

(COVID-19)
**Responses from Student Support Initiatives & Recovery
to Principal Questions
March 27, 2020**

1. Is there accountability for student attendance, either virtually or not?
 - a. Yes. Student daily attendance will be taken for all schools by equating signing-in to the BCPS network at <http://sso.browardschools.com> to coming through a single point of entry. It is possible to take school period attendance by equating launching a canvas course to entering a classroom. BCPS will not be taking period attendance at this time. Daily attendance files will be loaded into ParentLink by 8AM the following day. The primary intent of taking attendance in this manner is to identify students who are not engaged in virtual instruction. Students who are not engaged are to be contacted by school staff identified by the principal.
 - b. The Canvas course “Attendance 2020: Teachers” will be updated with procedures for virtual education engagement. BCPS staff can access the course at: <https://browardschools.instructure.com/enroll/XFTNNE>. The new module is titled “Virtual Learning and Attendance: COVID-19.”
 - c. If students are continuously absent from instruction, as indicated by no log on to Canvas, and are demonstrating a pattern of non-attendance, those students may be referred to the school social worker assigned to that school, for a follow with the student and family to assess barriers to academic engagement, and to provide the needed resources.
 - d. Guidance on Head Start/VPK and other early elementary grades has been developed for schools. Parents/teachers will receive specific direction on how the parent needs to sign-in on the behalf of the student. These students have a reduced expectation of online time and an increased expectation of home-based activities.
2. Student accommodations and Rtl interventions, how will this look?
 - a. Group and individualized interventions may be provided by the teacher or interventionist via distance support. This may be done either through Canvas or through Teams. The teacher or interventionist may be facilitating intervention groups via distance learning.
 - b. District MTSS Instructional Facilitators will provide real time support to schools’ CPS Teams. Teachers and support staff will review current Rtl plans/records and document Rtl interventions. CPS Teams will need to schedule meetings via Teams under the supervision of the principal.

3. What role does support staff play? (Counselors, Therapists, School Social Workers)
 - a. School Counselors and BRACE Advisors
 - i. Hold three “office hours” per day to consult directly with students and families
 - ii. Support teachers to assist students who are not successful in online instruction
 - iii. Deliver guidance lessons through Canvas. Counselors will need to establish Canvas courses/sections rostered to students by grade level, alphabetic band, or other criteria.
 - iv. Complete indirect and program management services (e.g., credit checks, enter L27 data, grade forgiveness, course selection, etc.)
 - v. Priority should be placed on SEL needs, promotion, and graduation.
 - b. Family Therapists:
 - i. Emails and phone calls will be answered remotely.
 - ii. Therapists will contact clients to assess mental health needs and provide phone sessions as needed.
 - iii. Therapists will serve new clients referred, as availability allows, or will refer to appropriate community partner.
 - iv. Documentation should follow standard protocols in BASIS.
 - c. School Social Workers:
 - i. Will provide case management and mental health support services to students based on individual needs, by phone or email.
 - ii. Parent/guardian contact by phone or email to address student concerns, social service needs and counseling referral if needed.
 - iii. Will provide parent/guardian resources related to reducing anxiety/stress/coping skills, and activities that can be utilized at home with students.
 - iv. Provide consultation for teachers and school staff who have concerns regarding a student’s home environment, mental health or lack of academic engagement.
 - v. Will provide close monitoring of students already receiving mental health services in the community, and those newly referred for services.
4. How will teachers continue to meet RtI deadlines for students (interventions and support)?
 - a. Small group and individualized interventions are provided by the teacher or interventionist. The teacher or interventionist may be facilitating intervention groups via distance learning. District MTSS Instructional Facilitators will provide real time support to schools’ CPS Teams, teachers and support staff to review current RtI plans/records and document RtI interventions.
 - b. District MTSS Instructional Facilitators will provide and collaborate with school CPS Teams and review RtI reports to identify the status of each student and timeline.

