



READ USA Tutor Handbook



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PROGRAM DESCRIPTION

The power of research-backed peer to peer tutoring, achieving reading gain goals, the ripple effect of tutors choosing to work in the field of education, to choose to impact the community population they served as a career path, applying the skills they learned to impact their own families and friends, and breaking the cycle of generational poverty were all stories that resulted from this one game-changing program that happened in one summer. And, now we want to expand for more impact!

This year, READ USA will lead, train, and supervise the largest number of teen interns to date. These teens are ready to provide intense one-to-one reading tutoring to over 1,000 struggling elementary student readers. Our teen tutors from mostly under-resourced communities will gain valuable professional experience as they participate in an interview and screening process, extensive training, professional ethics training, and development of workforce skills that transfer to any career path they choose.

Elementary students served by READ USA tutors will receive daily, intensive one-to-one tutoring focusing on print concepts, phonological awareness, phonics, vocabulary, fluency, comprehension, and writing skills. The elementary students will complete pre- and post-standardized and formative and summative assessments to measure literacy growth.

DIVERSITY STATEMENT

READ USA, Inc. will not practice or permit any unlawful discrimination on the basis of sex, age, race, color, national origin, religion, physical handicap or disability, sexual orientation or gender identity/expression, or any other basis prohibited by law.

READ USA CONTACTS

Chief Executive Officer	Robert H. Kelly, Ph.D.	rob@readusainc.com
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AmeriCorps Program Supervisor	Michelle Dennis	michelle@readusainc.com
Technology Director	Jake Cartrette	jake@readusainc.com
Transportation & Logistics Supervisor	Eric DeLeon	transportation@readusainc.com
Programs Supervisor	Sophia Oliveira	sophia@readusainc.com

COLLABORATIONS

READ USA, Inc. works in collaboration with community organizations to provide literacy tutoring for children in elementary schools. These collaborations include Duval County Public Schools, Goodwill, Career Source, and Kid's Hope Alliance.

TUTOR PROFESSIONAL BEHAVIOR POLICY

Tardies:

Expectation:	The tutor will arrive to work on time.
Purpose:	Arriving to work on time ensures lesson schedules and preparation of daily tasks are consistent and maintains contractual parameters of instructional integrity by assuring tutoring time starts and ends at the agreed upon time.
Exceptions:	<p>Tutors should not be held responsible for the late arrival of Ztrip unless Ztrip driver or Ztrip administration report the tardy was based on the actions of the tutor.</p> <p>If the Ztrip driver is late arriving to pick up or drop off the tutor, the tutor MUST notify the supervising teacher immediately.</p> <p>In case of emergency, tutor is expected to notify the supervising teacher immediately.</p>

Absences:

Expectation:	The tutor will be in attendance on the agreed upon days/times based on the current school service contract. (See work calendar).
Purpose:	Arriving at work daily ensures lesson schedules and preparation of daily tasks are constant. Tutors who demonstrate consistent attendance can reliably serve the children assigned to them.
Exceptions:	Tutors must request day(s) off 2 weeks in advance of the planned absence, to include leaving early or arriving late. If returning from an

	<p>illness or unexpected academic absence, tutors must report back to work with a signed note from a parent or teacher.</p> <p>In case of emergency, tutor is expected to notify the supervising teacher immediately.</p>
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Unauthorized use of cell phones:

Expectation:	The tutor will not use any personal technology device during or between lessons with students.
Purpose:	Restriction of personal cell phone/device usage ensures tutors are attending to tasks necessary for the integrity of the tutoring program.
Exceptions:	<p>In the case that tutors need to access professional development modules via cell phone, the tutor will sit in a designated area as decided by the supervising teacher.</p> <p>In case of an emergency call, the tutor should notify the supervising teacher. Supervising teacher will use discretion based on the incident at hand.</p>

Violations of any of the above Professional Behavior leads to the following Consequence(s).

