

# TIPS & REMINDERS



ESS is so grateful for the work you perform in our partnering schools. To help you navigate your role, we've compiled some helpful tips and reminders on some of your most frequently asked questions. As always, our Employee Engagement department is happy to provide any additional clarity you may need. Welcome back!

## WHAT SHOULD I DO WHEN...

<b>When I get to the school for one position and the office tells me I need to move to another?</b>	Ask questions about the new position and how your schedule has changed, communicate any needs and remember that you are there to help however needed - the school and the students are counting on you!
<b>When I'm asked to do additional tasks like covering other teachers, lunch duty, or bus duty?</b>	Remember many absences aren't planned and employees have responsibilities not listed explicitly on the lesson plans; showcase your ability to be flexible and your willingness to help.
<b>When there are no lesson plans?</b>	Talk to the office and classroom staff about what the students can or should do. Add an extra step of preparedness by bringing a book or activity just in case. Check the assignment in the system as well - lesson plans are often found there, plus, there's a contact email for the employee if you need help.
<b>When I'm asked to move to a position outside of my comfort zone or experience?</b>	Use it as a learning opportunity and ask questions. The staff will help you with any concerns. If you feel you aren't capable of fulfilling what's asked, let them know, but be willing to try and ask for help.
<b>When there's a conflict with a staff member in the classroom?</b>	Stay professional and courteous when working through disagreements; remember that they are a resident employee and likely have a better understanding of the school's day-to-day operations.
<b>When I'm feeling stressed or overwhelmed?</b>	Stay calm and communicate any issues in a non-confrontational way. Often, school staff are unaware of a problem or its significance and will respond better if you ask for help, rather than demand it or complain.
<b>When a staff member is rude to me or treats me poorly?</b>	Respond calmly and professionally; school staff are people too and may be upset about something not connected to you. Substitute work is not exactly customer service, but it is service, so let your best self shine through any interaction.

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## WHAT SHOULD I DO WHEN..., *continued*

<p><b>When I am expecting an important phone call during work hours?</b></p>	<p>In a situation where you need to have your phone on in class, please notify the administrator as well as the teacher (if applicable) so you can make arrangements if you need to step out to take a call.</p>
<p><b>When I know a family member of one of the students in my room and notice they are misbehaving, being bullied, or did poorly on an assignment, and I feel the family should be made aware?</b></p>	<p>Your responsibility is to ensure that confidentiality is exercised at all times. Student behavior, performance, and personal information should never be discussed outside of the school setting.</p>
<p><b>When I want to take pictures of the students doing a really cool activity?</b></p>	<p>Taking photographs, videos, or engaging in social media of any kind is strictly prohibited and a violation of ESS' confidentiality policy.</p>
<p><b>When a student or group of students asks my opinion about a political, cultural, or religious issue?</b></p>	<p>Remind the students that you are there for academic purposes and that you are only going to discuss the contents of the lesson. Remember that you must maintain a position of "neutrality" as a guest educator.</p>
<p><b>When I am unable to attend an assignment? (It is important to attend all accepted assignments; however, we understand that rare, unforeseen circumstances may arise.)</b></p>	<p>Call Employee Engagement to cancel your assignment and call the school immediately to let them know you cannot make it in.</p>
<p><b>When I need to leave the classroom (bathroom break, emergency call, etc.)?</b></p>	<p>ESS employees have an obligation to keep students safe in school while working an assignment, which means never leaving a class without adult supervision. In this circumstance, you should contact an administrator for coverage.</p>
<p><b>There is an unexpected emergency drill?</b></p>	<p>It is important to review any emergency plans available to you prior to the start of your assignment. This will ensure you are prepared in the event there is an unexpected drill. Remember: your highest priority is keeping students under your supervision.</p>
<p><b>A physical altercation breaks out during class?</b></p>	<p>If students are engaged in a physical altercation and fail to observe verbal direction to cease this behavior, immediately contact an administrator/district employee to intervene. <b>Under NO circumstance should you attempt to physically break it up.</b> This would put you in a position of potential liability and leave you open to suspension of employment while the incident is investigated.</p>

## EMPLOYEE ENGAGEMENT CONTACT INFORMATION

### EAST

800 Kings Highway North  
Suite 405  
Cherry Hill, NJ 08034  
(877) 983-2244  
[HREast@ESS.com](mailto:HREast@ESS.com)

### WEST

1915 NE Stucki Avenue  
Suite 260  
Hillsboro, OR 97006  
(866) 208-7454  
[HRWest@ESS.com](mailto:HRWest@ESS.com)

### MIDWEST

212 Kent Street  
Suite 12  
Portland, MI 48875  
(877) 855-7264  
[HRMidwest@ESS.com](mailto:HRMidwest@ESS.com)

### DUVAL COUNTY PUBLIC SCHOOLS

6620 Southpoint Drive South  
Suite 501  
Jacksonville, FL 32216  
(877) 983-2244  
[DuvalSupport@ESS.com](mailto:DuvalSupport@ESS.com)

### SOUTH CENTRAL

1 Medical Drive  
Suite 200  
Paragould, AR 72450  
(800) 641-0140  
[HRSouth@ESS.com](mailto:HRSouth@ESS.com)

## ADDITIONAL INFORMATION & RESOURCES

As a valued ESS employee, you've already been granted access to our [Resources Portal](#).

If you have not yet registered, please visit [ESS.com](https://www.ess.com), click the **Resources** link in the upper right corner, select the **ESS Employee Substitute** box, and click **Register**. After entering your email address, you will receive an automatic verification email that will prompt you to create a password and redirect you to the Resources page - it's that simple!

Here you will find:

- Pay Schedule
- Pay Rate Chart
- Oasis Payroll Information
- Benefits Information
- Injury/Accident Reporting
- Employee Manual
- Training Materials
- And so much more!

Thank you again for the amazing work you do. We wish you a successful and fulfilling school year!