



# **TEACHER'S PET PRESENTER HANDBOOK**

**2018-2019**

## Dress Code

- Presenters should do their best to wear the most elaborate and convincing costumes that they can during field trips.
- Clothing worn under costumes must be professional in nature. No jeans, yoga pants, leggings, work out wear, ripped or unkempt clothing, running shoes or sandals should be worn unless it is part of your costume.
- Many schools have a dress code and we need to be respectful of that. We have been informed by several schools that visible tattoos and body piercings (except for ears) is against their dress code policy. As a visitor to their school, it is imperative that we adhere to their expectations, so please follow the policy accordingly.



## Professional Conduct

- Every time you go to a school you are representing Teacher's Pet and yourself. Your conduct should be professional in nature at all times.
- Always arrive at a school 30 minutes early (this is when the teacher has been told to expect you). Upon arriving at a school check in at the office, introduce yourself and sign into the schools visitor sign in book.
- Water is the **ONLY** beverage you should bring into a classroom. This includes shadowing.

## Schedule

- Login to our online booking system at <https://bookings.tpet.ca/login/> to run field trip reports on a daily basis.
- Teachers who book online may include client notes. The office does not always see these client notes because the booking goes directly into the system. If a teacher has left a note about time changes, wanting an additional field trip or anything else that you feel the office should know about, please contact the office at [fieldtrips@tpet.ca](mailto:fieldtrips@tpet.ca) or 780-434-8224
- Anything that appears unusual on your schedule should be reported to the office immediately.

## Timers

- Each presenter will receive a visual timer to borrow for the school year. These will be signed out in September and signed back-in when kits are returned in June.
- Do not store your timer in your kits as you might forget to bring it to your following presentations.

## Arriving at Schools

- Check into the office to find out where you are setting up.
- ALWAYS talk to the classroom teacher BEFORE you set up. Often teachers will have you set up in a science room or library. A well-meaning secretary could easily confuse the teacher's direction so it's important that you talk to the actual teacher FIRST.
- When meeting a teacher for the first time, introduce yourself and say the following things:

-Where will we be having the field trip?

-I have that the field trip is starting at \_\_\_\_ o'clock. Is that correct?

-How many students are you expecting today?

**\*Remember to count the students yourself, confirm with the teacher and record the number for the Student Count Form. The classroom teacher must sign this form. This form will be submitted once a month to [accounting@tpet.ca](mailto:accounting@tpet.ca).**

-How many parent volunteers are you expecting and when are you expecting them to arrive? Are there any ESL parents?

-Have you photocopied the student booklet? (If there is one)

-Can you please make sure that the students have name tags and pencils for the start of the presentation?

-When does your lunch hour start/school day end?



## Shadowing

- Please arrive at the school 30 minutes prior to the field trip so you can observe how the presenter sets up the classroom and interacts with the parents, teacher and students.
- Bring a notebook and a pen to jot down notes during the field trip and any questions you might have for the presenter AFTER the presentation.
- Avoid chatting with the presenter, parents and teacher during the presentation.
- Get involved! Sit down at the stations with the students and learn what each station is about (without intruding) and help students with activities if necessary.
- Any questions can be answered by the presenter at the end of the presentation in an empty classroom or outside of the school so as not to disturb staff and students.

## Training Videos

- We are excited to offer training videos to help you become familiar with particular field trip topics! These will be available in our password protected subdomain on our website. You will be able to watch them on your own time to help you learn or refresh your memory about a variety of field trip topics.
- Although new Presenters will still shadow a few of the field trip topics, the majority of your training will come from these videos. Technology is so great!! 😊

## Parent Volunteers

- Introduce yourself. Give an overview of the field trip and the activities that will occur. It may sound like this:

Hi. My name is Tiana and I will be running the in-school field trip today. First of all I want to thank you for volunteering. We will be starting the field trip in about 15 minutes. I'll start by gathering the students on the story rug to do a brief introduction with them. This particular field trip is about Acadia. Now if you don't know, Acadians were some of the earliest settlers in Canada coming here from France. In the grade 2 social studies curriculum, students are required to learn about Acadian history and culture. After my introduction, which will give the students some historical context, they will break up into 4 smaller groups where they will rotate through 4 stations. As a volunteer, you will be working at a station guiding the students through the activities at that station. You will not move, the student groups will move through you. You do not need to be worried about stopping or starting the stations or moving the students. I will do that for you. What you do need to know is that every group gets 20 minutes to complete the activities. I will be placing a visual timer in the corner. Please glance up at in every now and then to see if you need to speed up or slow down the activities accordingly. You will see a duo tang at each station. Everything you need to say and do at your station is in those duo tangs. **I find it makes more sense if you have a chance to read through the duo tang FIRST. I will assign you to a station, read through the duo tang and when I see you are finished I will come over and give you some tips and tricks and clarify anything that seemed confusing.** 😊