Consequence(s):	<p>1st – Tutor is verbally counseled by the tutor coordinator.</p> <p>2nd – Tutor is given a written warning and counseled by the tutor coordinator.</p> <p>3rd – Tutor is given a written warning and a scan of the written warning will be sent to the Tutoring Program Director (TPD).</p> <p>4th – Tutor is given a written termination. Termination will be scanned and sent to the Tutoring Program Director (TPD). TPD will forward termination to Human Resources Department.</p>
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Sharing of Data:

Expectation:	Tutors will not share a child's academic data with other tutors, teachers outside of READ USA, school administrators or other personnel outside of READ USA.
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Purpose:	Each child's scores are private and confidential. Sharing of academic information is a violation of privacy.
Consequence(s):	<p>1st - Tutor is given a written warning and counseling. A scan of the written warning will be sent to the TPD.</p> <p>2nd - Tutor is given a written termination. Termination will be scanned and sent TPD. TPD will forward termination to Human Resources Department.</p>
Exceptions:	Tutors may share information with READ USA staff, READ USA supervising teachers, and other READ USA authorized personnel.

Professionalism:

- All tutors are expected to prepare lessons or materials prior to tutoring a lesson.
- The tutor is expected to come to the site dressed in professional attire. **See appendix a: dress code policy.** Violations of the dress code follow the general consequences on page 3.
- Tutors must always wear the READ USA red apron while tutoring.
- Complaining about tutoring, students, or each other, and/or general negativity is NOT professional and will NOT be tolerated. Disregard for this policy may result in dismissal from the tutoring program.

SIGNING IN AND OUT

- All tutors are required to sign in and out on the following sheet at the work site.

Tutor Sign in and Sign out Sheet
 School Name: _____

Directions for teachers: Tutors must sign in and out daily. After one week, scan and send to qualtrics. Verify times of arrival and departure from the site each day. These forms will be used to verify timecards in ADP.

Name:	Date	Sign in time	Sign out time	Date	Sign in time	Sign out time	Date	Sign in time	Sign out time	Signature
1.										
2.										
3.										
4.										
5.										
6.										
7.										
8.										
9.										
10.										
Sub										
Sub										

Additionally, all READ USA personnel must sign in and out in the READ USA binder located in the front office of the school site.

DISCIPLINARY ACTION REPORT(S)

- To maintain program-wide continuity supervising teachers will communicate all infractions, issues, concerns, or situations to the student's assigned tutor coordinator. Further, tutor coordinators will assist the supervising teacher if disciplinary action is needed. The following steps will be adhered to for the entirety of the teen tutoring program.
 - Infraction 1- informal written counseling and coaching
 - Infraction 2- first formal written warning and coaching
 - Infraction 3- final formal written warning and coaching
 - Infraction 4- termination or reassignment

Infractions

Due to the level of concern, READ USA reserves the right to escalate the disciplinary actions steps at any time for any reason.



Disciplinary Action Report

Name:	Email:
School:	Date Issued:

The purpose of this report is to make you aware of deficiencies in your conduct and/or performance. Our intent is to define for you the seriousness of this situation so that you may take corrective action and improve your value to the company.

Warning Notice	Disciplinary Action
<input type="checkbox"/> 1st NOTICE	<input type="checkbox"/> Written Counseling
<input type="checkbox"/> 2nd NOTICE	<input type="checkbox"/> Written Warning
<input type="checkbox"/> 3 rd Notice	<input type="checkbox"/> Termination

Noted Deficiency:

<input type="checkbox"/> Tardy	<input type="checkbox"/> Professionalism	<input type="checkbox"/> Attendance
<input type="checkbox"/> Cell Phone Infraction	<input type="checkbox"/> Breach of Privacy	<input type="checkbox"/> Unsatisfactory Performance

Describe Incident or Situation:

Corrective Action Taken:

This incident will be reviewed within 72 business hours:

Review Date: _____ Tutor Coordinator Signature: _____

You should understand that failure to correct this situation may result in further disciplinary action, up to and including termination of employment.

Supervisor Signature: _____	Date: _____
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I have read and understand this Employee Disciplinary Action Report and I acknowledge receipt of a copy.	
Employee Signature: _____	Date: _____
Acknowledged receipt and review of document	
CEO/Director _____	Date: _____

TUTOR OBSERVATIONS

- The READ USA supervising teacher and/or tutor coordinator will observe tutors throughout the program. The tutor will share notes and lesson plans with the supervising teacher and/or the tutor coordinator, as well as follow any guidance provided.

