



Division of Personnel Services

# SUBSTITUTE Practices Handbook



(Revised 5-2026)

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## *Pledge*

Every student in Riverside County will graduate from high school academically and socially prepared for college, the workforce, and civic responsibility.

### *Mission*

The mission of the Riverside County Office of Education is to ensure the success of all students through extraordinary service, support, and partnerships.

### *Vision*

The vision of the Riverside County Office of Education is to be a collaborative organization characterized by the highest quality employees providing leadership, programs, and services to school districts, schools, and students countywide.

### *Core Values*

- Building Relationships That Promote Trust
- Engaging in Open and Honest Communication
- Focusing on the Needs of Students and Children

## COMMITMENTS TO *Extraordinary* SERVICE

1. I am prompt, courteous, honest, and accurate in anticipating and responding to the needs of those we serve.
2. I create an environment of teamwork and collaboration.
3. I model professional appearance, language, and behavior.
4. I build strong and lasting relationships at all levels.
5. I continuously seek opportunities to innovate, improve, and expand support services.
6. I am trustworthy and respectful in my daily interactions.
7. I recognize and praise the efforts and successes of my colleagues.
8. I understand my role in actively contributing to student success.
9. I celebrate the success of all students.
10. I commit to the Mission, Vision, and Core Values of the Riverside County Office of Education.

## RIVERSIDE COUNTY OFFICE OF EDUCATION



*Initiatives*

## OVERVIEW

Welcome to the Riverside County Office of Education (RCOE). Substitutes play a vital role in the County's overall education program. You will have many opportunities to contribute in the classroom as a teacher or instructional assistant and in the offices that support our programs.

In order to assist you with your role as a substitute, this handbook has been created to address a wide variety of subjects. The handbook will answer many commonly asked questions as you assume your various assigned tasks. Not all RCOE policies and procedures are included. Those that are, have been summarized and provided as a brief explanation of RCOE's policies and procedures. RCOE policies and procedures can change at any time and these changes shall supersede any handbook provisions that are not compatible with the change.

It is important that you read this entire handbook before accepting your first assignment. We are confident in your ability to fulfill the required duties and to exhibit the level of professionalism expected of all educators and support staff.

The valuable service that you provide to our community is greatly appreciated. We wish each of you a rewarding experience as a substitute with RCOE.

## Orientation

Before beginning substitute duties, all substitute employees new to RCOE must attend an orientation session provided by the Division of Personnel Services. The orientation provides information on the Absence Management System, basic information on the role of the substitute, policies and procedures and answers to the most frequently asked questions about substitute work.

Substitutes play a vital role in the County's overall education program. Whether you are stepping into a classroom, supporting an office, or helping maintain our campuses, your contributions ensure that our schools continue to run smoothly and safely every day.

As a substitute, you will have many opportunities to support students, staff, and school operations in a variety of positions.



## PURPOSE

This handbook has been designed to familiarize substitute employees of the Riverside County Superintendent of Schools (RCSS) with the substitute personnel practices of the Riverside County Office of Education (RCOE) and also to consolidate the rules and regulations regarding the employee/employer relationship for substitute personnel of the RCSS.

The following are classifications of substitute personnel in our office:

- Accounting Clerk
- Custodian
- Food Service Worker
- Grounds Maintenance
- Instructional Assistant
- Office/School Clerk
- Office/School Secretary
- Teacher (Credentialed)
- Warehouse Stock Clerk

## RCOE SERVICES

County Superintendents of Schools serve as intermediaries between the California Department of Education and local school districts. They also work with the U.S. Department of Education to provide services and resources to school districts, students and families. Some of the ways the Riverside County Office of Education assists districts in ensuring the success of all students is through the implementation of high quality educational programs; providing mandated oversight and training for school districts in the areas of finances, teacher credentialing, and various aspects of curriculum and instruction; and providing extensive training and support to new teachers.

Led by the Riverside County Superintendent of Schools, the Riverside County Office of Education strives to meet the specialized needs of students through the unique programs we operate directly, including Special Education for students with disabilities, Head Start, Rural Scholars, Alternative Education through independent study, Community Schools and Juvenile Court Schools, and through the latest Career Technical Education (CTE) programs. In addition, the Riverside County Office of Education administers a broad range of State and Federally funded grant programs and services designed to ensure student success throughout the County.



# SUBSTITUTE EMPLOYMENT INFORMATION

## Definition of a Substitute Employee

Substitute employees are those persons employed on a day-to-day basis to perform the duties of permanent employees during their absence from duty.

## Employment Status

Your status as a substitute is considered “at-will”, meaning your employment may be ended with or without cause by the employer at any time. If you are on our substitute list and you do not work in any type of position within a 6-month period, you will receive a letter of no earnings and be removed from the substitute list. No earnings letters are sent twice a year.

## Your Role as a Substitute

In your role as a substitute, you will have the opportunity to work with students, parents, and/or RCOE staff. This will provide you with the unique opportunity to be a positive influence on the students, parents, and school districts in Riverside County. We ask that you keep this in mind when you report to work. We also ask that you make every effort to promote RCOE’s Mission, Vision, Pledge, Core Values, and Indicators of Student Success in your daily interactions. Your service is valued and integral to the success of RCOE.

