



Amherst County Public Schools



Substitute Teachers Handbook 2023-2024

INTRODUCTION

Welcome to Amherst County Public Schools. As a substitute teacher you are a vital part of the school program. You make it possible to provide continuity of learning in educational programs for students in the absence of their regular teacher.

The regular faculty and staff will support, encourage and assist you to do the best job possible. Your cooperation, loyalty and dedication will help make every day a learning day for the students. The purpose of this handbook is to familiarize you with the philosophy of the school system, the location of the schools and the Amherst County School Board's policy for substitute teachers. It will explain the important role you play in helping to accomplish the goals for the coming school year, and tips to help you do a better job as a substitute.

This handbook is a resource to you, and you are responsible for the information contained within it. Read the handbook carefully; it is hoped this material will assist you in getting off to a good start and will supply answers to many of your questions. It is the desire of the administration and staff that you have a successful year as a substitute teacher.

Again, welcome to the team and thank you for "filling the gap" when the teacher is away.

Amherst County Public Schools Every Child, Every Day

Vision and Mission Statement

Vision

Amherst County Public
Schools will cultivate excellence
in every child, every day.

Mission

Amherst County Public
Schools will create a culture that inspires
excellence in academics, career
readiness and citizenship in every child.

www.amherst.k12.va.us

AN OVERVIEW OF THE SCHOOL SYSTEM

The Amherst County Public Schools enrolls approximately 4000 students in kindergarten through grade 12 and employs over 400 licensed personnel. More than 700 personnel share the total responsibility of educating the young people of Amherst.

DESIGN OF INSTRUCTIONAL PROGRAMS

The instructional program reflects a total commitment to our students and to the citizenry of Amherst County. Significant components of this program are:

- Emphasis on Fundamental Academic Skills
- Technology Center (Located at Monelison Middle School)
- Programs for Gifted and Talented Students
- Comprehensive Special Education and Psychological Services
- Elementary Art, Music and Physical Education Programs
- Alternative Programs (AEC/Alternative Suspension Program)
- Remedial Reading Programs
- Diverse and Comprehensive Vocational Programs (CTE)
- Instructional Organization in all Schools Designed Around the Needs of Students
- Differentiated Diploma Programs

AMHERST COUNTY SCHOOL BOARD

Chris Terry, District III, Chair

Abby Thompson, Member-at-Large, Vice Chair

Lori Saunders, District I

Dawn Justice, District II

Priscilla M. Liggon, District IV

Eric Orasi, District V

Ginger Burg, Member-at-Large

ADMINISTRATIVE PERSONNEL

Dr. William Wells, Division Superintendent

Dr. Dana Norman, Assistant Superintendent

Mr. Jim Gallagher, Chief Human Resources Officer

Mrs. Kim Lukanich, Chief Finance Officer

Mr. Joshua Neighbors, Chief Student Services Officer

Ms. Robin Wheeler, Supervisor of Federal Programs and Literacy K-12

Mr. Craig Maddox, Supervisor of CTE, ITRT, and Electives

Ms. Wanda Smith, Supervisor of Math, Science, and Gifted

Ms. Marie Petrone, Director of Student/ Family Wellness and Attendance

Mr. Kevin Harrison, Student Data and Assessment Manager

Mrs. Tracy Miller-Goode, Supervisor of School Counseling

Dr. Luke Saechao, Regional Adult Education Program Supervisor

Mr. Gary Roakes, Maintenance Supervisor

Mr. Joe Goldman, Technology Manager

Mrs. Kim Klein, Supervisor of Child Nutrition Program

Mrs. Rhonda Campbell, Supervisor of Transportation

PRINCIPALS AND ASSISTANT PRINCIPALS LISTED AT RESPECTIVE SCHOOLS

THE SCHOOLS

There are ten schools in Amherst County, including: 1 high school, 2 middle schools, 6 elementary schools and one alternative school. Preschool programs are available and special programs are provided for students with special needs and interests.

AMHERST COUNTY SCHOOL BOARD

Administrative Office located on Second and Washington Streets in the Town of Amherst.