SAFETY

- All READ USA tutors must comply with school and site safety protocols.
- In case of an emergency, contact the supervising teacher immediately.
- READ USA tutors are not permitted to walk freely around the school campus and will remain at the work site during working hours excluding travel to/from the restrooms.
- READ USA follows the [CDC guidelines](#) for cases of COVID-19.

PROFESSIONAL DEVELOPMENT

- Tutors are expected to complete all required training modules by the due date.
- Tutor coordinators and supervising teachers will issue a disciplinary action report of all incidents involving late completion of professional development modules. This incident is identified as “unsatisfactory performance” based on noncompliance.

CODE OF ETHICS AND CONDUCT

Scope

All employees of READ USA

Introduction

It is the policy of READ USA to adhere to the highest standards of business ethics in all its business activities and practices. When tutors, teachers, and all other READ USA personnel are engaged in any activity concerning the organization, they must maintain standards of uncompromising integrity and conduct themselves in a professional manner with positive, supportive attitude about the organization.

Accordingly, these policies and procedures have been developed for the mutual benefit of READ USA and its personnel. Personnel are expected to understand and comply with these policies and procedures. If you become aware of a breach or violation of any policy or procedure you have an obligation to report such behavior to your direct supervisor. Any non-compliance with these

policies and procedures may result in disciplinary action up to and including termination/separation as well as criminal or civil penalties under applicable state and federal law. In partnership with the human resources department, it is the intention of READ USA to adopt all policies and procedures set forth by Goodwill Industries of North Florida.

Drug Free Workplace Policy

READ USA is committed to providing a safe, healthy, and secure work environment that is free from alcohol and drug abuse. The manufacture, distribution, possession, sale, transfer or use of drugs or controlled substances in a manner not authorized by the law is prohibited. Additionally, being at work or on school premises under the influence of drugs, alcohol or controlled substances is prohibited. Likewise, being at work or on school premises under the influence of alcohol or prescription drugs not assigned to the individual or taken in excess of the prescribed amounts where the level of alcohol or prescription drug impairs or in READ USA judgment is likely to impair work performance is also prohibited. Finally, the possession of drug-related paraphernalia on school or organization premises is also prohibited. Violations of this policy will result in disciplinary action, up to and including discharge or discontinuation of contractual services and/or removal from READ USA and/or school premises.

Anti-Harassment

READ USA prohibits any personnel, from engaging in any conduct which harasses (sexually or otherwise) another person or violates any laws or regulations related to harassment. Examples of harassment conduct include but are not limited to the following.

- Making unwelcome sexual advances or requests for sexual favors or other verbal or physical conduct of a sexual nature a condition of continued employment.
- Making submission to or rejections of such conduct the basis for employment decisions affecting READ USA personnel.
- Creating an intimidating hostile or offensive working environment by such conduct. Supervisors shall not initiate or maintain romantic or overly close social relationships outside the scope of normal business activities, with any other personnel in their same school or work area who is under their supervision, either directly or indirectly. Even though such relationships may not constitute sexual harassment, they may suggest preferential treatment for the individual(s) involved and therefore must be avoided. Any personnel who believe they or any co-worker is

being subjected to any form of harassment should report the alleged act immediately to their direct supervisor and/or the Tutoring Program Director. READ USA will make every effort to keep all matters related to the investigation as confidential as possible and will not tolerate retaliation against any personnel alleging harassment.

Social Media Policy

With the rise of new media and next generation communications tools the way in which personnel can communicate internally and externally continues to evolve. In this regard, READ USA recognizes that personnel might engage in “Social Media” activities (as defined in full Policy) while off duty or for work-related purposes. READ USA respects the legal rights of personnel and understands that their time outside of work is their own. However, personnel should be mindful that their personal Social Media activity, even if done off premises and while off-duty could affect the READ USA’s legitimate business interests. For example, the information posted could be READ USA’s confidential business information. In addition, some readers may mistakenly view personnel as a spokesperson for READ USA. Consequently, social media activity is a legitimate and proper focus of READ USA policy. This social media policy applies regardless of whether personnel are engaging in social media activities while on or off duty or while using READ USA or personal electronic resources. However, while off duty, this social media policy does not apply to personal use of social media where the “READ USA’s Business and/or Relationships” (as defined in full policy) are not referenced or involved. READ USA reserves the right in its sole and absolute discretion to block or disallow access to any Social Media sites using READ USA’s electronic resources.