## Minimum Requirements

In your role as a substitute, you may have the opportunity to work in one or more areas. These areas include positions that are both certificated and classified. In order to substitute in a position, you will need to meet the minimum qualifications for that position and apply. Since there are many classifications, please check with the Division of Personnel Services should you have specific questions regarding the requirements.



# SUBSTITUTE EMPLOYMENT INFORMATION

## Required Certification/License, Clearances, and Credentials

Substitute positions sometimes require specific certifications/licenses, clearances, and/or credentials in order for the employee to perform the assignment. This section will describe some of the requirements of a substitute. This is not a complete list but rather a sample for you to review. In all cases, it is the substitute employee's responsibility to ensure any certification/license, clearance, or credential is valid and current. Allowing a required certification/license, clearance or credential to expire may result in release from service.

### **Certification/License:**

Substitute positions may require a certification such as first aid, a credential/permit, a driver's license, etc. Personnel staff will identify and inform you if the position you are substituting in has any certification/license requirement(s).

### **Clearances:**

1. LiveScan - Per the Education Code, all prospective employees must submit to a criminal background check before they can begin work for a school district or county office of education. If hired, the Department of Justice (DOJ) shall determine whether the applicant or employee has been arrested or convicted of any crime. The DOJ will forward the information to the agency submitting the applicant's or employee's fingerprints and shall forward information on arrests pending adjudication (E.C. 45125).
2. Tuberculosis (TB) Test - TB tests with negative results are required for all new hires under the provisions of the Education Code. Per the Education Code, all employees must be retested and receive a negative result for TB or if approved by a physician, pass the TB Risk Assessment every four (4) years (E.C.4940).
3. SB 792 - Under the law, SB 792, effective September 1, 2016, employees working in day care centers, preschools, and home day cares, are required to be immunized against pertussis and measles. Employees will be required to furnish proof of the annual influenza vaccination between August and December of each school year or provide an attestation as to the declination of the influenza vaccination.

### **Credentials:**

All substitute teaching assignments require a valid California teaching credential appropriate for the assignment. Personnel staff will verify your qualifications and inform you of the positions in which you are eligible to perform substitute work. For more information on California teaching credentials, you can visit the Commission on Teacher Credentialing Website at: <http://www.ctc.ca.gov>.

## Assignments

Substitute employees are "on-call"; therefore, there is no guarantee of work. In most cases you will be added to our Absence Management System (AMS). If you are entered into the AMS, you can expect the automated calling system to start calling you as early as 5:30 a.m., and as late as 10:00 p.m. To view more detailed information regarding the AMS, please see the AMS section of this handbook.

The length of time that your assignment lasts can vary from a one-day assignment to a long-term assignment. However, the AMS does not usually call out long-term assignments. If the site agrees that you are successful in a particular classroom, if available, the Substitute Unit may offer you a substitute position for an extended period of time, and the information will then be added to the AMS. The Substitute Unit will monitor the day count for long-term assignments and may remove a substitute from an assignment to manage fiscal compliance.

Substitutes may not accept assignments directly from school sites or from any staff outside the Division of Personnel Services. Assignments are offered to substitutes only through the Division of Personnel Services.

### **Substitute Teachers:**

A substitute teacher may only substitute in a particular position for a specific time limit depending on the credential that is held. Unless you are a credentialed teacher, you may only substitute in a specific position for up to 30 days per fiscal year. The exception to the 30 days is the Special Education program, in which you may only substitute for 20 days per position, per fiscal year. When your 30/20-days are exhausted, you may go back to day-to-day subbing or you may find another 30/20 day position if available.

Note: This day count is subject to pending legislation.

### **Substitute Instructional Assistants:**

A substitute instructional assistant may substitute in a vacant position up to 60 days during a 60-calendar-day window per fiscal year. A substitute instructional assistant may substitute in a temporary additional help position for up to 195 work days per fiscal year depending on the expiration date of the temporary additional help assignment.

### **Clerical and Custodial Substitutes:**

Clerical and custodial substitutes can be called by the automated system or called by a staff member in Personnel Services.

If you have substitute questions, please call Personnel Services at (951) 826-6666, or call the Personnel Technician at (951) 826-6357.

# SUBSTITUTE EMPLOYMENT INFORMATION

## Programs

As a substitute, you have the opportunity to work in several different programs. The following is a brief description of the current programs at RCOE:

## Division of Student Programs and Services Alternative Education

- **Court Schools**

The court school educational programs are designed to increase students' basic skill level in reading, writing, and mathematics to provide opportunities to complete high school graduation or General Education Development (GED) test requirements and to compete effectively for jobs or to seek higher education.

- **Community Schools**

Students in community schools are placed by the probation department, by the student's local school district, or by parent request under special placement factors.

