



Encore Educational Institute

Personnel Reference Guide

2009-2010



Personnel Reference Guide

Contact information:

Sicklerville, New Jersey 08081

Telephone: 856-740-9327

FAX: 856-740-6536

E-mail: dmimms@encoreses.com

Web site: www.encoreses.com



Encore Educational Institute, LLC. (EEI)

Supplemental Educational Services Provider

www.encoreeses.com

VISION

The vision of the Encore Educational Institute is to provide professional tutorial instruction in reading/literacy and mathematics to Title I students in grades K-8 whose parents request our services in the Southern New Jersey area. Through our tutoring services, the students will develop and gain the educational advantages they need to become proficient in reading/literacy and mathematics.

MISSION

The mission of the Encore Educational Institute is to prepare the students with quality, meaningful tutoring experiences to assist them in becoming proficient in reading/literacy and mathematics. To that end, Encore has a vested interest in the communities we serve. Encore serves the children and the community through tutoring and, also, through its generosity in providing educational necessities to the students, parents, and schools. We strive to help our communities thrive.

Introduction

This Personnel Practices, Procedures, and Reference Guide document provides you with information necessary for your successful employment with Encore Educational Institute, LLC. Read it carefully. The lead teacher, site coordinator, or director will answer any questions about information you may need to have clarified. You are responsible for compliance to these regulations.

This document will guide you toward a successful affiliation with Encore Educational Institute (EEI). You will find some of your responsibilities as an employee, and you will find that EEI will help you to assist the students in becoming proficient in literacy and mathematics. EEI has an outstanding program to assist you in your professional development.

Salaries are based on Encore Educational Institute's contracts and guidelines with funding sources.

It is impossible to include every question or situation in this document, but Encore Educational Institute (EEI) will make changes as needed. Encore Educational Institute reserves the right to revisit and revise, add to or supplant aspects of this document, and delete or rescind any part of this document when, and if, it determines the need at EEI's sole and absolute discretion.

Work Hours

Encore Educational Institute (EEI) employees must report to assigned sites ready to work during the designated hours and on the designated days. It is absolutely essential that employees remain at work during their work times. Absences, late arrivals, early departures, and inattentiveness to the work at hand must be minimized to benefit the students. Abuses such as these are corrected through disciplinary measures by EEI and may lead to termination. Absences without notification to EEI may lead to termination through abandonment of position if it is determined that the employee, if not incapacitated, could have presented notification of such absences.

Attendance

Students must be supervised at all times. Employees must be present to meet with the students to ensure the success of the program. Employees must report early enough to sign in and secure the necessary materials to meet the students' needs at the assigned hour and place.



Students should not be unattended; therefore, it is necessary that you secure another staff member to cover your position if you are to be absent from your post. The lead teacher, the site coordinator, or the director must be notified, at least two (2) days in advance, if you need to be absent from your position. Your absence needs to be approved through filing of the proper forms, which can be secured from the office. Absences without approval, or proper notification, may result in a written reprimand. Further violations of protocol may result in termination.

Hours of Operation

Encore Educational Institute, LLC. operates Monday through Friday, and Saturday as required, after-school, according to the individual school district's calendar. The program will be closed on all half-days and on all school closings. Staff development sessions will be held on some of those days, as announced.

Reporting to Work

It is absolutely necessary that employees report to their assigned classrooms on time. All employees must report to their assigned stations on time. Assigned staff must be ready to meet with students promptly at the designated time in their school. At no time should students be unattended. You must arrive at your assigned stations several minutes before the designated time to be able to sign in, gather the materials and supplies you'll need, and be prepared to begin lessons with the students immediately.

There is to be no eating at the program site. Staff members are not to leave their stations to run errands unrelated to the program.

Every employee has the responsibility to sign in and out every day at the scheduled work time. Daily sign-in and sign-out documentation verifies work timesheets.

If employees leave the building for any reason, they must sign out and sign back in should they return to the site. It is imperative that the lead teacher or the site coordinator give permission to employees before they leave the building.