Reporting of Violations

In General

READ USA has attempted to explain the basic principles of ethics and business conduct: however, it is not possible to cover the infinite variety of situations to which this code applies.

For this reason, Goodwill Industries of North Florida has established a Corporate Compliance Program to advise and assist personnel on matters related to interpretation of business ethics.

Acts and practices which are in violation of this Code, including concerns regarding questionable accounting or auditing matters, may harm the reputation of READ USA and its Associates; thus, the individuals responsible for the management of READ USA must be kept informed of any such violations. Concealment from READ USA administration of any questionable or inappropriate conduct or violation of this Code may be considered by others as a signal that READ USA policies may be ignored. Such conduct will not be tolerated.

Duty to Report Confidentiality

If any personnel are or become aware of any violation of this Code or any other READ USA policies by other personnel, it is the personnel's responsibility to report it. If the reporting person fears reprisals, this concern should be expressed at the time of the report. In those circumstances, the identity of the reporting person shall be kept in the strictest confidence. Retaliation against READ USA personnel who have reported what they believe to be a violation of Company policy, ethics or any other part of this Code is strictly prohibited. Any personnel guilty of retaliation will be subject to disciplinary action, leading up to and including termination of their employment.

Reporting of Accounting and Non-Accounting Matters

Any complaints or concerns an Associate may have regarding both accounting and non-accounting matters should be communicated to the direct supervisor in his or her school site, and/or by reporting through the anonymous reporting link located below.

Consequences of Violations

In the event of violations of this Code or other policies set forth by READ USA and/or Goodwill Industries of North Florida, personnel may be subject to disciplinary action up to and including termination.

TRANSPORTATION

For tutors who are unable to provide their own transportation, READ USA will provide transportation based on need. The following outlines the policies and procedures related to READ USA provided transportation.

New Requests or Changes

- All transportation requests must be made through this [link](#).
- Once the request has been submitted, the tutor will receive an email confirming that the request has been received and it is being processed.
- Allow for 3 business days for the transportation request/change to process.
- NO CHANGES MAY BE MADE DIRECTLY WITH THE DRIVER.

Cancellations

- Tutor must give a lead time of 2 business days when requesting a cancellation.
- All cancellations must be communicated directly to [Transportation](#) either through email (transportation@readusainc.com) or phone (904-732-3872 Prompt 3).
- Once the cancellation request has been submitted, an email confirming that the request has been received and it is being processed will be sent.
- If the cancellation is due to an absence, it is the responsibility of the tutor to inform the Supervising Teacher and Tutor Coordinator.

What to Expect

- A driver roster is emailed out on tutoring days. If there is any discrepancy in the roster, the tutor must [email](#) or call (904-732-3872 Prompt 3) Transportation.

What to do if:

- The driver is late.
 1. Call the number for the driver listed on the daily roster.
 2. If there is no answer or there's an issue, call Transportation (904-732-3872 Prompt 3).
- There are additional passengers (not READ USA tutors) in the car when the driver arrives, or there is any issue where you do not feel safe getting in the vehicle.
 1. Call Transportation immediately and report the issue.

2. Do not get in the car. Transportation will request a new driver.

Disciplinary Actions

The following are considered an infraction and are subject to disciplinary actions.

- Cancellations made less than 2 business days in advance.
- Cancellations made directly with the driver instead of Transportation.

Consequences

- 1st - Tutor is verbally counseled by the tutor coordinator.
- 2nd - Tutor is given a written warning and a scan of the written warning will be sent to the Tutoring Program Director (TPD). Transportation privileges are suspended. Tutor will need to provide transportation to continue employment with READ USA.