Telephone: Administration - 946-9387
 Business Office - 946-9340
 Human Resources Office - 946-9376
 Instructional Office - 946-9386
 Special Education Office - 946-9342

AMHERST COUNTY HIGH SCHOOL

Located on Business Route 29, Lancer Lane in the Town of Amherst.

Telephone: 946-2898
Grades 9-12
Principal – Joey Crawford
Assistant Principals – Tom McBride, Itzel Noguerras, and Segar Jordan

AMHERST MIDDLE SCHOOL

Located east of the Town of Amherst on Gordon's Fairground Road, State Route 777.

Telephone: 946-0691
Grades: 6-8
Principal – Kelly Holmes
Assistant Principal – Matt Giles

MONELISON MIDDLE SCHOOL

Located in Madison Heights, approximately five-tenths of a mile east of Route 29 North, at the end of Daniels Drive on Trojan Road.

Telephone: 846-1307
Grades: 6-8
Principal – Ryan White
Assistant Principal – Katie Wood

AMHERST EDUCATION CENTER

Located in Madison Heights, approximately five-tenths of a mile east of Route 20 North, at the end of Daniels Drive on Trojan Road.

Telephone: 528-6485

Grades: 6-12

Administrator – Ernest Penn

Grades: Adult Education

Administrator – Dr. Luke Saechao

AMELON ELEMENTARY SCHOOL

Located just off Route 29, 5 miles north of Lynchburg in Madison Heights on Amer Court.

Telephone: 528-6498

Grades: K-5

Principal – Lea Gray

Assistant Principal – Merredith Watkins

AMHERST ELEMENTARY SCHOOL

Located in the Town of Amherst, just north of the traffic circle on Davis Street.

Telephone: 946-9704

Grades: K-5

Principal – Amanda Cassise

CENTRAL ELEMENTARY SCHOOL

Located east of the Town of Amherst just off Route 60 on Union Hill Road.

Telephone: 946-9700

Grades: K-5

Principal – Ron Proffitt

Assistant Principal – Angela Pinn

ELON ELEMENTARY SCHOOL

Located in Elon just south of Route 130, six miles to the west of the intersection of Route 130 and Route 29 on Younger Drive.

Telephone: 528-6496

Grades: K-5

Principal – Lelia Saunders

Assistant Principal – Lori Young

MADISON HEIGHTS ELEMENTARY SCHOOL

Located in Madison Heights off of Route 29 and adjacent to the River James Shopping Center on Learning Lane.

Telephone: 846-2151

Grades: K-5

Principal – Jeremy Hutchinson

Assistant Principal – Michelle Angle

TEMPERANCE ELEMENTARY SCHOOL

Located approximately 11 miles northwest of the Town of Amherst, on State Route 778. Take Route 60 West at Amherst, turn right on Route 778, Lowesville Road. Proceed approximately 5 miles. School on the left.

Telephone: 946-2811

Grades: K-5

Principal – Lantz Martin

SCHOOL BOARD POLICY FOR SUBSTITUTE TEACHERS

QUALIFICATIONS

Substitute teacher applicants must be at least eighteen years old and must have at least a high school diploma or its equivalent. Applicants must be of excellent moral character and possess characteristics and aptitudes that would make it possible for them to be successful in working with children and young adults. It is highly desirable that applicants have some type of recent experience with children; scouts, church, 4-H, etc.

HOW TO APPLY

Persons may apply for substitute teaching by initially completing an on-line application provided by the School Board. Applicants are presented to the School Board for approval. In all cases, the School Board has the responsibility for approving applicants for substitute teaching. Each subsequent year, substitutes are required to re-apply, complete OSHA training (on-line), and be approved by the Amherst County School Board for the upcoming academic year. All new applicants must attend a Substitute Teacher's Workshop.

HEALTH CERTIFICATES

All substitute teachers shall be required to meet the same requirements for a physician's certificate as required for other personnel. This certificate from a licensed physician must certify that the applicant is free of communicable tuberculosis.

