

EAGLEWINGS

ALLIED HEALTH STAFFING AGENCY

10451 Mill Run Circle, Owings Mills MD | 888-304-3202 | info@eaglewingsalliedstaffing.com

Welcome and Overview

Facilitator: Hello, and welcome to Eaglewings' mandatory policy and process overview for all aides assigned to Baltimore City Public Schools (BCPS). This training covers critical employment policies and expectations. Please listen carefully, take notes, and follow up with your supervisor if you have any questions.

Module 1: Using Homebase

Homebase is our primary timekeeping and attendance tracking tool used by all Eaglewings staff assigned to BCPS. It ensures accurate payroll processing and verifies your presence at your assigned work site.

Clock-In Protocol:

You are required to clock in from your assigned school location only.

Clocking in from any unauthorized location (e.g., home, in transit, or en route) is a serious violation. Such actions will trigger a timesheet audit and reconfirmation process, which will delay the day your check is deposited into your account.

Your clock-in and out times must accurately reflect the start and end of your shift and must align with school bell schedules.

System Access:

Ensure your device's location services are enabled and permissions granted for accurate GPS verification.

Backup - Using the Attendance Log at your school:

If Homebase is not working for any reason (e.g., app crash, login issues, internet unavailability), you must sign the school's official logbook. This may be referred to as a visitor sheet, staff attendance sheet, or front office sign-in log. Please notify us if your school does not have a school logbook, as it is best we are aware and reconfirmation is done before payroll processing.

Best to notify Eaglewings immediately via text message that you used the manual log, so your attendance is not disputed during payroll reconciliation.

You are required to submit the school's official logbook as you are submitting your timesheet for payroll processing.

Consequences of Non-Compliance:

Failure to clock in correctly or consistently using the required protocol will result in disciplinary action, which may include payroll delays and written warnings.

This module is crucial to ensure you get paid accurately and on time, and that we meet BCPS reporting requirements. Please be diligent and consistent in using Homebase as instructed.

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Module 2: Gusto Portal

Gusto is our HR and payroll platform. It is essential for managing your employment documents and payroll information.

Platform Functions:

- Update your personal such as bank information and tax information, including your W-4.
- View and download your pay stubs.
- Sign onboarding and other Eaglewings policy documents.

Setup Requirements:

- You must set up your Gusto account using the same email address you used to register with Eaglewings.
- This ensures that your records are correctly linked and that you can access all assigned documents and payroll features.

Important Note on Payroll:

- Your paycheck will be blocked if there is any unsigned policy uploaded to Gusto.
- Why, because Gusto is set up so that Eaglewings cannot legally process payroll for any employee who has incomplete employment documentation on file. This is a federal and state compliance requirement.

What You Need To Do:

Log in to Gusto immediately after being hired.

Check your inbox or phone text for any notification on policy updates, and make sure to read and sign it as soon as possible.

If you need support with logging into Gusto or navigating your account, contact Gusto support for a walkthrough.

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Module 3: Timeliness and Attendance

Being present and on time is one of the most critical responsibilities of any Eaglewings staff member working within BCPS.

Arrival Requirements:

- You must arrive before the school bell rings to ensure seamless student support. BCPS allows only 15 minutes.
- If you arrive 30 minutes to 1 hrs before the bell time for personal reasons, BCPS will not pay you for those hours.
- If you are running late and will arrive more than 30 minutes after your scheduled time, you must notify Eaglewings via text and also inform your student's teacher or another designated school staff member.

Consequences of Tardiness:

- Chronic tardiness or repeated failure to clock in properly may result in:
 - Reassignment to another school
 - Loss of your assigned student
 - Demotion from Permanent Aide to Substitute Aide status
 - Termination of your assignment

Absence Notification:

- You must notify Eaglewings via text of any absences before 8:00 PM the night before your scheduled shift.
- Any absence reported after 8:00 PM will be considered a same-day cancellation and must be accompanied by valid documentation (e.g., doctor's note, emergency record).

Workday Expectations:

- You are expected to be present and supporting your student from the morning bell until the final dismissal bell.
- If your assigned student's school bus arrives late and you must leave, you are required to formally hand off the student to a teacher or designated school staff member before departing.

Professionalism in timeliness and attendance ensures not only your continued employment, but also the safety and consistency your student depends on.

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Module 4: Accurate Timesheet Completion

Accurate and timely submission of timesheets is your responsibility and a condition of continued timely payment of wages.