5. What are counselors expected to do during the other 4.5 work hours?
 - a. Family Therapists:
 - i. Therapists will have 3 hours dedicated to "office hours" they can be contacted directly by school staff, administrators, clients, etc. Each therapist will share office hours with school administrators and key personnel.
 - ii. Hours need to be posted on the school web site with the method of making appointments. This may be phone calls, emails, or a Microsoft Form.
 - iii. Therapists will use four hours per day to virtually work with clients.
 - iv. Therapists will receive referrals from administrators, School Social Workers, School Counselors, teachers, etc. They will engage students in virtual sessions as their schedule permits and refer to behavioral health partners as appropriate.
 - b. School Counselors and BRACE Advisors
 - i. Hold additional "office hours" to consult directly with students and families
 - ii. Support teachers to assist students who are not successful in online instruction
 - iii. Deliver guidance lessons through Canvas
 - iv. Complete indirect and program management services (e.g., credit checks, enter L27 data, grade forgiveness, course selection, FLVS approvals, etc.)
6. How do we ensure schools have scheduled office hours for counseling supports throughout the regular school day?
 - a. Schools with multiple counseling staff should stagger their office hours so at least one person is always available throughout the regular school day
 - i. Staff A: 8:30am – 11:30am
 - ii. Staff B: 11:30am – 2:30pm
 - b. As elementary schools only have one counselor on staff, recommendations are to:
 - i. Foster collaboration amongst all support staff at the school (e.g., ESE Specialist)
 - ii. Partner with schools within the i-zone to share counselor time
 1. General questions can be answered by counselors at either school
 2. Specific student questions should be directed to their regular school counselor
 - iii. Utilize the District School Counseling Department's office hours to serve as a backup for schools that do not have counseling staff throughout the school day.
7. What is the expectation for response times to parent/student contacts?
 - a. Although this is a school-based decision, it is recommended that all communications be followed up within two business days.
8. What do we do if counselors, particularly elementary, get sick and are absent?
 - a. Schools should expand coverage to include other internal and external staff.
 - i. Foster collaboration amongst all support staff at the school (e.g., ESE Specialist)
 - ii. Partner with schools within the i-zone to share counselor time

- b. General questions can be answered by counselors at either school
 - c. Specific student questions should be directed to their regular school counselor
 - d. Utilize the District School Counseling Department's office hours to serve as a backup for schools that do not have counseling staff throughout the school day.
 - e. Schools with multiple counseling staff should stagger their office hours so at least one person is always available throughout the regular school day.
9. How will counselors at partner schools document interactions with families from the other schools?
- a. Partner schools must keep a log of contacts with students and families and share the documentation with the assigned counselor, daily. The assigned counselor will document the interactions on the L27 panel in TERMS with a note that the partner counselor performed the intervention.
10. Will staff be reimbursed for using their personal phones?
- a. The Department of Employee & Labor Relations will provide guidance to school leaders and department heads on the process for reimbursement to staff that use their personal cellular or home telephones. At this time, staff are not required to use personal cellular or home telephone to conduct school district business. However, staff are not prohibited from using personal cellular or home telephone to conduct essential school district business. Staff are encouraged to utilize Microsoft Teams to place and receive calls to the extent possible. The Office of Information Technology can provide appropriate guidance.
11. Is *67 sufficient to hide personal phone numbers on caller id?
- a. Yes. However, to ensure that calls are received by intended recipient and personal numbers are safe guarded, it is recommended that staff use Microsoft Teams platform to place and receive calls. Microsoft Teams meets the appropriate security, privacy and public records requirements. The Office of Information & Technology can provide guidance.
12. Does the District encourage a specific phone tool other than personal cells?
- a. Staff are recommended to use the Microsoft Teams platform to place and receive telephone calls. Microsoft Teams meets the appropriate security, privacy and public records requirements. Guidance from OIT is forthcoming.
 - i. **Teams** - Yes, this is part of the adopted District suite of software.
 - ii. **Canvas** – Yes, for interactions with students on courses and service.
 - iii. **Skype** - Replaced by Microsoft Teams. Still available and appropriate if connected to the users BCPS Office 365 account.