COMPENSATION

Substitute teachers shall be compensated on per diem basis at a rate to be approved annually by the School Board. The rate for 2023-2024 is **\$ 100.00** for bachelor degree holders, **\$ 105.00** for degree holders with an active Virginia teaching license and **\$ 95.00** for non-degree substitutes. The daily rate for an instructional assistant is **\$ 90.00** per day. A substitute for a secretary or a school health assistant will be paid at the rate of **\$12.60** per hour.

It is the policy of the Amherst County School Board to compensate a substitute teacher at the long-term rate of **\$147** per day with a bachelor's degree or **\$177** with degree and a valid teaching license in the appropriate field of the teaching assignment which is preferred beyond the period of twenty (20) consecutive teaching days in the same assignment. The long-term rate will begin after the twentieth teaching day. When it can be initially determined that the regular employee's approved leave will be twenty days or longer, the substitute's pay will begin the first day at the long-term compensation rate. Long term substitute teachers **do not** work on teacher work days or staff development days unless they receive previous authorization from the principal and Director of Human Resources. Substitute teachers may participate in optional 403B programs, which have been approved by the ACPS Board. Participation will be based on a salary % as agreed upon between the employee and vendor.

Substitutes for custodians will be paid at an hourly rate of **\$13.92**. Substitutes for the child nutrition program will earn an hourly rate of **\$13.50**.

LICENSURE REQUIREMENTS

A teaching license is not required for substitute teaching. However, under State of Virginia law, those who do not hold a valid certificate may not teach more than 60 **consecutive days** or more than 90 total days in a single assignment during the course of one school year. Those substitutes who hold a bachelor's degree are urged to obtain a license and keep it in force. Upon request from the individual substitute, the Human Resources Office will assist in the process of obtaining the license and/or having it renewed. It will also be the responsibility of the individual substitute to monitor his/her number of days worked within the 60/90-day limit for a single assignment. The State of Virginia prohibits payment to substitutes for work beyond these limits. If you hold a current Virginia teaching license the 60/90-day limit does not apply. The 60/90-day limit does not include substituting as a teacher assistant, secretary, or in other assignments.

HOW TO GET CALLED TO SUBSTITUTE

The principal of each school or his/her designee has the sole responsibility and authority for securing substitute coverage for their building. Only persons who have been approved by the School Board will be called. The substitute list is updated by the Human Resources Office and approved by the School Board throughout the school year. Persons wishing to be placed on the substitute list for the upcoming school year must re-apply. New applications will be recommended to the School Board as the need arises.

The Amherst County Public Schools School Board Policies and Regulations for personnel can be found in section G of the policy manual. The policy manual is located on the Amherst County Public Schools website at www.amherst.k12.va.us. A hard copy of the policy manual is available at the School Board Office

THE AMHERST COUNTY SCHOOL BOARD IS AN EQUAL OPPORTUNITY EMPLOYER.

THE DAY'S SCHEDULE AND PROCEDURES

Substitutes should always report to the office first for initial instructions and obtain a school identification badge which must be worn throughout the course of the day. School hours are from 7:30 a.m. to 3:00 p.m. at the high school and middle schools. Substitutes report at 7:15 am. School hours at the elementary level are 8:30 am-4:00 pm. Substitutes report at 8:15 am. The principal, or his/her designee, will show you to your assigned location and make sure you have the necessary materials for the day including lesson plans, class roll, class schedules, keys, etc. It is very important to arrive at your assignment on time. This will provide you time to review your lesson plans and to familiarize yourself with your work area. Locate the restrooms, water fountain, outside exit door, emergency exit information, and introduce yourself to other staff members with whom you will be working. These individuals will be valuable in providing assistance and answering any questions you may have.

Review the schedule for the day to make sure you are fully informed of your required duties and responsibilities. Adhere to the schedule and be prompt in moving students within the school and in picking elementary students up following activities.

Make note of the seating chart, especially in the elementary grades. If one is not available, make one as attendance is taken. This chart will be valuable during the day. It is important to be able to call students by name when it is necessary to get their attention. Additionally, write your name on the board where it can be seen by all of the students.

Proceed with the plans left by the teacher. If you have any questions about implementing the lesson plans, please communicate with a fellow grade level or content area teacher or the building principal.