Lateness

Arriving late to your assigned station negatively affects everyone in the program and leaves the students unattended, which is an unacceptable violation. If a staff member is late, the students would have to begin their lessons under the supervision of another staff member who already has an assignment. If you are to be unavoidably delayed, you must notify the lead teacher or the site coordinator no less than thirty (30) minutes prior to the beginning of your scheduled assignment. Lateness of employees violates the students' timelines for success.



Habitual lateness may lead to a written reprimand and can lead to termination. Just as employee absences seriously affect the outcomes of the program, lateness is just a shorter absence and also affects the program's outcomes.

Telephone Use during Working Hours

Encore Educational Institute (EEI) complies with site regulations concerning the use of school telephones during working hours. School telephones are relegated to school business unless there is an emergency. Telephones are to be reserved for EEI-related business only. Cell phone use is prohibited during working hours, except in cases of emergency. Office staff will record messages for you if calls come into the office. Discourage personal calls from family and friends during working hours. Abide by district and site regulations regarding cell phones.

Professional Contact with Parents

Parents, as well as their children, are necessary to the success of the program of Encore Educational Institute (EEI). All employees are ambassadors of Encore Educational Institute, and, as such, they must continue to keep all parental contact on a professional basis. Discussions of disciplinary actions, of necessity, must be cleared through the lead teacher or the site coordinator. Discussions of disciplinary problems are not to be broached with parents unless, and until, such problems have been discussed with the lead teacher or the site coordinator.

Payroll

Signed timesheets must be submitted to, and verified by, the lead teacher or the site coordinator. Daily sign-in and sign-out sheets depict the exact times employees report to work and the exact times they leave work. If the lead teacher or the site coordinator cannot verify your attendance from the sign-in and sign-out sheet for a specific day/date, you will not receive payment for that day/date.

Background Checks (as required)

All Encore Educational Institute (EEI) employees will have background and fingerprint checks on file. EEI verifies the status of the employees with each district. For employees without district information on file, a valid background check and fingerprinting is conducted prior to student contact through the State of New Jersey and the Federal Bureau of Investigation (FBI) to provide state and national criminal history record information.

Ethics

(Taken from N.J.S.A. 18A:3B-14e)

1. No employee should have any interest, financial or otherwise, direct or indirect, or engage in any business of transaction or professional activity which is in substantial conflict with the proper discharge of his/her duties.
2. No employee should use his/her official position to secure unwarranted privileges or advantages for himself/herself or others.
3. No employee should act in his/her official capacity in any matter in which he/she has a direct or indirect personal financial interest that might reasonably be expected to impair his/her objectivity or independence of judgment.
4. No employee should undertake any employment or service, whether compensated or not, which might reasonably be expected to impair his/her objectivity and independence of judgment in the exercise of his/her official duties, or would interfere with employee's ability to fulfill his/her employment obligations.
5. No employee should accept any gifts, favors, services, or other things of value under circumstances from which it might reasonably be inferred that such gifts, services, or other things of value were given or offered for the purpose of influencing him/her in the discharge of his/her official duties. Nevertheless, employees, during the course of their official duties, may accept meals which are offered as part of a meeting or event so long as all attendees of such meeting or event are also provided such meals. In the event that a sponsor of a meeting has pending with the institution a matter on which the officers or employees must act in the exercise of their duties, during the time that said matter is pending, employees shall not accept any meals from any such sponsor.
6. No employee should knowingly act in any way that might reasonably be expected to create, among the public having knowledge of the acts, and impression or suspicion that he/she may be engaged in conduct violative of [which violates] his/her trust as a public employee.
7. No employee should use or allow to be used his/her employment or any information not generally available to members of the public for the purpose of securing financial gain for himself/herself or others with whom he/she is associated.