Timesheet Completion Rules:

- All timesheets **must be completed in ink—DO NOT use pencil** other Payroll will reconfirm from your school
- **Do not use white-out.** If an error is made, cross it out clearly and request the person signing your timesheet to **initial the correction.**
- **Do not pre-fill your timesheet.** Circumstances may change:
 - Your student may be absent
 - You may leave early
 - The school may have early dismissal

Important: Submitting a timesheet with inaccurate arrival or dismissal times—especially times that do not reflect actual presence at the school—**will be treated as time theft.** After an investigation, this may lead to **termination of employment.**

What to Record:

- Write down your **actual arrival and dismissal times.**
- **Do not copy the hours shown in Homebase**—use the actual clock-in/out time from your physical presence at the school.
- Clearly indicate the **date, arrival time, dismissal time**, and whether a **break** was taken.
 - If you leave the break field blank, payroll will automatically deduct a **30-minute unpaid break.**

Submission Requirements:

- Timesheets must be **signed before leaving the school on Friday**, or on the **last school day of the week.**
- Unsigned timesheets **will not be processed.**
- All documentation including corrections, logbook entries, or school reconfirmations received **after 12:00 PM on Tuesday** will be processed in the **next payroll cycle**, resulting in a **1-week delay of payment.**

Need a blank timesheet? Download it here: <https://eaglewingsalliedstaffing.com/timesheet>

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Module 5: Dress Code

Maintaining a professional and appropriate appearance is essential while working in school settings.

Primary Attire:

- Scrubs are the **recommended standard attire**.
- You must maintain at least **two clean sets** of scrubs to rotate during the week.

Alternate Attire:

- If scrubs are not worn, **business casual clothing** is the default option.
- This includes: slacks, khakis, professional tops, modest skirts/dresses, closed-toe shoes.

Prohibited Items:

- Tank tops, spaghetti straps, or low-cut tops
- Ripped jeans, mini-skirts, or overly tight clothing
- Flip-flops, slippers, sandals, or open-back shoes
- Graphic T-shirts or clothing with offensive or inappropriate images/language

Grooming Standards:

- Hair must be clean and neatly groomed
- Clothing must be clean, free of stains, and not excessively wrinkled
- Personal hygiene must be maintained, including limited use of perfume/cologne out of respect for students with sensitivities

School-Specific Policies:

- After receiving your assignment, **reconfirm directly with the school** whether there are additional dress code expectations.
- If you are **unable to wear scrubs**, follow the **school-approved clothing list** that has been provided.

Important Note: Violations of dress code policy have led to aides being **reassigned or removed** from their student. This is a serious matter and will be treated as a professional conduct issue. Your attire represents Eaglewings, and more importantly, it contributes to a safe and respectful learning environment for students.

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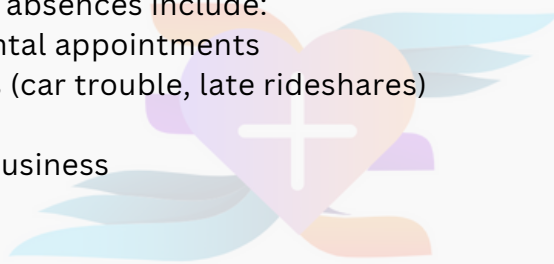
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Module 6: Shift Cancellations

Eaglewings staff are expected to maintain consistent and reliable attendance to support students without interruption. It is your responsibility to proactively plan for life events outside of school hours.

Preventable Absences:

- A preventable absence refers to any missed work shift that could have been avoided with proper planning.
- Examples of preventable absences include:
 - Routine doctor or dental appointments
 - Transportation issues (car trouble, late rideshares)
 - Childcare conflicts
 - Errands or personal business



Important:

- Routine medical appointments must be scheduled after 3:30 PM or on days BCPS is officially closed.
- Use the BCPS Academic Calendar to plan personal and family-related appointments.
- Preventable absences will not be approved, and substitutes will not be sent to cover your shift.

Same-Day Cancellations:

- A same-day cancellation is any absence reported after 8:00 PM the night before or on the morning of your scheduled shift.
- Same-day cancellations are not allowed unless accompanied by valid documentation (e.g., emergency room visit, accident report).

How to Notify Eaglewings of a Cancellation:

- All cancellation requests must be made by texting the official Eaglewings phone number.
- Do NOT use Homebase to place a cancellation request or trade shifts. Homebase is used across multiple states and roles (CNA, LPN, RN) and is not monitored by the Eaglewings team working on BCPS assignments.
- If you know another aide who may be willing to cover your shift, include that Aides name in your message to Eaglewings.
- All cancellation messages must include the reason for the absence, and Eaglewings will follow up to request supporting documentation before approving the cancellation.

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Consequences:

- After three (3) unapproved absences, you will:
 - Be removed from your assigned student
 - Be reassigned to a substitute-only role

Planning ahead and minimizing avoidable absences is key to maintaining your assignment and ensuring uninterrupted care for students.