Prior to leaving at the end of the school day, return keys, identification badge, and substitute folder/lesson plans to the office. Follow appropriate health and safety protocol to include proper cleaning and disinfecting of your work area and provide class work for the teacher to see upon his/her return.

Please note:

Substitute staff may not bring their children or relatives with them to work. Also, they may not supervise relatives or children of their friends before or after school hours.

TEACHER'S EXPECTATION OF THE SUBSTITUTE TEACHER'S ROLE

Substitute teachers are expected to assume the responsibilities of the classroom teacher while serving in their absence. Substitute teachers are expected to follow the plans and class routine as closely as possible. You have the authority to modify the amount of instructional time spent on assignments within the plan based on student response to those activities. Spend more time on a subject if warranted, and less time if the students finish the assignment to your satisfaction.

Characteristics of effective substitutes, which lead to success in the classroom, include: versatility, engagement, organization, communication and structure. The substitute teacher who has a student-centered focus is more likely to experience success in the classroom.

If time permits, leave work stacked and labeled neatly for the teacher. In most instances, teachers will leave specific instructions for you to follow, especially if asked to grade a quiz, test, etc.

If you anticipate completing the day's plan ahead of schedule, you should consult with a fellow grade level or content area teacher or the building principal to coordinate supplemental plans. Videos/Movies/Clips are not permitted to be shown without going through the appropriate channels of authorization. Leave a note for the teacher, giving a brief summary of the day.

DISCIPLINE

It is important to note that classroom discipline can be a challenge in some instances. Please review your building level and/or classroom discipline plan to make sure that you are fully aware of the expectations for your assignment. If plans are not available, communicate with the building principal.

Remember, your goal is to teach in the absence of the classroom teacher. In order to perform this function, you must maintain structure and order in the classroom. Effective classroom management is a prerequisite to student learning! Remember that effective student engagement in meaningful learning activities reduces the opportunity for off-task behaviors.

Please be aware of the following guidelines that may be helpful as you implement the building level discipline plan or the classroom management plan:

1. No corporal punishment! The substitute teacher must not administer corporal punishment in any form.

Remember, you must work with the child after you have disciplined him/her.

2. No mass punishment! The entire class is not to be penalized for the behavior of one student or a few students.
3. No sentence writing. Pages of sentence writing serve no real purpose.
4. Be friendly, firm and keep a professional distance with students. Students will not appreciate or respect you if you insist on being one of them.
5. Be consistent. Behavior considered unacceptable one day should be considered unacceptable every day. Do not let it depend upon your mood or any other reason.
6. Don't be afraid to ask for administrative help when you really need it.
7. Be careful not to make outrageous threats. If you can't follow through, the children will know.
8. Be extremely careful in making statements in a joking or jesting manner. Different students and/or parents can construe such statements in different ways.
9. Be impartial, but fair! Do not show favoritism. Provide praise and reinforcement in an equitable manner. Give each child a chance to gain recognition in a positive way.
10. Don't allow discipline problems to drag out. Determine what needs to be done and take the appropriate action.
11. If you are uncertain about what to do in a particular class situation, reach out to a fellow classroom teacher or the building principal.
12. Try not to take unacceptable behavior as a personal affront. This may be difficult, but the behavior is not really directed to you. Reject the behavior, but not the child.
13. Report to the principal all suspected or known cases of child abuse.
14. Report to the principal all hazardous, dangerous, unhealthy or unsanitary conditions of the school and grounds, and any suspicious or unknown individuals in the school or on the premises.
15. It is extremely important that clearance from the principal's office be obtained before a person takes a child from your classroom or from your supervision. A note should not be honored until it has been verified through the main office.
16. Do not use a cell phone during school hours.
17. Do not leave students unattended.

It is very important that proper permission is in place before a child can be taken from the school premises. Parents will be understanding and appreciative when this procedure is properly handled. In most cases, good discipline will naturally result from proper planning, knowing what it is you are going to do and how to do it, being in the classroom and ready to go when the bell sounds and knowing the rules and regulations of the school.