Equal Employment Opportunity (EEO)

Encore Educational Institute, LLC (EEI) is an equal employment opportunity agency and extends equal employment opportunities to all applicants without discrimination as to race, color, creed, religious preference, ethnic background, national origin, age, sex, marital status, sexual preference, disability, or as otherwise prohibited by applicable federal, state, and/or local laws, rules, and regulations. This applies to all hiring and all terms and conditions of employment. EEI will file the necessary reports with the Equal Employment Opportunity (EEO) Commission. EEI will maintain the necessary records of employee characteristics for the EEO Commission.

Americans with Disabilities Act (ADA)

Encore Educational Institute, LLC (EEI) will comply with the Americans with Disabilities Act (ADA) with the assurance that equal opportunity for employment will be provided for qualified persons with disabilities.

Sexual/Unlawful Harassment

Encore Educational Institute, LLC forbids any form of sexual harassment or harassment at the worksite, including those of non-employees. Unlawful harassment, be it sexual or other forms of harassment, by any employee, supervisory or any other employee position, will subject the person to disciplinary action immediately. Retaliation is prohibited by EEI if a complaint of harassment is lodged.

Conditions of Employment

If you are currently employed by a school district, bring proof of your district employment to the orientation meeting. You must have a district-required background check. You must have successfully completed a drug screening. This may be time-consuming for the process to be completed. You will receive further information at the orientation meeting.

If you have not yet obtained your teaching certification, you must provide a copy of your current transcript.

Since employment in this position is part-time, there is no guarantee of a number of hours. There is no guarantee of the duration of employment. Employment needs depend upon the number of students who register, and remain, for supplemental educational services from Encore Educational Institute (EEI).

Personnel Selection

The responsibility for employment and termination of employees rests with the director and key administrative staff of Encore Educational Institute, LLC. The responsibility for the provision of references, employment history, education and experience, background materials, criminal history, other related jobs, and any other materials or information that might be relative toward sound employment decisions made by Encore Educational Institute (EEI) rests with you, the applicant. You must present original credentials for viewing by the staff. Provide a legible copy of the front and back of such credentials for your records if you become an employee. Provide a telephone number for the organization that granted the degree or license for corroboration.

Encore Educational Institute (EEI) will provide each employee with the document which contains the Personnel Practices, Procedures, and Reference Guide. Encore Educational



Institute will provide a written confirmation of the date of employment with beginning hourly wages or salary to each employee.

Each employee must abide by the personnel practices, procedures, and regulations. Each employee declares that agreement by signature and date.

Personal and Professional Appearance

Professional attire is required for employees during working hours. Because you are the face of Encore Educational Institute with the public, the parents, the source of our funding, the students, and the community-at-large, you are to maintain proper professional/business dress, grooming, and hygiene standards during all working hours. Clothing should allow for easy movement, be comfortable, cover the body adequately and appropriately, and present a professional appearance to the public. Clothing must be clean, practical, and fit properly to exude a professional air.

If you have questions pertaining to professional appearance, speak directly to the lead teacher or to the site coordinator. Should you need to change to more suitable attire and it requires you to leave the worksite, that time, by necessity, will be unpaid leave.

Professional Actions

Employees are to act professionally at all times during working hours. They are not to discuss or divulge private or personal information in the presence of students, visitors, or parents. Employees are not to discuss with each other the improprieties, divergent behavior, problems of students, etc. in the presence of students, visitors, or parents.

Security, Confidentially, Visitors, and Incidents

Strict control of the entrance to the worksite is demanded by Encore Educational Institute (EEI) for the safety and security of the students and staff. EEI also limits access to work locations, records, computer information, pass words, and cash or other items of value. Employees who are given special access, such as assigned keys, or special job responsibilities for the safety, security, or confidentiality of records, materials, equipment, or items of cash value or business value are required to use discretion and sound judgment. Employees will be held accountable for acts of indiscretion and for acts of wrongdoing.

Employees must not divulge information about Encore Educational Institute's customers to inside or outside sources without written authorization with the purpose stated and signed by the customer. A specified period of time of the validity of the authorization should be included. All questions concerning confidentiality should be addressed to the director.

Employees must not use confidential information received as a result of employment with Encore Educational Institute (EEI) for private interest or for personal gain. Civil or criminal



penalties can be lodged against employees who are involved in the use or distribution of the information, as well as against EEI.