Community school placement factors could include: credit deficiency, multiple suspensions or signs of difficulty in school, concern on the part of the parent that their student is not succeeding, and/or other factors identified by school personnel, probation department, or family.

- **Juvenile Hall**

Through personalized and self-paced instruction, the program encourages students to work toward completing a high school education, GED test or California High School Proficiency Examination and become successful citizens in society. Students are placed in court schools by the juvenile justice system.

- **CBK Charter School**

CBK Charter is an independent study program for students age 13 (9th grade) and up who wish to re-enroll in a high school educational program.

- **Special Education**

Special Education provides programs and services for students with developmental, emotional, and physical disabilities in school districts throughout Riverside County. The students served in County programs attend classes in local schools and are provided with a quality education in the least restrictive learning environment to meet the individual needs of the children. Services provided include those necessary to meet the needs of children who are deaf or hard of hearing, as well as those with visual impairments and other disabilities.

**Note:** As a substitute in a special education classroom, you may be required to do lifting, feeding, and diaper changing of the students.

- **Career Technical Education**

Career Technical Education (CTE) serves high school and adult learners each year across a wide range of career pathways. The CTE Unit connects students with local businesses, hospitals, restaurants, and other employers to support real-world learning and workforce preparation. It also provides, promotes, and coordinates CTE programs throughout Riverside County in alignment with RCOE's mission to ensure success for all students.

## Division of Early Education Services Head Start and Early Head Start Programs

Head Start (HS) and Early Head Start Programs (EHS) are child development programs serving children and their families in Riverside County. The programs are funded through a Department of Health and Human Services Head Start Office federal grant. Both programs promote school readiness by enhancing the social and cognitive development of children in low-income families through the provision of health, education, transportation, nutrition, social, and other services based on family needs assessments. Recruitment and enrollment of children with disabilities is a major priority of these two programs.

## Migrant Head Start Program

Migrant Head Start Program (MHSP) is a child development program serving farmworkers' children and their families in the Coachella and Imperial valleys (Riverside and Imperial Counties) through family day care homes and center based services. The program is funded through a Department of Health and Human Services' Head Start Office federal grant and supplemented with Imperial County Children and Families First Commission funding. Migrant Head Start promotes school readiness by enhancing the social and cognitive development of children of low-income families through the provision of health, education, transportation, nutrition, social and other services based on family needs assessments.

## Early Care and Education

The Early Care and Education Unit (ECE) provides child care and development services for Riverside County families. Programs are available through ECE to assist families in obtaining quality child care and to assist programs in providing that care.

# SUBSTITUTE EMPLOYMENT INFORMATION

## Work Attire

Employees are expected to dress in a manner that is appropriate and consistent with the job assignment. If your assignment is at another facility such as the juvenile hall, you are required to adhere to their dress code requirements as well.

Employees should not wear clothing or accessories which create a safety hazard or is excessively revealing or provocative.

Employees should not wear clothing that displays words, pictures, slogans, or designs that are vulgar, profane, or otherwise inappropriate for the workplace. Flip flops, shorts, spaghetti strap tank tops or sweat suits are not appropriate work attire. Blue jeans should not be worn in an office environment, but may be appropriate for assignments located at school sites.

## Evaluation Process/Release from Service

At RCOE, substitutes are evaluated to ensure satisfactory or unsatisfactory job performance. Satisfactory performance on the evaluations generally assures continued active status allowing you to accept assignments. Unsatisfactory evaluations may result in administrative action ranging from a discussion about the evaluation, to dismissal of the substitute. When satisfactory evaluations are received they require no action. RCOE reserves the right to release a substitute from service at any time under their "at-will" status.

## Wages and Payroll Cycles

### **Classified Substitute:**

If you are a classified substitute, you will generally be placed at Step 1 of the position in which you are substituting. Any changes in salary will require division head approval.

### **Certificated Substitute:**

If you are a certificated substitute, your wages will be:

- Substitute Teacher, Special Education/Alternative Education (\$225.00/day)
- Substitute Teacher, Career Technical Education (\$225/day)
- Substitute Permit Teacher (\$200.00/day)

Occasionally you may qualify for long-term substitute teacher pay rates. The rate for long-term substitute teacher

pay goes into effect after a substitute teacher has worked 20 consecutive days in the same assignment. The long-term substitute teacher rate is:

- Substitute Teacher, Special Education/Alternative Education (\$320.44/day)
- Substitute Teacher, Career Technical Education (\$320.44/day)
- Substitute Permit Teacher (\$229.59/day)

### **Payroll Cycles:**

All substitute employees are paid on a monthly basis. Copies of the Monthly Attendance Reporting & Issue Dates are available in Personnel Services or the Payroll department.