EMERGENCIES AND WHERE TO FIND HELP

Please make sure that you become familiar with the crisis plan for the school to which you are assigned. This plan will outline the protocol for response to emergency situations (i.e., fire drill, lockdown, tornado drill, etc...). Each school has established emergency procedures, if they are not provided within the substitute materials or posted in the classroom, contact your building administrator to obtain a copy of these plans. Become familiar with this information upon entering the school.

Your best source of classroom assistance is a nearby teacher. Find one and introduce yourself and name the teacher for whom you are substituting. Ask if you may call on him or her for help if needed to assist with situations such as, accidents in the classroom, sick students, significant discipline problems or other needs as they arise.

Students in your classroom are often a convenient and reliable source of information. They will usually offer assistance if needed. It is common for teachers to leave the names of students who can assist you in their absence.

Please reach out to other staff members in the building, such as custodial or cafeteria staff, as they are a great source of support and information.

Every employee of Amherst County Public Schools who, in his professional or official capacity, has reason to suspect that a child is abused or neglected, in compliance with the Code of Virginia, Section 63.2-1509 et seq. shall immediately report the matter to the local department of social services where the child resides or where the abuse or neglect is believed to have occurred; to the Virginia Department of Social Services' toll-free child abuse and neglect hotline; or to the person in charge of the school or department, or his designee, who shall make the report forthwith to the local or state agency.

One of the principal's responsibilities is to see to it that the school is run in an efficient and safe manner. He or she is always ready to help. The principal wants the students' experience with you to be a good one, and wants your experience in the school to be a good one. Remember, if it is important, ask for help!

HELPFUL HINTS FOR SUBSTITUTE TEACHERS

1. Be prepared to teach. It is a great help to receive good lesson plans. Please be prepared to implement the lesson plans as directed and ask for assistance and clarity as needed.
2. Implement consistent discipline practices. Review the school-wide discipline plan. Be consistent and remain positive. Review classroom rules or discuss rules to be followed while the classroom teacher is absent.
3. Be on time. Reporting to your assignment on time provides you the opportunity to familiarize yourself with your daily schedule, lesson plans and any other relevant procedures for the day.
4. Dress professionally and appropriately for your assignment.
5. Report to the office first. Introduce yourself and then get initial instructions. Ask if there are any program changes for the day.
6. Do not use a cellphone or engage in any activities that will interfere with your instructional or supervisory responsibilities of the classroom and the students.
7. Avoid discussing and comparing situations in one school while serving in another.
8. Make an effort to communicate and build relationships with your co-workers in the building. They are a great source of information and support within the building.
9. Treat all information confidentially. You are responsible for maintaining professionalism and strict confidentiality of student information.
10. Communicate with the classroom teacher concerning the lesson plans and any problems you encountered.

RESOURCES AND PROFESSIONAL DEVELOPMENT

One of the most powerful ways to teach SEL is through modeling the competencies ourselves every day, which does not require any extra time or materials. In the episode, 2nd-grade teacher Wendy Turner shares her process for modeling her own social-emotional growth and weaving that seamlessly into her day.

<https://www.cultofpedagogy.com/sel-adults/>

Rita Pierson "Every Kid Needs A Champion

https://www.ted.com/talks/rita_pierson_every_kid_needs_a_champion

This video helps shows how blended learning will look in ACPS. Substitutes will be working in classes that have some work done on the computer and other tasks will be completed with direct instruction. It is important to remember that students may be working at different paces and on different tasks with the substitute acting as the facilitator who helps them troubleshoot problems.

<https://www.youtube.com/watch?v=paQCE58334M>

Every Classroom MATTERS @coolcatteacher Vicki Davis VIF LEARNING CENTER

6 Epic Educational Truths

By Alec Couros

- 1** Care for your students
- 2** Moments have a long-term effect
- 3** Principal's office is not a solution
- 4** Kids have a right to make mistakes
- 5** Reduce teacher's power and increase students'
- 6** Distance means nothing