Appendix A: READ USA Teen Tutoring Program Policy Forms

Drug Free Workplace Adopted from Goodwill Industries of North Florida

In all places where “Goodwill” or “The Company” is referred to, READ USA is intended.

Drug Free Workplace Policy Effective Date: 2016

Revision Date: January 2017

Last Revision: December 2021



Purpose

READ USA drug policy is to maintain a workplace free of illegal drugs. To ensure that the objectives of the company’s corporate policy are met, the company implemented the drug-free policy.

Scope

Employees, customers, clients, and visitors of READ USA.

Drug-Free Workplace

READ USA has established a drug testing policy to discourage the uses of drugs and alcohol in the workplace. We hope this policy will result in a safe working environment for all Goodwill employees.

An employee is absolutely prohibited from unlawfully manufacturing, distributing, processing, possessing drug paraphernalia, or using alcohol or controlled or illegal substances in the workplace. (Reference dispensing medication policy). As a condition of employment, an employee is to refrain from taking illegal drugs on or off the job, or from reporting to work having consumed either alcohol or illegal drugs.

Drug Testing

A current employee will be selected for drug testing under the following circumstances:

- **Reasonable Suspicion Testing** – An employee will be tested where there is a reasonable suspicion that an employee has violated this policy.
- **Routine Medical Examination** (Fitness for Duty certification) – An employee who is otherwise routinely scheduled for a medical examination may be tested for illegal drugs and alcohol as part of the medical examination.
- **Random Testing** – An employee may be tested at any time after being selected through a process which removes discretion in selection from manager personnel.
- **Post-Accident Testing** – An employee who has been involved in a work-related accident resulting in injury to themselves or someone else, or who is involved in an accident in a Goodwill vehicle or in any vehicle while on Goodwill business, may be required to submit to drug testing.
- **Return-to-duty Testing** – An employee returning from a leave of absence greater than 14 days will be tested, as well as an employee who is returning to duty after voluntarily or involuntarily entering into a drug or alcohol treatment or rehabilitation program. An employee who enters into an employee assistance program for drug or alcohol

rehabilitation program must inform READ USA of his/her entrance into the program as soon as practicable and before returning to duty. An employee who does not report entrance into such a program is subject to discipline up to and including termination.

Reporting Use of Prescription or Non-Prescription Medications

An employee or job applicant will be able to confidentially report to a testing facility the use of prescription or non-prescription medications, as the presence of those medications in the body may affect the outcome of the test. The testing facility can also provide technical information concerning prescription or non-prescription medication. Upon reporting to the drug testing facility, the employee or job applicant should advise of any such medications.

Employees who receive any type of alcohol or drug conviction must report it to Human Resources within five (5) calendar days of any drug conviction; employers then have 10 calendar days to advise employees of next steps and/or GINFL Services contracting agency of the conviction.

Consequence of Testing Positive or Refusal to Allow Test Job

Current Employees: The employment of any employee who refuses to submit to a drug test will be terminated immediately. Revised: 2021-pleads no contest to a drug-related criminal charge will be subject to disciplinary action up to and including termination.

Dispensing Medication

Other than topical medications for first-aid use. READ USA does not provide nor does it dispense any medications, including over-the-counter (OTC) drugs. Refer to the medical dispensing policy.

Any employee of READ USA who provides or dispenses medications other than those provided in READ USA's First Aid Kits shall be subject to discipline, up to and including termination.

Drug Testing Process

Effective September 2017 HR began using the in-house saliva testing program. The following guidelines should be followed for administering the drug tests. Anyone with a saliva test that is unreadable should be sent to CareSpot or Concentra. Anyone who tests positive should be referred to Employee Relations.

New Hires

The following positions will receive an in-house saliva drug test. This will include all salaried employees, managers, facilities, selectors, supervisors, administrative staff and executive positions.

An HR representative administers the saliva test after New Employee Orientation (NEO) in the HR office. If the test is unreadable, the employee will be sent to CareSpot or Concentra. Anyone who tests positive will be referred to employee relations.