## Resignation

Resignations should be submitted in writing to the Division of Personnel Services. This will assist the Substitute Unit in maintaining an up-to-date and accurate substitute list and remove the profile from the AMS system in a timely manner to avoid calls being placed during the early and late hours of the day. Letters of resignation should be submitted to:

*Division of Personnel Services  
Attn: Substitute Unit  
P.O. Box 868  
Riverside, CA 92502-0868  
Fax: [951] 826-6929*



# ABSENCE MANAGEMENT SYSTEM

## What is the Absence Management System (AMS)?

The AMS is an automated placement system that will allow substitutes to search for jobs 24 hours a day, 7 days a week via the internet or phone. Substitutes will also receive calls from the AMS when jobs are available. Through the AMS, substitutes will be able to view their schedule, create non-work days, personalize available call times, and set preferences for the sites and locations they choose to work at (some of these are optional features). Substitutes may also view videos and additional training materials online.

## How do I use the AMS?

Once onboarded you will receive a personal invitation email with the Subject Line: **RCOE invites you to Absence Management**. If you have an existing Frontline ID account click, "Sign in with your Frontline ID." Otherwise, click "Create a Frontline ID." Create a username, password, email address, and click "I accept the terms and conditions." Then click "Create Frontline ID" and you are in!

To log on to the AMS, visit the Riverside County Office of Education website at [www.rcoe.us](http://www.rcoe.us) and click on Absence Management System under Resources toward the lower section of the page, or by typing <https://app.frontlineeducation.com> into your web browser's address bar.

You may also access the AMS from the telephone by dialing 1-800-942-3767. The AMS will prompt you to enter your ID number (your ten-digit phone number) followed by the # sign, then your PIN, followed by the # sign.

If an available job has not been filled by another substitute two days before the absence is scheduled to start, the AMS will automatically start calling substitutes, trying to fill the assignment. Keep in mind, when the AMS calls you, it will only call for one assignment at a time, even if you are qualified for other assignments. You may call the AMS to hear a list of available assignments.

## What do I need to know when the AMS calls me?

The AMS has two calling periods. The morning calling period is 5:30 a.m. – 11:00 a.m. This calling period is usually for same-day assignments. The next calling period is 3:00 p.m. – 10:00 p.m. This calling period is for next day or future assignments.

If the AMS calls you for a same day assignment and it is past the start time, please feel free to accept that assignment if you can make it to that site within an hour. If you pick up a late assignment, let the site know that you picked up the position after the start time. The AMS has the ability to track the exact time that you accepted the assignment.

When accepting an assignment, it is required that you arrive at the stated start time (the only exception is late-start assignments). If you are not able to arrive on or before the start time, do not accept the assignment. If you are unavoidably delayed after accepting an assignment, please call the site and let them know what time you are expected to arrive.

If you need to cancel an assignment and it is too late to do so through the AMS, it is your responsibility to call a Personnel Technician at (951) 826-6357, so immediate action can be taken to fill that position. After that has been done, please place a courtesy call to the site so that they can take the necessary steps to cover that position until another substitute arrives.

## What if I need assistance with the AMS or have questions regarding my assignments?

Please feel free to contact a Personnel Technician between the hours of 6:30 a.m. and 5:00 p.m. at (951) 826-6357. A Personnel Technician will assist you with any questions or concerns. If you get the AMS voicemail, please leave a message, and your call will be returned as quickly as possible.



## 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](https://aesoponline.com) in your web browser's address bar or go to [app.frontlineeducation.com](https://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

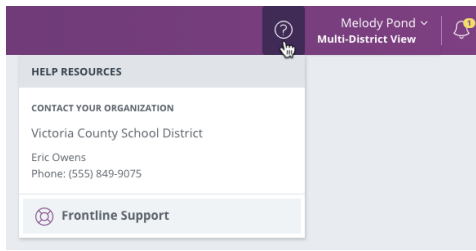
If you cannot recall your credentials, use the recovery options or click the **"Having trouble signing in?"** link for more details.

### 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).

Date	Time	Duration	Location	Filter
Barker, Bob				<input type="button" value="Reject"/> <input type="button" value="Accept"/>
Mon, 4/30/2018	11:00 AM - 6:00 PM	1 Full Day	Victoria County School District Victoria County Community Schools	



## 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.



# EXPECTATIONS

At RCOE, our goal is to have every division, every department, every unit and every employee working diligently to ensure the success of all students in the County.

1. Professionalism – You are expected to maintain a professional demeanor at all times.
2. Attendance and punctuality – You are expected to arrive to work on time or as soon as possible if you receive a late call to report to an assignment.
3. Assignments – You are expected to show up to your assignment after you have accepted the assignment. Please remember that failure to show adversely impacts student achievement. You must be willing, able and ready to accept assignments as they are offered to you by telephone or the automated AMS system.
4. Portable communication devices – Cell phones should be set to silent while you are working your assignment. Cell phones should not be used in the presence of students. During Head Start assignments, cell phones should be locked away. Cell phones should only be used when an emergency situation arises or when on breaks/lunches. Note: Cell phones and newspapers are not allowed in juvenile hall facilities.
5. Pictures of students – Many cell phones today have cameras built into them. Please remember that you are not permitted to take a student's photo.
6. Technology – You are expected to adhere to [RCOE's technology policies](#).
7. Mandated child abuse reporter – Remember that you are a mandated reporter obligated by law to report all known or suspected incidents of elder or dependent adult and/or child abuse and neglect. Mandated reporters shall not investigate any suspected incidents but rather shall cooperate with agencies responsible for investigating and prosecuting cases of elder or dependent adult and/or child abuse and neglect. Please refer to the [Mandated Reporting Page](#).