@sylvia duckworth coolcatteacher.com/alec-epic

Homebound Instruction

Frequently asked Questions about becoming a Homebound Instructor.
Requirements to be a Homebound Instructor: Must hold a valid Virginia teaching license and attend/receive (approximately one hour) homebound training from the Student Services Office.
Number of hours per week is dictated by VDOE Policy: The homebound teacher and the parent create the schedule of the days instruction occurs and the number of hours provided. (Per VDOE policy – A max of 10 hours of instruction per week for a high school student. A max of 8 hours per week of instruction for a middle school student. A max of 5 hours per week of instruction for an elementary student. (Additional time is allotted for planning time). (Note: For students with an IEP, the number of hours is determined by the IEP Team)
Multiple homebound teachers can be assigned to any one student if a teacher has only a certain amount of time in their personal schedule, or when the teacher is weak in a particular subject (i.e. Math is not a strong suit. When multiple teachers are assigned the dictated number of hours per week is distributed between the teachers.
Homebound instruction is preferred to be provided in the home setting. If there are special circumstances, instruction can be provided in a public location (i.e. Library). Adult supervision by the parent, or designee, is still required.
Schedule of instructional sessions with student: The scheduling of instructional sessions is determined between the parent and the homebound teacher. Hours can be provided during a 7-day week period. If providing instruction on Saturday and/or Sunday works for the parent and the homebound teacher that is allowed.
Payment for homebound instruction is included in your monthly payroll check and deposited into your bank account.
Homebound teachers do not grade assignments, nor do they develop lesson plans.
Pay Rate: \$25.00/hour

If you meet the qualifications and are interested in homebound instructional opportunities, please contact:

Marty Hallberg
(434) 946-9386 ext. 9343
mhallberg@amherst.k12.va.us

DAILY STRATEGIES

HYPERLINK "<http://internetmarketingstrategydiva.com/wp-content/uploads/2009/09/twitte33.jpg>" INCLUDEPICTURE
"<http://t1.gstatic.com/images?q=tbn:-AfdVfe1mGFLhM:><http://internetmarketingstrategydiva.com/wp-content/uploads/2009/09/twitte33.jpg>" *
MERGEFORMATINET