Post-Accident

Any employee involved in a workplace accident and files a worker's comp claim will be sent to Concentra or CareSpot for a post-accident drug test. Anyone who tests positive will be referred to employee relations. Personnel are randomly selected for drug and alcohol testing. Anyone who tests positive will be referred to employee relations.

Reasonable Suspicion

If supervisors suspect there is reasonable suspicion that an employee is under the influence of an illegal substance, they will notify HR. An HR representative will go to the location and administer the saliva test. Anyone who tests positive will be referred to employee relations. If the test is unreadable, the employee must be accompanied to CareSpot or Concentra after HR makes the arrangements for further testing. Anyone who tests positive will be referred to employee relations.

Return to Duty

An employee returning from a leave of absence greater than 14 days will be tested, as well as an employee who is returning to duty after voluntarily or involuntarily entering into a drug or alcohol treatment or rehabilitation program. An employee who enters into an employee assistance program for drug or alcohol rehabilitation program must inform READ USA of his/her entrance into the program as soon as practicable and before returning to duty. An employee who does not report entrance into such a program is subject to discipline up to and including termination.

POLICY ACKNOWLEDGEMENT

By signing below, I understand and agree to follow the Goodwill Drug Free Workplace Policy as written herein. I further understand that failure to follow this policy may result in disciplinary action, up to and including immediate termination of my employment.

EMPLOYEE NAME (Printed): _____ DATE: _____

EMPLOYEE SIGNATURE: _____ SCHOOL LOCATION: _____

READ USA Code of Ethics and Conduct Acknowledgement

I have read and understand the Goodwill of North Florida/READ USA Code of Ethics and Business Conduct (the “Code”), including but not limited to the section of the Code entitled “Reporting of Violations” which specifically refers to reporting any violation of others with regard to the Code and understand the proper procedure for reporting of violations.

So long as I am contracted by Goodwill of North Florida/READ USA or any of its subsidiaries or affiliates I will conform in all respects with the intent and spirit of the Code. Should I be in doubt as to whether I am in conformity, I will immediately disclose the facts to my direct supervisor and take whatever action is necessary to comply with the Code.

As of this date I have notified my supervisor of any non-conformity with the Code. (If not, please detail any such non-conformity on an attachment to this Acknowledgement) I further agree that after my employment with the READ USA terminates, I will not disclose or use any inside or confidential information concerning, belonging to, or developed by or for READ USA.

Print Name (First, Initial, Last)

Date

Personnel Signature

READ USA School Site



I, _____, hereby authorize the videotaping/filming/photography of myself and/or the release of my name and achievements(s) for educational and other bona fide related purposes by READ USA, Inc. I also consent to the showing of the video/film/photographs and/or other information in printed, website, visual or audio media for presentations by READ USA, Inc. without further consent from me. I agree that such images shall be the property of READ USA, Inc.

Tutor/Student Signature:

Tutor/Student Printed Name:

Parent/Guardian Signature: (if student is under 18)

Parent/Guardian Printed Name:

Parent/Guardian Signature (if student is under 18)

Parent/Guardian Printed Name:



READ USA Student Code of Conduct

READ USA contracted workers will fill out an incident report for each of the following incidents. Members will be redirected to a more positive activity, placed in a time out, be restricted from activities, or be removed from the tutoring program depending on the severity and frequency of the following incidents:

- Swearing ○ Bullying
- Mistreatment of materials ○ Not following teacher/tutor directions
- Being disrespectful towards READ USA personnel, tutors, and or READ USA staff ○ Disruption of programming ○ Inappropriate behavior



READ USA reserves the right to escalate response to incidents of the following nature:

- Fighting ○ Excessive bullying
- Threatening READ USA personnel, tutors, or others ○ Vandalism
- Endangering self, READ USA personnel, READ USA staff, or others ○ Bringing a weapon
- Extreme inappropriate behavior

READ USA program will follow the Duval County Public Schools Student Code of Conduct in any case not listed above.

Parent Printed Name:

Parent Signature:

Date:

Student Printed Name:

Student Signature:

Date:

DISCIPLINE PROCEDURES

These policies and procedures have been established to ensure that all who encounter READ USA, Inc. programs will have a positive and safe experience. In all cases, plan to mediate and improve student behavior must be documented on the incident report. Keep in the teacher binder and scan and email to info@readusainc.com.