All employees are required to sign a non-disclosure agreement as a condition of employment. Employees who use or disclose confidential information are subject to disciplinary action, possible termination of employment, and legal action even if the person does not profit from the disclosure.

Smoking, Drugs, and Alcohol

Encore Educational Institute (EEI) worksites comply with state and federal regulations as smoke-free, alcohol-free, and drug-free worksites.

Employees of Encore Educational Institute (EEI) who are under the influence of drugs or alcohol are serious risks for the safety and health of others and themselves. Employees of EEI are forbidden to possess, use, consume, purchase, sell, distribute, manufacture, dispense, or have alcohol or controlled substances in their systems without medical authorizations during work hours or on worksites during working hours. Any violation will result in **immediate** disciplinary action and/or termination.

Employees are required to notify Encore Educational Institute (EEI) of criminal drug statute conviction for a violation occurring in the worksite no later than five (5) days after the conviction, according to the Federal Drug-Free Workplace Act.

Employees, visitors, community personnel, and all other persons are forbidden to smoke within 200 feet of the front door of the worksite.

Termination of Employment

All employees of Encore Educational Institute (EEI) are at-will employees. Employment with EEI is for no specific period of time.

Encore Educational Institute (EEI) has the right to change your working conditions, or to terminate you, with or without cause, or for any reason. EEI is not limited by any information found in this employee/staff document, by any employment applications, by any materials used to recruit, by memos or notices, or by any other materials supplied for employees in connection with their employment, or by any written or oral statements made by any representative of Encore Educational Institute.



Resignation

As an employee of Encore Educational Institute (EEI), you are asked to provide a notice of two weeks, in writing, as a courtesy to your colleagues and to the students if you wish to resign your position. Administrators (supervisors, site coordinators, managers, etc.) are asked to provide a notice of four weeks. All non-working days for any employee are unpaid leaves.

Disciplinary Action

As an at-will employer, Encore Educational Institute (EEI) issues warnings or reprimands, written or oral, to provide employees with necessary discipline for some infractions. Other infractions of regulations can lead to termination of employment at the discretion of EEI.

Discipline, Health, and Safety

DISCIPLINE POLICY

Student Discipline

The purpose of Encore Educational Institute's (EEI's) Discipline Policy is to ensure that students, staff, and parents are aware of, and comply with, the various school districts' expectations for student conduct. Such compliance enhances EEI's ability to maintain discipline and to ensure that there is no interference with the educational process. EEI personnel take appropriate disciplinary action when students fail to adhere to the Code of Student Conduct established by local school board policy. Individual responsibility and mutual respect are essential components of the educational process. This policy emphasizes the development of self-discipline, but we recognize that there are instances when disciplinary measures are necessary. The site coordinator has the authority and the responsibility to determine adherence to building rules and regulations and to enforce the discipline policy. The site coordinator gives direction to, and supports, all EEI personnel who are performing their duties within the framework of this policy. The site coordinator consults with parents of students who are conducting themselves in a manner contrary to this policy. The teacher/tutor is responsible for providing a well-planned teaching/learning environment and has primary responsibility for student conduct, with appropriate assistance from the site coordinator and the lead teacher.

Parents/Guardians are held responsible for the appropriate conduct of their children, as determined by law and community practice. Parents/Guardians are expected to cooperate with Encore Educational Institute (EEI) authorities and to participate in accepted practices regarding the behavior of their children. Generally, EEI utilizes progressive discipline to the extent of reasonable and appropriate expectations, based upon the specific facts and circumstances of student behavior. Disciplinary action may include, but is not limited to: 1.) student conference with teacher/tutor; 2.) parent/guardian contact; 3.) parent/guardian conference; 4.) possible temporary removal from class/program.

Encore Educational Institute (EEI) complies with all federal, state, and local health and safety standards. As most employees are educators in their school districts, they are intimately familiar with local discipline policies, procedures, and standards. However, every employee is in-serviced on acceptable student and staff behavior relative to discipline, policy, procedures, and standards protocol.