Additional information may also be found on the RCOE [website](#).

In addition to the previously stated expectations, assignments in the classroom should adhere to the following:

1. You should report to your assigned site at the requested time and remain until the end of the work shift. On student early release days, substitute teachers are to fulfill the assigned work schedule for that day by remaining until the assigned substitute hours are completed. You may also check in with site staff to see if other appropriate duties and/or tasks are available for you to do.
2. Check in at the office or with the lead teacher upon arrival, and check out at the time of departure each day. This will ensure your time is correctly reported to Payroll by the site in which you have substituted.
3. Every substitute teacher is expected not only to supervise students while in the classroom, but to assist in the general supervision of pupils during the school day, during the lunch hour, and before and after school. Substitute teachers should not leave students in the classroom or other places in the building unsupervised. This means during regular school hours, before school begins in the morning, or after school has been dismissed for the day. Student safety is our main responsibility, and it is never acceptable to leave a student unattended.
4. Please do NOT share your personal problems, issues, or life situations with the students or staff.



# EXPECTATIONS

## Classroom Management (Certificated Substitutes)

### Classroom Duties and Instructional Responsibilities

Substitute teachers are expected to perform all the duties of the regular teacher unless the administrator releases the substitute from a particular responsibility. Check the teacher's master planning book to see if there are any students with special needs or medical conditions of which to be aware. If the planning book is unavailable, check with the office. Substitute teachers should maintain the regular routine of the class. They should follow the daily class schedule and lesson plans provided by the regular teacher.

#### 1. Lesson Plans

When teachers are absent from school, they will leave lesson plans for the substitute teacher to follow in order to maintain a continuity of instruction in the classroom. Substitutes are to implement the lesson plans exactly as the teacher wrote them. The substitute is expected to adhere to the scope and sequence of instruction documented in the teacher's lesson plans. Any deviation from the lesson plans must be substantiated with sound reasoning and be based on established curriculum and instruction theory and practice. Most often, teachers anticipate their absences when due to scheduled appointments or staff development requirements. However, if a teacher is absent due to an emergency, the substitute may not have lesson plans provided by the teacher. When this occurs, help is available from other teachers and support staff in the school.

#### 2. Student Attendance

One of the many regular duties of the teacher is the taking of student attendance. Substitute teachers are expected to assist in compliance with this requirement. Attendance must be taken in every class, and this information must be provided to the school office following the procedures established at the school. Attendance-taking procedures are included in the substitute teacher's folder or are available from the office or any full-time teacher.

#### 3. Written Work/Grading Papers

Substitute teachers may be asked to grade papers, the results of which will be made a part of the student's permanent grades.

#### 4. Classroom Management

Substitute teachers may be expected to model and reinforce the expectations of the teacher. Classroom rules are posted in most classrooms, and except for the first few days of class, all students know what the rules of behavior are and what the consequences are for not following them. Effective classroom management will lead to effective teaching.

#### 5. Discipline

When students cause behavior problems that are disruptive to the learning environment, the substitute teacher should attempt to maintain discipline in the classroom using acceptable behavior management strategies. However, sometimes even the most effective classroom management strategies will fail, and individuals or groups of students may need to modify their behavior in order to resume effective teaching. Substitutes must never administer corporal punishment, physically discipline a student in any way, or verbally abuse the students. Shouting at students or calling them derogatory names may constitute verbal abuse and is forbidden. Sarcasm is ineffective in the classroom and should not be used with students. Some additional examples of inappropriate and ineffective discipline strategies include but are not limited to:

- Telling the students to "Shut Up!"
- Hitting, poking, flicking, or making any other physical contact with students.
- Screaming or yelling at all students.
- Denying students access to the restroom or the nurse.
- Slamming or throwing things down on the desk or throwing things across the classroom to get students' attention.
- Restraining students.

Use of derogatory terms or racial slurs must not be used and will not be tolerated. The substitute should not confiscate personal items belonging to the students such as cell phones, electronic devices, etc. If a student's use of electronic equipment is disruptive to a class or violates classroom rules, the student can be sent to the office where the appropriate steps will be taken in dealing with the disruptive behavior. Only when all reasonable efforts to maintain order have failed should the substitute teacher refer students to school administrators with a discipline slip or note explaining the circumstances.

## Expectations

In your role as a substitute, you agree to meet the expectations of RCOE. If at any point you are unable to meet these expectations, your assignment may be ended under your "at-will" status. If you have any questions regarding expectations, please feel free to contact the Substitute Unit at (951) 826-6357.

# SAFETY AND SECURITY

## Health and Safety

Substitutes shall be required to work under safe conditions or to perform tasks which do not endanger their health, safety, or well-being (as per Federal, State, and local law). Disputes arising relating to reasonable employee safety processes should be brought to the attention of the employer. However, safety conditions which constitute an immediate hazard to health, safety, or well-being of employees should be reported immediately to Operational Support Services and to the Director of Personnel Services and the Director of Benefits and Risk Management Services.

