

Incident Management

Our Incident Management department's number one goal is to **retain and retrain** our dedicated employees to ensure a healthy pool of qualified and capable substitutes to provide continuous education to the students we serve while intervening to remove those who've proven to be a poor fit.

We address lower-level and non-egregious concerns primarily through a coaching and counseling approach. Often, employees may require a refresher on protocol or some helpful guidance on handling specific scenarios that arise during the school day.

Every employee that accrues an incident will receive some form of remediation/retraining.



To Retain & Retrain

Warning Process

- ★ If the concern is behavioral in nature (No Call/No Show, Inappropriate Comments, Tardy), it is usually addressed through a written warning process.

Phone Coaching

- ★ A conversation easily corrects some infractions along with some verbal coaching.

Self-Paced Modules

- ★ Retraining on a singular topic, such as professionalism or classroom management, is offered through our partner, Global Compliance Network.

Live Virtual Retraining

- ★ An employee may be invited to attend a virtual retraining session.



What to Expect



The Employee

- ★ Will be contacted within 24-48 business hours
- ★ Block requests received by 5 PM local time will be processed same day
- ★ Will be suspended (and notified) if there is an active investigation. When necessary, communication will be made in writing to ensure documentation.

Our District Partner

- ★ Will be contacted directly if additional information is needed
- ★ May contact the Incident Management department using the department's inbox if there are any updates/questions

To Retain & Retrain

Level 1 Concerns

- ★ If the concern is a Level 1 (attendance, conflict of interest, dress code, cell phone use, etc.)
- ★ These are typically addressed via email.

Level 2 Concerns

- ★ Failure to follow lesson plans, classroom management, inappropriate comments, etc.
- ★ These are typically addressed by phone.

Level 3 Concerns

- ★ Student safety concerns (leaving classroom unattended, physical contact, sleeping, etc.)
- ★ These are handled by phone and documented via email.

Suspensions

- ★ An employee is suspended pending the outcome if they are the subject of a governmental agency's investigation, reasonable suspicion, ongoing legal matter, etc.



Incident Report Processing Flow

Incident Report
is Submitted

Incident Manager
receives report
and evaluates
areas for
coaching.
Necessary blocks
are placed,
assignments
canceled.

The employee is
contacted via
email or phone to
discuss the
feedback and is
offered training
and coaching.

If applicable, the
Incident Manager
will request
reinstatement of an
employee after the
successful
completion of
coaching and
retraining.

Terminology

TERMINATED refers to an employee whose employment with the company has been terminated. Terminated employees are ineligible for rehire.

BLOCKED FROM DISTRICT refers to an employee who is ineligible to work in a specific district.

CONSENT TO RETRAIN is a field on our incident report. If YES is checked, the employee will be reinstated upon completion of their retraining.

BLOCKED FROM SCHOOL refers to an employee who is ineligible to work in a specific school.

BLOCKED FROM CLASSROOM refers to an employee who is ineligible to work in a specific classroom (for specific staff member).



Incident Types – Performance, Professionalism, and Misconduct

Performance-related concerns may include:

- Classroom Management Needs Improvement
- Did Not Follow Schedule
- Did Not Follow Lesson Plans
- Unprepared

Professionalism-Related concerns may include:

- Late Reporting to Assignment
- No Call/No Show
- Late Assignment Cancellation
- Left Assignment Early
- Inappropriate Comments/Behavior
- Inappropriate Appearance/Hygiene
- Cell Phone Use
- Poor Attitude
- Conflict of Interest

Misconduct-related concern may include:

- Inappropriate Physical Contact
- Violation of Law
- Violation of District Property