- iv. **Google Voice** – No, does not meet the appropriate security and public records requirements.
 - v. **Zoom** – New guidance on this platform is being developed.
 - vi. **Remind 101** - As personal outreach from parents to teachers this is a personal choice. Extreme caution should be used on distribution of personal information, photographs, and other personally identifiable information to individuals beyond the parent/guardian.
13. Is there a hotline that families can call for generic information?
- a. Broward County Public Schools website at browardschools.com/coronavirus.
 - b. Office of Communications at 754-321-2300.
 - c. Contact the Coordinated Student Health Services Department at 754-321-1771 or 754-321-1772.
 - d. The Mental Health Helpline (754) 321-HELP is in operation for parents with mental health questions Monday through Friday from 8am to 4pm. Calls are forwarded to Broward 211 (954-537-0211) in the evenings and on weekends.
14. What are the self-reporting requirements and process?
- a. Consult your primary care physician or the Florida Department of Health at (954) 467-4700.
 - b. Contact your supervisor and inform them of the medical condition.
 - c. A person with a confirmed positive result for COVID-19 should submit the Self-Isolation Form via the following link: <http://bit.ly/reportselfisolation>.
 - d. Self-Isolate for 14 days and obtain medical clearance.
 - e. If staff is unable to maintain working remotely then they should use their leave balance. If they are out of leave, then they will be fronted leave which will be reclaimed from future leave allocations. Employees will continue to be paid in full.
15. Do staff use PTO when in quarantine?
- a. Yes. See question 14.
16. What about if family members contract the virus?
- a. Staff should contact their primary care physician or FDOH, complete the self-isolation form via the following link: <http://bit.ly/reportselfisolation>, and self-isolate for 14 days or until cleared by a medical professional.

17. Is Guidance keeping hours for assistance/ Should they schedule lessons as well but at a different time than Academics?
 - a. Yes.
 - b. Yes, it is advised that schools schedule teacher availability and service availability to minimize conflicts for students.

18. Are teachers required to take attendance?
 - a. No. See Response #1 above.
 - b. Teachers should be able to focus on connecting with the children while leaving monitoring of attendance to an automated process. It is important to remember that attendance is required for teachers that are physically supervising students within the building. Virtual education monitors student engagement and participation.

19. What happens if a student does not log on at all?
 - a. The Office of Information and Technology and the Office of Academics are working on a solution that will notify parents if their child did not have a login through the Clever Portal for the previous school day. Notification would be via ParentLink the day after a student has not logged in at all because a student's home schedule may be different from the teacher's schedule – allowing the student to login as late as midnight.

 - b. School-based staff should be considered regarding the ability to monitor student engagement. At this time, the District is working on automating the engagement solution first. If students are continuously absent from instruction, as indicated by no log on to Canvas, and are demonstrating a pattern of nonattendance, those students may be referred to the school social worker assigned to that school, for a follow-up with the student and family to assess barriers to academic engagement, and provide the needed resources.

20. How will students register for school when campuses are closed?
 - a. Schools must put the name and contact information for the person responsible for enrollment and withdrawal prominently on the school's website.

 - b. New and Charter School Students**

If a child currently attends a charter school or is new to BCPS, they will complete a simplified registration form. Hyperlink coming soon.

The district will then contact the parent to provide a student number and link to complete several required forms (e.g., Code of Conduct Acknowledgement Form). Next, the district will send the student number to the designated school contact who will set up a virtual meeting with the parent to collect proofs of residency, age, immunization, and medical records, as well as any other necessary documents. Families should be afforded at least a 30-day grace period to provide required documents, per policy.

c. Current BCPS Students

Students will not be permitted to transfer schools for any reason within BCPS until campuses reopen. All students will continue attending school virtually at their original school, even if they move residences.

21. How do staff access TERMS and other programs from home?

- a. All school counselors, registrars, IMS/IMT, and other relevant staff must have VPN access and the appropriate software to access TERMS and various critical programs (e.g., FileMaker) remotely.
- b. Instructions on how to approve VPN access and download the necessary software will be provided.
- c. School micro-techs should prepare to assist staff who need assistance or contact the IT Service desk via email or 754-321-0411.