Employees may be required to reimburse RCOE for the replacement cost of lost or damaged property, including mobile devices such as cell phones, laptops, and tablets.

The Division of Personnel Services can be contacted at (951) 826-6666, Risk Management at (951) 826-6824 and Operational Support Services at (951) 826-6410 with any questions or concerns that you may have.

## Security Responsibilities

Substitute employees are to report all acts of vandalism, damage, or theft involving property of RCOE to the appropriate division or program director immediately by telephone, to be followed by a thorough written report. In addition, the on-site administrator must also be immediately apprised of any vandalism. Security of property and the facilities is the responsibility of all employees.

No employee shall be reprimanded as a result of reporting unsafe conditions or any health condition reasonably believed to be a violation of law. The employer may prepare, issue, and enforce rules and safety regulations necessary for the safe, orderly, and efficient operation of the County Office. Please contact Risk Management for the Injury and Illness Prevention Plan (IIPP), Work Violence Protection Plan (WVPP), Hazard Communication Standard, and Worker's Compensation plan.



## ATTAINING A PERMANENT POSITION

Employment as a substitute has the potential to lead to a permanent position with RCOE. How is this possible? As a substitute, you have the opportunity to work at many locations and meet staff. Therefore, if you put forth your best effort, it may assist you if you choose to pursue a permanent position with RCOE.

### Tips for achieving a permanent position:

1. You must apply for each permanent position that interests you and believe that you are qualified for. Your status as a substitute employee does not automatically place you into a recruitment for a permanent position. Please visit [www.rcoe.us/about-us/employment/](http://www.rcoe.us/about-us/employment/) and click on Employment to review a list of current vacancies.
2. Be professional and courteous to everyone you encounter. You never know when you could be interacting with your future supervisor.
3. Arrive to your assignment on time or as soon as possible if it is a last-minute call. Attendance and punctuality are highly regarded.
4. Dress professionally – Dress in a manner that is appropriate and consistent with the job assignment. It shows you are making every effort to be perceived in a professional capacity for possible future employment. Please note, if your assignment is at another facility such as the juvenile hall, you are required to adhere to their dress code requirements as well.
5. Follow directions – Every assignment is unique and should be treated as such. Take the time to review and follow the teacher's lesson plan. Be prepared to follow the site supervisor's direction. Obtain input from site staff and site staff who also work with the students on a regular basis.
6. Ask questions – As a substitute you are not expected to know everything, and asking questions is critical to your success. You should seek out those around you, including other teachers, classroom aides, and site supervisors. You are encouraged to ask questions.
7. Adhere to Board Policies and Administrative Regulations.
8. Act in a professional manner at all times.



## EMPLOYMENT POLICIES

### SB 792

Under the law, SB 792, effective September 1, 2016, employees working in day care centers, preschools, and home day cares, are required to be immunized against influenza, pertussis, and measles. Children in this young age range do not have fully developed immune systems and as such, it is required by law that individuals working with students in these environments are fully immunized to protect the students from life-threatening complications from many diseases. Under SB 792, employees working in these programs will be required to furnish proof that they have been fully immunized for Pertussis (Whooping Cough) and Measles prior to starting work. Additionally, employees will be required to furnish proof of the annual influenza vaccination between August and December of each school year or provide an attestation as to the declination of the influenza vaccination.

### Drug and Alcohol-Free Workplace

A drug and alcohol-free workplace is essential to maintaining the safety and efficiency of school and County Office operations, and the health and safety of employees, students, and the public. [BP 4020](#)

No employee shall unlawfully manufacture, distribute, dispense, possess, use or be under the influence of any alcoholic beverage, drug, or controlled substance as defined in 21 USC 81 at any school or County Office of Education workplace.

### Sexual Harassment

The County Board of Education and the County Superintendent of Schools prohibit sexual harassment of employees and job applicants. The County Office of Education also prohibits retaliatory behavior or action against employees or other persons who complain, testify or otherwise participate in the complaint process. [BP 4119.11](#)

### Minimum Value Plan (MVP) Medical Benefit

The Riverside County Office of Education offers a health plan option available to all substitutes, temporary employees, and employees working less than 20 hours per week. The health plan available is through Anthem Blue Cross and is called the Elements Choice PPO ([Minimum Value Plan](#)).



## TUBERCULOSIS EXAMINATION

Except for persons previously employed by other California school districts or county offices of education who produce certificates dated within the past four (4) calendar years affirming examination and/or assesment and freedom from communicable tuberculosis, no one will be initially employed unless the person has submitted to an examination and/or assesment within the past 60 calendar days to determine freedom from active tuberculosis. As a condition of continued employment, all management employees will be required to present evidence once every four (4) calendar years that they are free from active tuberculosis. Employees whose TB clearance has expired will not be permitted to report to work, and will be required to charge such time to their own leave benefits.

