



## **KELLY EDUCATIONAL STAFFING QUICK REFERENCE GUIDE**

### **Substitute Employees**

All active substitute employees for Aurora Public Schools (APS) were invited to transition their employment over to Kelly Educational Staffing (KES) in a letter that was sent out to them on Friday, June 10<sup>th</sup> and a follow up email sent July 7<sup>th</sup>. In order to fill in as a Kelly substitute this school year, they **must** have attended one of the outlined meetings or have made alternate arrangements with the branch. Originally the sub pool was going to be split up into "Kelly Subs" and "District Subs", which was communicated in the first letter, but that changed all to "Kelly Subs" for the July 7<sup>th</sup> email. If you know your favorite substitute has not yet completed this transition hiring process, please have them contact the KES branch at **(303) 940-5673**.

### **Expectations for the Start of the School Year**

In order to be consistent and to be able to start with the Kelly Aesop system from day one of school, APS has agreed to a progressive implementation plan with Kelly Educational Staffing. Instead of implementing the system and KES program in the fall, the district has agreed to an expedited process. This early go-live means that the school district could potentially start off with lower fill rates than usual for the initial months, however Aurora Public Schools feels that this potential risk is outweighed by the benefits of starting the program August 1<sup>st</sup>.

It is important to note that the "hands-on" classified positions and substitute preschool facilitator will initially only be filled by substitutes who transitioned from APS's substitute pool. KES is traditionally hands-off, but has worked with APS to determine how to best assist with filling these roles. As a result, KES is in the process of developing additional training that will be required for new hire substitutes wishing to take these positions.

Kelly Services will be working closely with the school district to monitor the progress of transitioning current substitutes over, recruiting for new talent and the completion of the full onboarding process for new hire substitutes during the next few months.

### **The Kelly Educational Staffing Employee Restrictions**

Kelly Services has several contractual restrictions with their substitute employees. A KES substitute employee **must not**:

- Diagnose an injury or illness that is actual, perceived, suspected, or claimed.
- Have sole supervision of a playground.
- Have sole supervision for releasing a student(s) onto a school bus or other vehicle.
- Transport students in a motor vehicle.
- Be alone with a student in a private setting (this includes In-house teaching, visiting a student's home for any reason, having custody of a single student beyond the presence of other adults or students, and/or assignments without on-site supervision from district/school personnel). **This includes accompanying students to off-campus vocational jobs, grocery stores, restaurants, etc. where school district personnel is not present.**

If a KES substitute para educator is called upon to assist the supervising District/School teacher with students with special needs, a supervising District/School teacher and/or designee **must** always be present. Any physical touching required by the paraprofessional (feeding, diapering, toileting, positioning and all other position related hands-on duties) should be **only** done under the supervision of district employees and relevant to the duties of the job.



## Absence Approval Process Changes

The Kelly Aesop System does not allow absences to be “held” until approval. This is a fundamental change from previous practices. If an absence is created by an employee or an administrator on behalf of the employee, and saved, it automatically goes out to the substitute pool for fulfillment, no matter what the absence reason. The absence approver will then have the ability to approve or reject the absence. If the approver fails to take action, the absence will proceed as scheduled.

Because there is no longer a “hold” on any of the absence reasons, if the employee has prearranged fulfillment with a KES substitute, they will need to select “create and assign” and save the absence with the substitute attached. If they want to request a substitute that they have not yet spoken to, they will contact the scheduling team directly for assistance. This is different from the previous practice of putting the pre-arranged substitute name in the “notes to administrator” and having the administrator assign the substitute after approval. If an employee puts the name of the prearranged substitute in the “notes to administrator” section and selects “create” instead of “create and assign”, the absence will go out to the substitute pool for fulfillment and the prearranged substitute will not be assigned. This change will be outlined in the FTE training materials.

While there is no cut-off time to being able to deny an unfilled absence, a “filled” absence can only be denied through the Aesop system up until 12 hours before the start of the absence. After that cut-off time, the only way to deny the absence is to contact the scheduling team. This allows the scheduling team to make sure the KES employee is notified and re-allocated if possible.