Be consistent

Use eye contact

Use correct body language

Establish rapport

Use proximity

Avoid power struggles

Model obeying the rules

Model enthusiasm

Avoid misuse of consequences

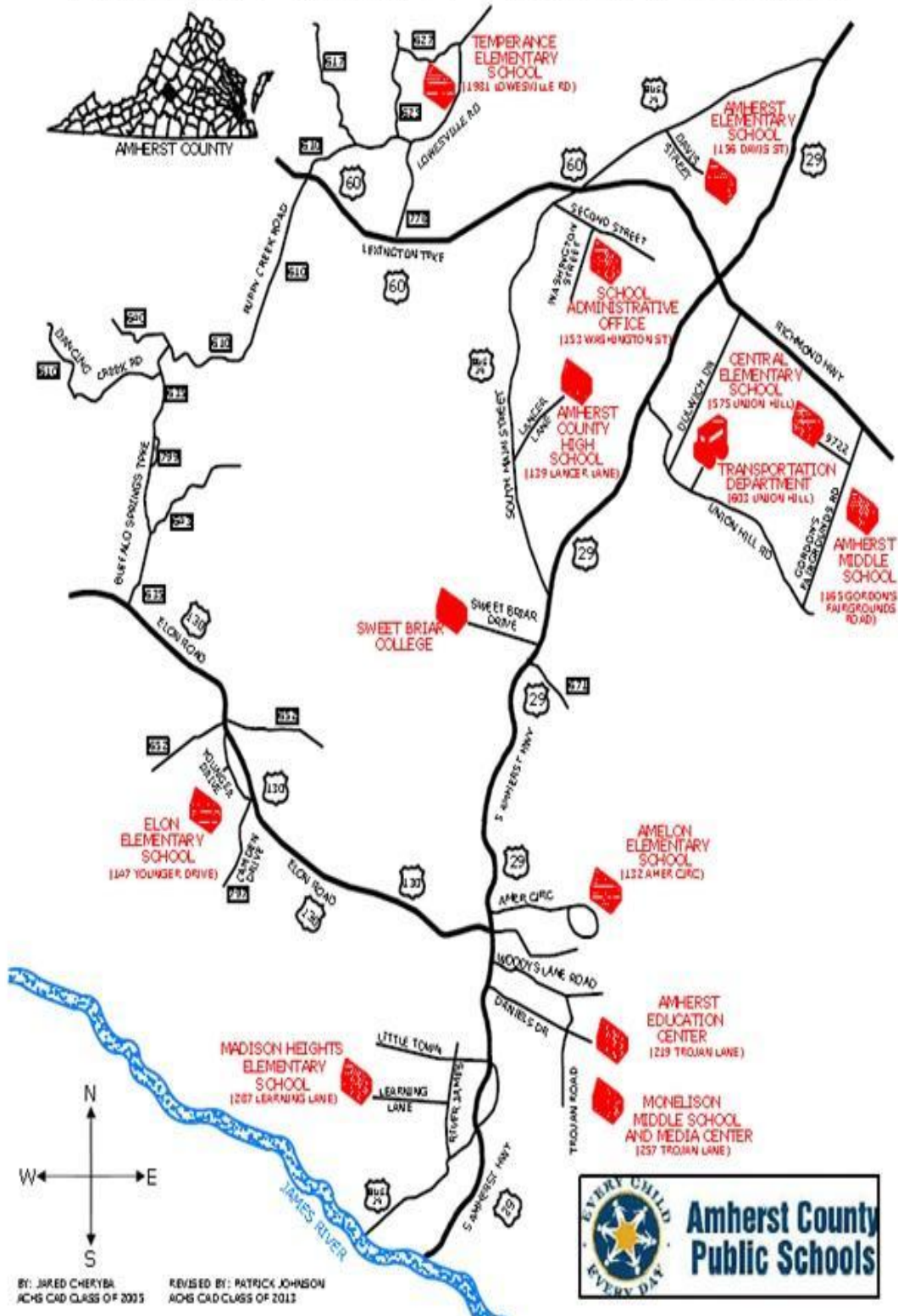
Use sincere praise

Use humor

Model respect

Model belonging and commitment

AMHERST COUNTY PUBLIC SCHOOLS



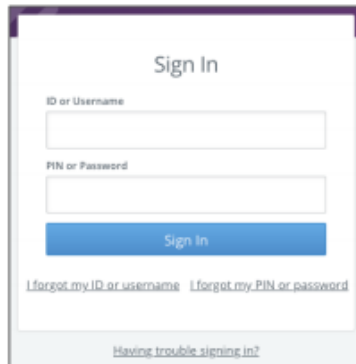
2023-2024 PAYROLL SCHEDULE

PAYROLL PAY DATES	PERIOD FOR THE PAY DATES
September 29, 2023 (Friday)	July 29 - August 25, 2023
October 31, 2023 (Tuesday)	August 26 - September 29, 2023
November 30, 2023 (Thursday)	September 30 - October 27, 2023
December 15, 2023 (Friday)	October 28 - November 24, 2023
January 31, 2024 (Wednesday)	November 25 - December 29, 2023
February 29, 2024 (Thursday)	December 30, 2023 - January 26, 2024
March 29, 2024 (Friday)	January 27 - February 23, 2024
April 30, 2024 (Tuesday)	February 24 - March 29, 2024
May 31, 2024 (Friday)	March 30 - April 26, 2024
June 28, 2024 (Friday)	April 27 - June 7, 2024

Notes



Absence Management



Sign In

ID or Username

PIN or Password

Sign In

[I forgot my ID or username](#) [I forgot my PIN or password](#)

[Having trouble signing in?](#)

SIGNING IN

Type aesoponline.com in your web browser's address bar or go to app.frontlineeducation.com if you have a Frontline Account.

The Sign In page will appear. Enter your ID/username and PIN/password and click **Sign In**.