Whenever administratively possible, the employer will provide a written notice to the respective employee of the expiration of the tuberculosis clearance. The employee has the responsibility of providing a new certificate.

Employees will receive an approved tuberculosis risk assesment and/or intradermal tuberculosis test that, if positive, will be followed by an x-ray of the lungs. This test will be paid for by the employer, or the employer will provide reimbursement to the employee if the examination is conducted in accordance with established Personnel procedures, provided that the amount reimbursed does not exceed the standard rate established by the Riverside County Health Department. (AR 4312.4)

## CHILD ABUSE PREVENTION AND REPORTING

### ***Categories of Child Abuse:***

**Physical Abuse:** Any act resulting in non-accidental injury, including burning, biting, cutting, poking or twisting limbs.

**Emotional Abuse:** Includes verbal assault (i.e., belittling, screaming, threats, blaming, sarcasm), continual negative moods, and constant family discord.

**Physical Neglect:** Withholding basic necessities of life, including adequate food, clothing, shelter or medical care.

**Sexual Abuse:** Rape, rape in concert, incest, sodomy, oral copulation, penetration of genital/anal opening by a foreign object and child molestation.



# CHILD ABUSE PREVENTION AND REPORTING (continued)

## Indicators of Abuse:

This is a partial list of abuse indicators. There are many others.

<p><b>Physical Indicators of Physical Abuse:</b></p> <ul style="list-style-type: none"> <li>• Unexplained bruises/welts on face, lip or mouth</li> <li>• Bruises in various stages of healing and where appearing in patterns</li> <li>• Cigar or cigarette burns</li> <li>• Unexplained fractures to skull, nose or facial structure</li> <li>• Unexplained lacerations/abrasions to mouth</li> <li>• Unexplained swelling of abdomen</li> <li>• Constant vomiting</li> <li>• Human bite marks</li> </ul>	<p><b>General Indicators of Neglect:</b></p> <ul style="list-style-type: none"> <li>• Clothing tattered/inadequate for weather conditions</li> <li>• Constant hunger, or attempts to steal or beg for food</li> <li>• Reports being left unattended for extended length of time</li> <li>• Is dirty/smells, has bad teeth, hair falling out, or lice</li> <li>• Unattended wounds</li> <li>• Thin, emaciated, constantly tired – shows evidence of malnutrition/dehydration</li> </ul>
<p><b>Behavioral Indicators of Physical Abuse:</b></p> <ul style="list-style-type: none"> <li>• Wary/shrinking from adult human contact</li> <li>• Becomes apprehensive when other children cry</li> <li>• Demonstrates extremes in behavior, extreme aggressiveness or passivity</li> <li>• Seems frightened of parents or does not want to go home</li> <li>• Complains about being beaten or injured</li> <li>• Wears long-sleeved blouse/shirt/turtle neck sweater in summer to cover bruises or other marks</li> </ul>	<p><b>Behavioral Indicators of Sexual Abuse:</b></p> <ul style="list-style-type: none"> <li>• Difficulty in walking or sitting</li> <li>• Complains of pain/itching in genital area</li> <li>• Appears withdrawn, particularly around adults</li> <li>• Displays bizarre/sophisticated/unusual sexual knowledge/behavior</li> <li>• Goes to bathroom with difficulty</li> <li>• Complains about someone doing things to them</li> <li>• Washes hands frequently</li> </ul>

## When you must report:

When within scope of your professional capacity/employment, you know/reasonably suspect a child is/was a victim of abuse. **“Reasonable suspicion”** means it is objectively reasonable to entertain such a suspicion, based upon the facts that could cause a reasonable person, in a like position, to suspect abuse. If you have to think the matter over, this is enough to have suspicion and to report it. If in doubt, err on the side of reporting and call.

## Do the following immediately:

- Contact your local law enforcement agency (i.e., police or sheriff department)
- Contact **Child Protective Services**, 24 hours a day, 7 days a week at the following number: **(877) 922-4453**. Contact **Adult Protective Services**, 24 hours a day, 7 days a week at the following number: **(800) 491-7123** if the student/elder dependent is over 18 years of age
- Tell Child Protective Services/law enforcement you have called the other
- Make a record of your call
- Contact Personnel Services if the allegation is against an employee, volunteer, etc.

- Please refer to the RCOE website for additional information  
<https://www.rcoe.us/about-us/divisions/personnel-services/mandated-reporting/>
- Complete suspected child abuse report and mail **within 36 hours** to:

Child Protective Services  
Attn: Central Intake Unit  
23119 Cottonwood, Bldg. B, 2nd Floor  
Moreno Valley, CA 92552

## Be ready to give the following information when you call:

- Name of child(ren), approximate date of birth
- Name, address, and telephone number of parents, if known
- Nature of abuse and approximate date/time of abuse
- Any injuries/unusual behaviors
- Is child afraid to go home
- Name/location of alleged perpetrator
- Your name, address, and telephone number

## CHILD ABUSE PREVENTION AND REPORTING (continued)

**Protection for reporters: (*You cannot get into trouble for reporting abuse.*)**

- Your identity is confidential, and it is against the law for it to be publicly divulged.
- Your employer cannot discipline you because you made a report in good faith.
- Mandated reporters are immune from civil or criminal liability as a result of making a report.