Discipline Guidelines

At the Classroom Level

EEI trains teachers/tutors to:

1. Hold high behavioral expectations and communicate them to students.
2. Establish, with students, clear rules and procedures. Instruct students as to how to follow the rules and procedures for a safe and orderly classroom.
3. Make it very clear to students the consequences of failure to comply with the set rules.
4. Enforce classroom rules promptly, consistently, and equitably from the first day of the program.
5. Maintain a brisk instructional pace, and make smooth transitions between activities.
6. Monitor classroom activities, and give students feedback and reinforcement regarding their behavior.

Teachers'/Tutors' Responsibility

WHEN DISCIPLINE PROBLEMS ARISE

Encore Educational Institute (EEI) teachers/tutors employ, but are not limited to, the following disciplinary intervention strategies:

1. Intervene quickly; do not allow behavior that violates school or classroom rules to go unchecked.
2. As appropriate, redirect students who are misbehaving or are not engaged in the instructional process.
3. Discuss with misguided students the general pro-social skills of self-awareness, cooperation, and helping.
4. Make use of punishments which are reasonable for the infraction committed; provide support to help students improve their behavior.
5. Make use of parental contact to increase the effectiveness of the EEI program. Keep in mind the protocol of involving the lead teacher or the site coordinator when discussing student behavior.

Site Coordinators' Responsibility

WHEN DISCIPLINE PROBLEMS ARISE

EEI site coordinators employ, but are not limited to, the following disciplinary intervention strategies:

1. Confer with the student
2. Contact parents/guardians.
3. Confer with parents/guardians.
4. Temporarily remove student from tutoring sessions or program.

Student Attendance Policy

A major component of the service is student attendance. Through contact with the parent/guardian and the student, Encore Educational Institute (EEI) emphasizes attendance expectations. There is communication between the teacher/tutor, the lead teacher, and the site coordinator regarding daily attendance of students. In the event a child is present during the regular school day and absent from the EEI program, the EEI site coordinator makes every effort to notify the parent/guardian of the student's absence using the contact information provided by the parent, to encourage the student's attendance. Students sign in daily on a calendar provided by EEI and/or the school district, documenting each day of attendance. EEI documents attendance at each session with a headcount. The teachers/tutors and lead teacher also keep a separate roll book containing daily attendance, emergency contact information, and sign-out sheets for students and parents. At the end of each session, parents sign to take their children. Parents notify the site coordinator, lead teacher, or teacher/tutor in writing for students who will be walking home without a parent escort. Those students sign themselves out at the end of each session.

Qualifications of Instructional Staff and Professional Development

Process for Selecting Qualified Staff

Encore Educational Institute (EEI) selects qualified supervisory personnel, teachers/tutors, and paraprofessionals from those recommended by the principal of the school where they are employed, when possible. Supervisory personnel and certified teachers/tutors must have a minimum of Bachelor's Degrees and at least two years of experience working with Title I students, which may include economically disadvantaged students, ethnic/racial minorities, migrant students, students with disabilities, homeless students, and limited English proficient Spanish students. Paraprofessionals must be highly qualified with a minimum of 60 college credits. Teachers of English Language Learners (ELL) must be certified bilingual or English-as-a-Second Language teachers, with a minimum of two years of experience in the field. All personnel are in compliance with the terms and signed agreements under contracts with the individual school districts, including the criminal background check.

Staff Training

All members of the staff undergo rigorous training, regardless of prior qualifications, in ongoing professional development as part of their employment with Encore Educational Institute (EEI). EEI staff members are trained in the latest rules and regulations affecting their employment and the students' education, in the areas of student and parent rights, civil rights, sexual harassment, health and safety, discipline, security of persons and information, privacy, etc. Teachers/Tutors and paraprofessionals are trained to work with small groups of three-to-five students, using the materials chosen by EEI as the most effective means of alleviating the gaps in the students' learning. In addition, intervention strategies are necessary for many of the students. Staff members are trained to interact with parents, classroom teachers, and school administrators to achieve the maximum success for the students.