When the situation arises that READ USA program personnel must escalate discipline because of an incident that challenges the READ USA Student Code of Conduct, we believe, first, in the benefit of engagement and prevention. Usually, discipline procedures should follow this order:

- 1st incident- READ USA teachers are to give a verbal warning to student about behavior (Unless offense is a violation of safety, then escalate according to the following steps).
- 2nd incident- READ USA teachers are to write an incident report and explain thoroughly the student behavior without opinion-based language. Example: ***Student 1 shoved student 2 into the wall in the aftercare room.*** Phone call to parent MUST be made by READ USA Lead Teacher to discuss planned changes to student behavior.
- 3rd incident- READ USA teachers are to write an incident report. Phone call to Parent MUST be made by Lead Teacher and School Site Coordinator assigned to the Elementary School.
- 4th incident- READ USA teachers are to write an incident report. Phone call to Parent MUST be made by School Site Coordinator and escalated to Tutoring Program Director.
- 5th incident- READ USA teachers are to write an incident report. Phone call to Parent MUST be made by Tutoring Program Director and escalated to READ USA Chief Academic Officer.

Reminder- Students who are challenged by content may reach a level of frustration that is difficult to correct. Genuine empathy and positivity is invaluable.

Attempt positive discussion with student/tutor/teacher to redirect student to more effective use of their time.

If appropriate and necessary, use consequences such as time to reflect and regroup, and/or a few minutes of deep breathing.

The planned behavioral intervention should meet the severity of the incident and be meaningful for resolution.

Communication Chain

1. Tutor
2. Teacher
3. Tutor Coordinator (varies)
4. Tutoring Program Director
5. Chief Programs Officer
6. Chief Executive Officer

Kathleen McArthur
Tabetha Cox
Dr. Robert Kelly

kathleen@readusainc.com
tabetha@readusainc.com
rob@readusainc.com

READ USA Incident Report

School: _____

Teacher: _____

Date: _____

Time of incident: _____

Location of incident: _____

Person(s) involved in the incident:

READ USA:

Student(s):

Description of the incident:

Immediate action(s) taken:

Action(s) taken (or required) to prevent future incidents (plan):

Notification(s):

Person and Role	Method	Result

Received by: _____ Date: _____ Time: _____



Tutor Dress Code Policy

READ USA, Inc. shall enforce dress and grooming guidelines that promotes the successful operation of the tutoring program. The Tutoring Program Assistant Director, Tutoring Program Director or Chief Executive Officer shall be the final judge as to neatness and cleanliness of wearing apparel and whether such apparel is appropriate, disruptive, distracting, or in infraction of health and safety rules.

Each tutor has the responsibility to dress appropriately and have respect for self, others and the school environment. Wearing apparel, jewelry (such as body piercing (s), ornaments), hair, and general appearance shall not disrupt the classroom atmosphere, and/or shall not violate health and safety rules of the school.

These guidelines for dress and grooming are provided to maintain professionalism and shall apply to all tutors currently working in the READ USA tutoring program. Tutor dress and grooming shall be neat and clean and follow the general guidelines below.

1. All tutors must wear the provided READ USA red apron as well as a picture ID (either a student ID if currently enrolled in high school, or a DCPS Vendor badge) visible at all times.
2. Shoes must be worn. However, bedroom shoes or slippers shall not be worn.
3. Halter-tops, tank tops, backless tops, tops with thin or no straps, or tops that show midriff or expose the body are prohibited.
4. See-through or mesh garments shall not be worn without appropriate undergarments.
5. Costumes and costume accessories may not be worn without the approval of the READ USA teaching team.
6. Form-fitting or overly tight clothing shall not be worn without appropriate outer garments.
7. Properly hemmed outer garments such as shorts, divided skirts, and dresses may be worn, provided they are not disruptive or distracting, as determined by the READ USA administration. Hems are not to be higher than mid-thigh. Garments including, but not limited to, such items as boxer shorts, traditionally designed as undergarments, may not be worn as outer garments.
8. Clothing, accessories, and facial coverings shall not be worn if they display profanity, violence, lewd and obscene messages, sexually suggestive phrases, or advertisements, phrases or symbols of alcohol, tobacco, or drugs or other symbols phrases or advertisements that would be offensive to common propriety or decency. Bandanas may not be worn as facial covering.
9. Head coverings, including, but not limited to, caps, hats, bandannas, hair curlers, and/or sunglasses, shall not be worn on school property, unless required by a physician or authorized by READ USA personnel.
10. Students are prohibited from wearing clothing that exposes underwear or body parts in an indecent or vulgar manner or that disrupts the orderly learning environment. The waistband of shorts, slacks, skirts, and similar garments shall not be worn below the hips. Clothing, which is not worn appropriately, is not properly fastened, has tears that reveal or expose body parts,