**It is not sufficient to report the incident to your site administrator. You have an independent responsibility to ensure that the matter is reported to law enforcement and Child Protective Services.**

**Remember: It is against the law not to report child abuse and you may be criminally prosecuted for failing to do so. Child abuse has a devastating impact on a child for the rest of his or her life, so please report!**

# NONDISCRIMINATION IN EMPLOYMENT

The Riverside County Board of Education and the RCSS prohibit unlawful discrimination against and/or harassment of employees or job applicants on the basis of race, color, national origin, ancestry, religious creed, age, marital status, pregnancy, physical or mental disability, medical condition, veteran status, genetic information, gender, gender identity, gender expression, and actual or perceived sexual orientation at any RCOE site and/or activity. The County Board and the RCSS also prohibit retaliation against any employee or job applicant who complains, testifies, or in any way participates in RCOE's complaint procedures instituted pursuant to this policy.

Equal opportunity shall be provided to all employees and applicants in every aspect of personnel policy and practice. The County Board and the RCSS shall not discriminate against physically or mentally disabled persons who, with reasonable accommodation, can perform the essential functions of the job in question.

Any employee who engages in unlawful discrimination or who aids, abets, incites, compels, or coerces another to discriminate, is in violation of this policy and is subject to disciplinary action, up to and including dismissal. Any employee who observes or has knowledge of an incident of unlawful discrimination or harassment shall report the incident to the site administrator, office administrator, or the RCSS as soon as practicable after the incident. Failure of an RCSS employee to report discrimination or harassment may result in disciplinary action.

Title IX of the Education Amendments of 1972 ("Title IX") is a federal law that prohibits sex-based discrimination in all educational programs and activities, including athletic programs. No person shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any educational program or activity operated by RCOE. Title IX protects all participants in RCOE's educational programs and activities, including students, parents, employees, and job applicants. RCOE does not discriminate on the basis of sex. Discrimination on the basis of sex can include sexual harassment and sexual violence.

## **Rights Under Title IX:**

- You have the right to fair and equitable treatment and you shall not be discriminated against based on your sex.
- You have the right to be provided with an equitable opportunity to participate in all academic extracurricular activities, including athletics.
- You have the right to have access to a sex/gender equity coordinator, referred to as the Title IX Coordinator (find contact information below), to answer questions regarding sex/gender equity laws.
- You have the right to contact the State Department of Education and the California Interscholastic Federation to access information on sex/gender equity laws.
- You have the right to file a confidential discrimination complaint with the United States Department of Education Office for Civil Rights or the California Department of Education if you believe you have been discriminated against or if you believe you have received unequal treatment on the basis of your sex.
- You have the right to pursue civil remedies if you have been discriminated against.
- You have the right to be protected against retaliation if you file a discrimination complaint.  
(California Education Code § 221.8.)

The RCSS or designee shall regularly publicize this nondiscrimination policy and the availability of complaint procedures throughout the County Office of Education and the community. The RCSS shall provide employees and job applicants with copies of this policy, County Office of Education regulations, and complaint procedures as necessary.

The RCSS designates the following position as coordinator for nondiscrimination in employment:

Executive Director, Personnel Services  
P.O. Box 868  
Riverside, CA 92502-0868  
(951) 826-6677

## BOARD POLICIES AND ADMINISTRATIVE REGULATIONS

This section outlines some of the frequently used Board Policies and Administrative Regulations that govern the RCOE and may be found on the RCOE Intranet.

<b>Topic</b>	<b>Board Policy and/or Administrative Regulation</b>
Drug and Alcohol Free Workplace	BP 4020
Employee Incompatible Activities	BP 4136 and AR 4136
Environmental Safety	BP 3514
How to Report Child/Elder Abuse	BP 5141.4 and AR 5141.4
Integrated Pest Management	AR 3514.2
Non-Discrimination in Employment	BP 4030 and AR 4030
Professional Adult/Student Boundaries	AR 4019
Sexual Harassment	BP 4119.11 and AR 4119.11
Title IX	AR 4119.12
Travel Regulation	AR 3541.45
Uniform Complaint Procedures	BP 1312.3 and AR 1312.3
Universal Precautions	BP 4119.43 and AR 4119.43

In addition to the above Board Policies and Administrative Regulations all Board Policies and Administrative Regulations governing RCOE may be found on the [RCOE Intranet](#) for your convenience. Keep in mind that policies are periodically updated so you may always check the Intranet for revisions.

**Access Board Policies and Administrative Regulations on the intranet at:**

<https://rcoe.sharepoint.com/sites/RCOEConnected/SitePages/Board-Policies-Series-0000.aspx>

**For publicly posted Board Policies, visit:**

<https://www.rcoe.us/about-us/board-of-education/board-policies-index>