Encore Educational Institute's Professional Development Plan

Pre-Session Conference for All Encore Educational Institute (EEI) Employees

- A. EEI Program Overview
- B. Curriculum Components & Assessments
- C. Necessary Written Documentation
- D. EEI Discipline Policy, Emergency & Evacuation Response Plans
- E. Federal, State, and Local Regulations, Guidelines, and Policies
- F. EEI Terms of Employment/Compensation

On-going Professional Development

- A. Classroom Walkthroughs
- B. Demonstration Lessons
- C. Peer Coaching
- D. Collaborative Planning
- E. Working with Parents & Classroom Teachers
- F. Positive Reinforcement
- G. Modeling
- H. Introducing the Focus Skill
- I. Time-on-Task
- J. Providing Intervention
- K. Large Group (5-8 students) Instruction
- L. Developing & Utilizing the Individual Student Learning Plan
- M. Using the Daily Instructional Plan
- N. Monthly & Final Progress Reports
- O. Assessing Students
- P. Best Practices

Staff Development Timeline

Encore Educational Institute will conduct staff training on a to-be-announced basis during the school half-days or on some of the days when schools are closed. Staff development is needed to assure the staff is sufficiently trained to complete all elements of the program that lead to student success. All employees are required to participate in staff development activities.

Evidence of Safe Facilities for SES Use

During the contract period for potential clients (school districts), Encore Educational Institute (EEI) operations personnel physically walk the school facility and grounds. EEI requests to procure copies of the school's most recent school inspection reports. The reports are examined for any significant safety or health violations. If reports reflect any glaring oversights, the problems are addressed immediately, documented, and rectified with the assistance of the appropriate school personnel. Additionally, after a school has contracted for EEI services, EEI operations personnel conduct an initial inspection and then regular inspections of each of the facilities to ensure that no hazardous health or safety situations exist for students, staff, and others. (EEI will use public school facilities only).

Emergency and Evacuation Plan

Compliance with Federal, State, and Local Health and Safety Standards

All individuals who are hired by Encore Educational Institute (EEI) personnel are hired through consultant agreements. Employees are responsible for compliance with federal, state, and local health and safety standards. New Jersey schools must create an evacuation plan and post exit route diagrams so that teachers, students, and all other occupants will know where to go in case of an emergency. Initially, the staff of EEI is given instructions and in-servicing on the specific district's regulations regarding various emergency situations, emergency plans, and expected reactions to temporary suspension of services. Parent/Guardians and students are made aware of all areas which might affect them.

Encore Educational Institute (EEI) procures, and familiarizes EEI employees with, the specific, individual emergency plans for each school served, as well as refreshes the EEI staff on the similarities and subtle differences between the EEI's and contracted school's plans. Each contracted school's emergency and evacuation plan is examined to ensure that each area in the school, including classrooms, meeting areas, gymnasium, lunchroom, library, computer labs, offices, and other public areas might offer safe havens or easy access to exits, if the need arises.

In the event of an emergency or an evacuation, teachers/tutors keep the student rosters with them at all times. Teachers/Tutors have all students walk quickly and in an orderly fashion. The group remains with designated teachers/tutors. At the evacuation site, teachers/tutors immediately check attendance and notify the lead teacher if there is a discrepancy. Parents are notified as soon as possible of service disruption due to inclement weather, fire, disaster, or temporary closings for any reason. Notification to all affected students, staff, administrators, and community personnel are made through: 1.) the use of the student information forms; 2.) telephone calls; 3.) school contact records; 4.) Encore Educational Institute (EEI) dmimms@encoreses.com or the website; or 5.) media outlets, such as local radio or television stations. EEI works with school administrators to plan and carry out fire drills, according to the procedures in each building. EEI keeps documentation, as required; i.e., notification to local fire department, date and time of evacuation, time needed to complete the evacuation, weather conditions, and all unusual incidents or circumstances.