the system to wait up to 2 minutes**

When the system calls, if someone else answers the telephone and has to locate you or you have to locate your login information, the system can be told to wait for approximately two minutes. If, at that time no Access ID is entered, the system will disconnect and record that the result of the call was a no answer.

- **Access the system**

Enter your Access ID and PIN, both followed by the star (\*) key.