has printing with words or pictures that have a sexual connotation will not be permitted. All trousers, including oversized or low-hanging trousers, must be worn and secured at waist level. Underwear, midriff and back may not be exposed. If belts, suspenders, and straps are worn, they shall be worn in place and fastened.

11. Any articles of clothing or jewelry that may cause injury to oneself or to other students are not allowed.
12. All tutors must adhere to these minimal guidelines for acceptable apparel and appearance. In order to maximize instructional time, tutors will be given an opportunity to immediately correct dress code infractions.

This policy is in effect immediately. Policies of READ USA can be found at www.readusainc.com.

I have read and agree to follow the READ USA, Inc. Tutor Dress Code Policy.

☐ I request a paper copy of the Tutor Dress Code Policy.

_____ Tutor printed name: _____ Tutor Signature _____ Date:

Assigned Elementary School:

Supervising Teacher Name:



Tutor Photo and Web Policy

General Rule. Except when otherwise specified tutors, parents and visitors are not allowed to videotape, photograph, post on social media, or make audio recordings while on school premises, including that of elementary students, tutors, teachers and/or any visitors. All recording devices must be turned off at school. The purpose of this general rule is to foster an appropriate educational environment, and to prevent unwarranted disclosure of student images and information.

Public Events Exception. Public events are events where school premises are opened to the public or a segment of the public at the direction of the principal and/or READ USA administration. Public events include but are not limited to, awards, recognitions, and presentations. In the exercise of judgment and discretion, READ USA administration may also allow videotaping or photographing under other circumstances, provided that appropriate steps are taken to prevent unwarranted disclosure of student images contrary to their directory information opt-out election and to avoid disruption of the educational environment.

Web Content Posted by Tutors: Tutor and student photographs, drawings, and written work that are published on a web page, to include all social media, may NOT contain any personal information that can be linked to the student. The following procedures apply:

- Web pages which profile a student are prohibited. No web page shall contain a student's phone number, address, e-mail address, opinions, or other personal information.
- Students are not authorized to share or post personal photos and other profile information to public or school district websites.

This policy is in effect immediately. Policies of READ USA can be found at www.readusainc.com.

I have read and agree to follow the READ USA, Inc. Tutor Photo and Web Policy.

☐

I request a paper copy of the Tutor Photo and Web Policy.

Tutor printed name:

Tutor Signature:

Date:

Assigned Elementary School:

Supervising Teacher Name:





Team

Dr. Robert Kelly - Chief Executive Officer

Tabetha Cox – Chief Programs Officer

Kathleen McArthur – Tutoring Program Director

Kathi Hart – Content Specialist

Jake Cartrette – Technology Director

Holden Scyster – Data and Research Director

Eric DeLeon – Transportation and Logistics Supervisor

Char Landen – Finance Coordinator

Sophia Oliveira – Programs Supervisor

Ashlea Jones – Workforce Development Director

Michelle Dennis – AmeriCorps Program Supervisor

Board Members

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Vanessa Tussey – Co-Founder, Vice Chair

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Greg Burton – Member

LaKeisha Wells-Palmer – Member

Meredith Guess – Treasurer

Moné Holder – Member

Nadiyah Casey – Member

Rudy Jamison – Secretary

Carmen North – Member

Vincent Taylor – Member

Marla Buchanan – Member

Jordan Hooten – Member

RESOURCES

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