Module 7: Communicating with Parent

1. Direct Communication with Parents is Prohibited

- Aides are not permitted to exchange personal contact information (phone numbers, emails, or social media) with parents or guardians.
- Aides must not initiate or respond to texts, calls, or personal messages from parents about student behavior, attendance, academic status, medical needs, or any related matters.
- All communication must go through a BCPS employee (i.e., the student's teacher, IEP Chair, or front office staff).

2. Friendly Greetings Are Acceptable

Polite greetings such as "Good morning," "Have a nice day," or "See you tomorrow" are allowed. However, any questions or concerns about the student must be redirected immediately.

If asked anything beyond a general greeting, the aide should say:

"I'm not permitted to speak about student matters. Please speak with the teacher or IEP Chair."

3. If a Parent Notifies the Aide About Absence or Appointments

If a parent verbally tells you (the aide) that their child will be absent or has an upcoming appointment:

1. Do not confirm or discuss the information with the parent.
2. Immediately notify the teacher.
3. Text the Eaglewings Admin Line with the following format:
4. "[Student Name] will be absent on [Date] – info shared by parent. I notified [Teacher Name]."

This protects the aide from being the sole source of information and ensures school records remain accurate.

4. Importance of Having Teacher Contact

To ensure proper communication and minimize missteps:

- Aides should ask their assigned teacher for a contact number or preferred communication method.
- This is especially important for confirming absences, early dismissals, or classroom support assignments.
- Teachers must be the primary point of contact to the parent and not the Aide

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Module 7: Communicating with Parent

6. Reason for the Policy

- Aides are Eaglewings employees, not BCPS staff, and are not authorized to communicate with parents regarding student matters.
- This is a BCPS Policy

Violation of this policy may result in reassignment, disciplinary action, or termination.



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Module 8: Use of Controlled Substances

Maintaining a drug-free environment is essential for student safety and compliance with school policies. All Eaglewings staff are expected to strictly adhere to our controlled substance and workplace behavior standards.

Prohibited Use:

- The use of controlled substances, including marijuana, is strictly prohibited:
 - During work hours
 - Within 24 hours before reporting to work
 - While on school property or at school-sponsored events
- This means you cannot use marijuana or any recreational substance the morning of or night before work.
- Though marijuana is legal in Maryland for recreational use, it remains banned during your active work week, against BCPS and Eaglewings Policy of having a substance Abuse and Drug Free Workplace.
- It is best to completely abstain from marijuana use during the work week to avoid professional consequences.
- The use of tobacco, Smoke, vape, illegal drugs, alcohol, and other controlled substances is strictly prohibited on school grounds.

Shared Living and Exposure:

- If you live in a space with others who use marijuana, you must take precautions. Testing cannot determine second-hand vs. direct use.

Reasonable Suspicion and Testing:

- If Eaglewings receives a complaint or observes behavior suggesting drug use (e.g., smell of marijuana, slurred speech, red eyes), you may be subject to a reasonable suspicion drug test.
- During the investigation:
 - You will be removed from the school site immediately
 - No compensation will be paid until the matter is resolved
 - A test will be scheduled at a designated lab - Quest Diagnostics
 - The result will be reviewed by a certified Medical Review Officer (MRO)

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Important:

- The lab test cannot determine exactly when the substance was used.
- If a positive result is received based on the cutoff level, this is grounds for immediate termination.
- Claims such as "I only used it during the weekend" cannot be verified through lab work and will not be considered during the investigation.

Please protect your employment and student safety by remaining fully sober during the work week and avoiding environments where you may be exposed to second-hand substances.



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Module 9: Mobile Device Policy

- Phones must be silent and stored away during instructional time.
- Use phones only for emergencies or approved student support apps.
- Unauthorized photography, texting, social media use, or calls during the school day are strictly prohibited.
- Avoid using your phone to schedule appointments, browse social media, or conduct any **personal business** while on the clock. You are being paid to support your student, and all attention should be directed to that role.
- You must **reconfirm with your school** the **designated location and appropriate times** for any necessary phone use (e.g., staff lounge)
- Violations may result in disciplinary actions, which may include, but are not limited to losing your student and being asked to leave the school grounds

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Module 10: Returning Hire Expectations for 2025/2026

To be eligible to return to your BCPS assignment via Eaglewings for the 2025/2026 school year, certain criteria must be met. These expectations are non-negotiable and are part of your continued employment agreement.

Performance Evaluation:

- At the end of the school year, a performance evaluation will be conducted.
- This evaluation reviews punctuality, professionalism, student interaction, documentation accuracy, and adherence to all policies.
- Your eligibility to return for the next school year is contingent on your evaluation results and your fulfillment of agency and district training requirements.

Training Requirements:

- You must complete 20 hours of required training provided by Eaglewings.
- You must also complete CPI Blue Card Training before re-assignment.
- Both trainings are mandatory regardless of prior years of service.

