



Thanks for all you do in our partner schools. We truly appreciate you!

To help make things easier, we've put together some quick tips and reminders based on questions we hear most often.

If you ever need more help or have questions, our Service Team is always here for you!

Questions	Response
<i>If you ever need more help or have questions, our Service Team is always here for you!</i>	Stay flexible and positive. Take the new assignment and ask for any details you need to get started. If you're unsure about anything, just ask.
<i>How should I handle requests to perform additional tasks such as lunch or bus duty?</i>	As an OSTS sub, you are responsible for working the full teacher workday including any additional tasks such as lunch duty, recess duty, bus duty, etc.
<i>What's the best approach when lesson plans are missing?</i>	Follow the usual classroom routines. Consult with school staff or the administrator for guidance. Engage students in appropriate, constructive activities. Visit the OSTS Sub Portal for supplemental activities.
<i>How should I respond when asked to work in an area outside my comfort zone?</i>	Approach the assignment with professionalism and a willingness to learn. If you feel uncertain, promptly seek guidance or support from supervisors. Embracing new challenges contributes to your professional growth.
<i>When there's a conflict with a staff member in the classroom?</i>	While focusing on clear communication, stay calm and respectful. Try to listen and understand their perspective while calmly expressing your own.
<i>What are some ways to cope when I'm feeling overwhelmed?</i>	Try taking slow, deep breaths to calm yourself. Break your tasks into smaller, manageable pieces and tackle them one at a time. Don't hesitate to ask for help or guidance when you need it.
<i>What should I do if I feel a staff member is treating me unfairly?</i>	Stay calm and professional in your interactions. If the situation continues or significantly affects your work, reach out to the building administrator to discuss your concerns. It's important to address the issue through the proper channels to ensure a respectable and productive work environment.
<i>What should I do if I'm expecting an important phone call during my assignment?</i>	If you know ahead of time you'll need to take a call during class, notify the school administrator and, if possible, the classroom teacher. Make arrangements to step out of the room so the class remains supervised. Personal calls should only be taken when absolutely necessary and handled in a way that doesn't disrupt the learning environment.

Questions	Response
<i>What should I do if I know a student's family and notice misbehavior, bullying, or academic concerns?</i>	Even if you know the family personally, it's important to maintain professional boundaries. Do not reach out to the family directly. Instead, report any concerns to the appropriate school staff or administrator. They will handle communication with the family according to school policy and privacy guidelines.
<i>Can I take pictures of students during an activity?</i>	Taking photos, videos, or posting on social media in any form is strictly prohibited.
<i>What's the best way to respond when students inquire about my opinions on political, cultural, or religious issues?</i>	Politely remind them that your role is to focus on the lesson and support their learning. Maintain neutrality and avoid sharing personal opinions on these topics.
<i>What's the procedure if I can't be there for an assignment?</i>	If you're unable to attend an assignment, please notify OSTs as soon as possible by calling the main office at 216.446.6787. This allows the team to find coverage and keep the school running smoothly. Prompt communication helps everyone involved and shows professionalism.
<i>What's the proper procedure when I need to leave the classroom briefly? (bathroom break, emergency call, etc.)?</i>	If you need to leave the classroom briefly (for a bathroom break, emergency call, etc.), always ensure the students remain supervised. Contact an administrator to arrange for coverage before stepping out. Never leave the classroom unattended.
<i>How should I respond to a surprise emergency drill?</i>	Remain calm and follow the school's emergency procedures as outlined in their safety plan. Make sure all students are accounted for and follow the drill instructions carefully. Reviewing emergency procedures at the start of your assignment will help you feel confident and prepared.
<i>What should I do if students are physically fighting and won't stop?</i>	If the students don't stop after verbal directions, immediately contact an administrator or district staff for help. Do not try to physically intervene, as this can put you at risk of liability and suspension while the incident is investigated.