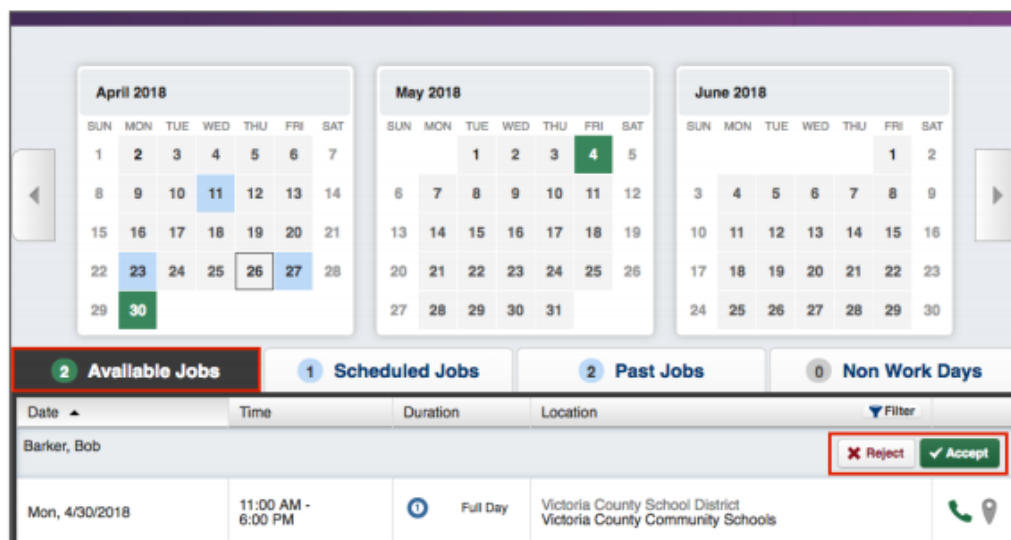
RECOVERING CREDENTIALS

If you cannot recall your credentials, use the recovery options or click the "**Having trouble signing in?**" link for more details.

SEARCHING FOR AVAILABLE JOBS

You can review available jobs directly on the homepage. These potential jobs appear in green on the calendar and in list form under the "Available Jobs" tab.

To accept a job, click the **Accept** button beside the absence (or click **Reject** to remove a job from the list).



April 2018

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

May 2018

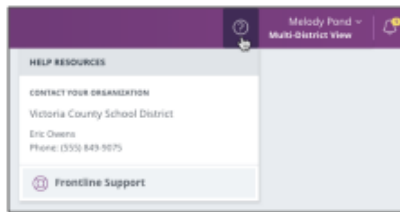
SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

June 2018

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

2 Available Jobs 1 Scheduled Jobs 2 Past Jobs 0 Non Work Days

Date	Time	Duration	Location	Filter
Barker, Bob				
Mon, 4/30/2018	11:00 AM - 6:00 PM	Full Day	Victoria County School District Victoria County Community Schools	<input type="button" value="Reject"/> <input type="button" value="Accept"/>



GETTING HELP AND TRAINING

If you have questions, want to learn more about a certain feature, or want more information about a specific topic, click **Help Resources** and select **Frontline Support**. This opens a knowledge base of help and training materials.

ACCESSING ABSENCE MANAGEMENT ON THE PHONE

In addition to web-based, system accessibility, you can also find and accept available jobs, manage personal information, change your PIN number, and more, all on the phone.

When You Call into Absence Management

To call, dial **1-800-942-3767**. You'll be prompted to enter your ID number (followed by the # sign), then your PIN number (followed by the # sign).

When calling the Absence Management system, you can:

- Find available jobs – **Press 1**
- Review or cancel upcoming jobs – **Press 2**
- Review or cancel a specific job – **Press 3**
- Review or change your personal information – **Press 4**

When the Absence Management System Calls You

If an available job has not been filled by another substitute two days before the absence is scheduled to start, the system will automatically begin to call substitutes and try to fill the job.

Keep in mind, when the system calls you, it will call about one job at a time, even if you're eligible for other jobs. You can always call in (see "When You Call into Absence Management" section above) to hear a list of all available jobs.

Note: When the system calls, be sure to say a loud and clear "Hello" after answering the call. This will ensure that the system knows you picked up the call.

When you receive a call, you can:

- Listen to available jobs – **Press 1**
- Prevent Absence Management from calling again today – **Press 2**
- Prevent Absence Management from ever calling again – **Press 9**

If you are interested in the available job, **Press 1**. You will be asked to enter your PIN number (followed by the # sign). The Absence Management system will list the job details, and you will have the opportunity to accept or reject the job.

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