Assignment Parameters:

- Eaglewings only staffs aides during regular school bell-time hours.
- We do not support assignments for:
 - Bus aide positions
 - After-school programs
 - Summer school programs

Dress Code Reminder:

- Scrubs are required attire when working in BCPS schools through Eaglewings. See the dress code policy in Module 5 for more information.

Communication Protocol:

- Under no circumstances should you **communicate directly with parents**.
- All communication regarding student behavior, health, or updates must be handled **by the classroom teacher or through the front office**.
- This protects your professionalism, ensures FERPA compliance, and aligns with BCPS expectations.

Assignment Type Definitions:

- **Permanent Aide:** You are assigned to support a specific student daily.
- **Substitute Aide (Sub Aide):** You cover available assignments based on daily call out from permanent Aide. There is no weekly guaranteed hours and a high possibility you not be consistently assigned to the same student or school.

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If Your Assigned Student is Absent:

- It is your responsibility to ask the school IEP Chair or Social Worker whether there is another student needing support that day.
- If no student needs support, **you must remain in the school for 2 hours** in case your assigned student shows up or reassignment becomes available.
- You must **notify Eaglewings immediately** that your student is absent and indicate if there was no alternative placement offered.
- If you decline a reassignment to another school that day, **you will be paid for 2 hours only**.

General Safety Reminders When Supporting IEP Students:

- Some students may have behavioral challenges. Stay alert and use proactive strategies. Expand on the type of behaviour seen
- You may be asked to assist with toileting, feeding, and mobility tasks. Expand on this
- Always maintain professional boundaries and report any safety concerns to the classroom teacher.
- Use proper body mechanics when lifting or guiding students. Training will be provided as part of CPI training

Type of Employment Clarification:

- Eaglewings is a **temporary staffing agency**. All aides are considered **non-exempt, hourly employees**.
- You are paid only for the hours worked which is based on the Timesheet you submitted.
- That means you don't get paid any day BCPS is closed

CPS Investigation Protocol (Child Protective Services):

- If an incident involving an aide is reported to BCPS or CPS (e.g., student injury or suspected misconduct), **the employee will be placed under investigation**.
- During the investigation period, **BCPS policy prohibits reassigning the aide to another student or school**, regardless of the incident's nature.
- **No compensation will be issued** during the investigation since the employee is not actively working.
- Investigations can take up to **60 days** to resolve.
- Eaglewings will maintain communication with BCPS during this time and will notify you of any updates.

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General Safety Reminders When Supporting IEP Students:

- Some IEP students may have behavioral challenges such as biting, scratching, hitting, throwing objects, spitting, running, or having emotional outbursts (tantrums). Be alert and use proactive strategies learned in CPI training to de-escalate and redirect students safely.
- You may be asked to assist students with toileting, including changing diapers or pull-ups, wiping, and helping them change soiled clothing. You may also need to help with feeding, including hand-over-hand support or direct feeding if the student is unable to feed themselves. Always wear gloves and use school-provided supplies or contact Eaglewings if these are not available.
- You are also expected to provide mobility assistance, which may include helping students use walkers, wheelchairs, or guiding them through the hallways. Use proper body mechanics to avoid injury—this will be covered in CPI Blue Card training.
- If you observe any marks, bruises, or injuries while assisting a student, you must immediately report it to the teacher and document the concern. If possible, discreetly take a photo (with permission from the teacher) and send it to them as part of the report. Do not delay—early reporting protects you and ensures transparency.
- Always maintain professional boundaries—do not disclose personal details or allow physical play that could be misinterpreted. Remain respectful and composed, even in stressful situations.
- If a student shows up without needed supplies (e.g., diapers, wipes, clean clothing), notify the teacher and Eaglewings. Do not use personal funds or items unless pre-approved. Follow up by submitting a monthly report to Eaglewings so that concerns can be elevated if needed.

Type of Employment Clarification:**

- Eaglewings is a temporary staffing agency. All aides are considered non-exempt, hourly employees.
- You are paid only for the hours worked and documented correctly.
- This also affects unemployment eligibility. If your student is absent and no reassignment is made, you may still receive pay (up to 2 hours) per policy.

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Module 11: Reasonable Assurance of Employment

- You are provided reasonable assurance of re-employment for the 2025–2026 school year.
- There is no guarantee of assignment, location, or hours, but your name remains active.
- Performance reviews and school district needs determine fall placements.

Final Reminders

- You are a representative of Eaglewings and are expected to act professionally at all times.
- Policies must be acknowledged and adhered to.
- Non-compliance will result in disciplinary action, including termination.

Thank you for your attention and your commitment to student support. Please sign the acknowledgment form to complete your training.

