



Updated: April 1, 2024

## Why does Enriched need an Attendance Policy?

Our schools need help! When a GE accepts a role in WillSub+, school leaders are notified that a GE will be joining them on a specified day(s). This policy provides clarity on how to let Enriched know when you can no longer support a specific role, gives our Care Team the opportunity to secure a replacement Guest Educator or provides the campus with enough time to plan for the absence.

## The key: COMMUNICATE WITH ENRICHED AHEAD OF TIME.

### How do I call out?

The two steps listed below must be taken *anytime* you are confirmed in a role but then are no longer able to support a day(s). *This applies to all Enriched roles, including those serving in a contracted role.* All GEs are expected to report absences/call outs to Enriched. This applies to emergency situations, as well as schedule adjustments and time off requests.

1. Please '[Submit a Ticket](#)' by completing the support request form, including your reason for missing your scheduled role.
2. Request cancellation of your role at [willsubplus.com](https://willsubplus.com) (or inside the WS+jobs app)
  - NOTE: If you are unable to cancel the needed day, please do not cancel a different date. Alert our team in your ticket that you were unable to cancel

*5pm CT (6pm ET) the day before is the cut off for next day cancellations, barring emergencies.*

**For the 23/24 school year, each GE will be allotted 5 infractions to this policy.** The actions listed below will be flagged as an infraction and will require follow up from our Learning and Development Team or escalation to HR. 5 infractions will result in separation from Enriched.

The following actions are IN VIOLATION of the policy (Actions include but are not limited to):

- If requesting off after 5pm CT (6pm ET) and not providing official documentation of an emergency\*
- Directly alerting the school to an absence but not [submitting a ticket](#)
- Communicating a call out directly to an Enriched corporate team member but not [submitting a ticket](#)
- Canceling a role or requesting needed days off in WillSub+ but not [submitting a ticket](#)
- Not communicating an absence at all (i.e.: No Call/No Show)
- Listing a date as 'No Show' on your timesheet without [submitting a ticket](#)
- Simply leaving a timesheet blank and not communicating an absence or a schedule change

### **\*In case of emergency:**

If you are physically unable to make it to campus and it is after the 5pm deadline or it is the morning of a scheduled role, **you are still required to follow the steps outlined above.** Directly communicating with your school or an Enriched corporate team member and not [submitting a ticket](#) is not an accepted call out. **Documentation of an emergency is required.** This includes: Dr. note, ER/Urgent Care/Clinic appointment confirmation, police report, roadside assistance receipt, etc.



## Tardiness and schedule adjustment requests

Our Schools request specific hours of support from our GEs. When accepting any role in WillSub+, it is important that you can support the full role as it is requested. At Enriched, we understand that issues arise and emergencies happen, however our GEs are expected to show professionalism by *arriving on time* to their campus.

### What should I do if I anticipate that I will arrive **more than 15 minutes late** to my scheduled role?

1. Immediately [Submit a Ticket](#) \*This applies to all Enriched roles, *including those serving in a contracted role*.
2. In your ticket, include your reason for arriving later than your scheduled start time
3. A projected ETA (estimated time of arrival) or notification that you will have to call out
4. Provide documentation supporting the tardiness (picture of flat tire, car accident, etc.)

It is a GEs responsibility to [submit a ticket](#). Our Care Team offers support from 6a-6p CT/ 7a-7p ET. *They will alert the school to the current situation*. Without a ticket, our team cannot ensure that your schedule is accurate or that the school is receiving the communication and support needed.

### What should I do if I need to leave early?

If there is a day that you have an important appointment or scheduling conflict, **please alert Enriched as soon as possible**. This applies to all Enriched roles, *including those serving in a contracted role*.

Please '[Submit a Ticket](#)'.

To ensure that our schools are receiving full day coverage, we ask that our GEs support on either a half day (4 hours) or a full day. Based on the time of your appointment, let us know if you will be leaving early or arriving late.

**For emergency situations**, requiring that you leave campus immediately, we ask that GEs:

1. Please '[Submit a Ticket](#)', including documentation of the emergency situation
2. Sign out with your campus POC or the front office of the school *before leaving school grounds*.  
GEs are never to leave a classroom unattended

Without emergency documentation, instances of late arrivals or early departures not communicated *in advance* to Enriched will count in the attendance infraction tracking that was noted above. 2 tardies or early departures will count as 1 infraction. Excessive tardies or early departures or instances without communication will receive follow up from our Learning and Development Team or escalation to HR.

**Reminder:** *Directly communicating with your school or an Enriched corporate team member and not [submitting a ticket](#) is not an accepted call out.*



## Special Attendance Considerations for Long Term Guest Educators

### What if I am a Contracted GE serving in a long term role?

Our GEs serving in a long term, multi week or contracted roles are doing amazing work and are ideally acclimated to the culture of the campus they are supporting! Keep in mind that *you are still employed by Enriched Schools*. This means Enriched is responsible for your timesheet, your schedule and your pay. Enriched is also responsible for providing a replacement GE anytime you are out.

Contracted GEs are expected to adhere to the Call Out Policy listed above and to also communicate any schedule changes *to Enriched*, including but not limited to:

1. Call outs
2. Illness
3. Late arrivals/ early departures
4. Time off requests
5. Emergencies requiring schedule adjustments
6. WS schedule confusion/timesheet issues

In summary, it is the responsibility of each GE to communicate any schedule changes or adjustments to Enriched by [submitting a ticket](#). **Doing so ensures that you are paid correctly** and ensures that our schools receive the full support they have requested.

**Reminder:** *Directly communicating with your school or an Enriched corporate team member and not [submitting a ticket](#) is not an accepted call out.*

If you have any questions after reviewing this policy, please connect with the Care Team by [submitting a ticket](#) and they will be happy to assist.