## Substitute Performance Feedback, Incidents and Exclusions

KES will have substitute feedback forms available to be filled out and sent (fax or email) to the branch if needed. Feedback can also be communicated directly to the local Kelly branch via a phone call (between 7:00am – 4:30pm MDT, M-F) or email.

All incidents involving a substitute employee should now be communicated directly to the local branch at (303) 940-5673. They will gather the needed details and, depending on the nature of the incident, engage the Kelly Safety and Security team if needed. If you would like for a substitute to be excluded from a specific employee or from your school for any reason, please contact the local KES branch immediately and they will manage this for you.

## The Kelly Absence & Scheduling Team (KAST)

The Scheduling Team is a group of dedicated, live support staff located in Troy, MI. This team is designed to be a back up to the Aesop system. Their hours are Monday through Friday, from 3:00am – 6:00pm, MDT. This is the team to call:

- To create any absence that is over 5 consecutive days long
- For last minute absences—an employee will **not** be able to put in their own same day absence if it is one hour or less before the Aesop start of school. They will be trained to contact the Scheduling Team for the absence creation if it is past the cut-off time.
- To request a specific substitute
- To cancel an absence or to modify an existing absence.

They are also the ones who will communicate the status of any unfilled absences within your school the morning of the absences. The Scheduling Team can be reached at (866) 535-5998. Substitutes are instructed to contact the Scheduling Team directly, instead of the school, to notify them if they are late or need to call off.

## Substitute Timesheet Approval

KES substitutes will need to submit their time worked weekly electronically through a new timesheet function in the Aesop system. The time saved throughout the week is released to the school or schools



they worked at on Monday at 12:01am. This email will be sent to the school's designated "timesheet approver" with a link to view all timesheets associated with their school. It is the substitute timesheet approver's responsibility to approve all timesheets by 11:59pm, Monday. The act of approving the timesheets is what reconciles the absence and determines what will be invoiced.

To see who the substitute timesheet approver is for your school, go to your homepage of the Kelly Aesop system, click on the "Web Time" link on the side navigation bar, and then click on the "Manage Approvers". The Aesop System only allows one individual per location to receive the email. Instructions are included in this guide as to how the approver can be changed temporarily or permanently.

### **Canceling and Modifying Absences**

APS full time employees with the option of securing a KES substitute, will NOT be able to cancel an absence directly or modify it after it has been filled. ONLY the scheduling team will have that ability.

School administrators will no longer be able to cancel an absence or modify a filled absence directly. These changes must go through the scheduling team.

APS employees who do not have the option of requesting a substitute will retain the ability to cancel and modify future absences. For assistance, please contact the scheduling team.

### **Additional Items**

- School names have been abbreviated and now include the school number. This is for invoicing purposes.
- Vacancy names have been changed and will now outline more clearly what the position is, so that KES can fill and pay the substitute correctly, and for invoicing purposes.
- When creating a vacancy absence reason you will be prompted to select the one vacancy reason of "99 vacancy". This is for invoicing purposes.
- KES has the ability to have multiple people at the same location receive the daily report email (sent twice a day).
- Substitutes teaching PE classes in the high schools that do not have direct access to a phone or intercom may need to request a walkie from the main office.
- KES substitutes are instructed to allow all students to see the on-site nurse or visit the school clinic if and when they request to do so.
- If an itinerant teacher works a unique schedule that is different from a full day at a specific location or half a day at one location and half a day at another, they should enter their absence under the initial school they go to and put notes to the substitute of their travel schedule. This is to ensure that the school district is not over charged as the Aesop system will create a timesheet for every location worked that day and pay a half or full day at each location. It is the employee's responsibility to communicate their absence with all affected locations.
- KES is not servicing the following positions that were previously receiving substitutes: Dean of Students, Nurses, Para-Educator Health/Office, Kids Tech, Campus Monitors, Hearing Interpreters
- Only the KES branch will have access to report writer. Please contact them with any reporting requests or needs that are not covered in the reports available to you.

### **Kelly Educational Staffing Recruiting and You!**

We are continuously recruiting and looking for new substitute talent. Should you encounter any individuals that you feel would make a good addition to the substitute pool, please refer them to us at (303) 940-5673.