- Parents rarely arrive all at the same time. The first parent helper to arrive should be given the hardest station.
- Save the easiest station for the last parent that arrives. Be aware of ESL parents and assign them to stations they can manage.
- If you are in a room for both morning and afternoon, please make sure your AM parents leave the station set up for the PM but that the PM parents clean up after the field trip.
- Always have the students thank the volunteers at the end of the field trip.
- Thank the volunteers yourself.

## Ordering Supplies

- We have a supply ordering system on a subdomain of our website. This means that you will need to go to our website at <https://www.presenters.tpet.ca> and login into this subdomain to access the supply ordering system. This is a password protected system and can only be used by members of the Teacher's Pet Team.
- All orders must be submitted online. We have a new inventory system and can no longer accommodate last minute 'drop-in' requests or emails.
- **Orders MUST be submitted by 9AM Monday morning. This applies to all Presenters in Edmonton and Calgary.**
- **Supplies will be available for pickup starting on the days indicated below**
  - **Edmonton: Thursdays**
  - **Calgary: supplies should arrive by Fridays**
- Orders received after the deadline will NOT be processed until the following Monday.
- You can order supplies for one or two weeks at a time.
- Occasionally you may be scheduled to work on a Thursday afternoon (Edmonton Presenters). When this occurs, it is your responsibility to look ahead and order enough supplies to get you through to the next supply pick up date.
- Please pay attention to the order form and order supplies properly. If the order form says "order per bundle", then you must order per bundle and not per item or per dozen etc.
- Edmonton: Supplies will be set out in cloth supply bags. Each presenter will have 10. These must be returned when you pick up your new supply orders.
- Calgary presenters will receive their orders from the Edmonton warehouse. These orders will be shipped directly to you.



## Checking Kits

- When you first receive your kits, it is your responsibility to check them to make sure ALL the supplies are there. ***Do this first inspection at least 5 business days BEFORE you present that topic.*** This will ensure the office can replace any missing items.
- Check your kits and supplies often. Kits should be checked for consumables before every field trip.
- Report items that go missing or break ASAP to [supplies@tpet.ca](mailto:supplies@tpet.ca) (Be aware that some items may take a longer period of time to be replaced since they need to be created or ordered from elsewhere)
- Please remember that ALL kits MUST be stored in a heated area. Kits cannot be left in your vehicle or stored in an unheated garage.

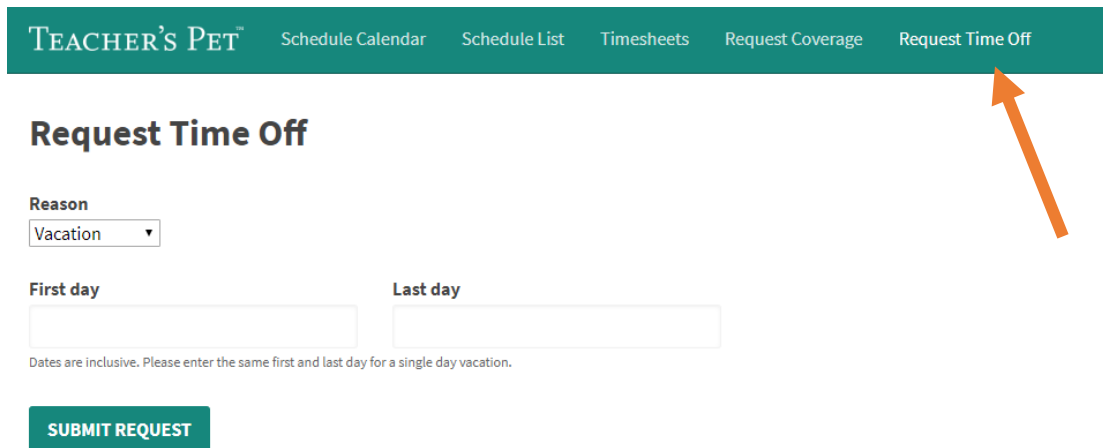
- Always count your duo tangs before leaving the school and check your kit after each day of presenting to ensure nothing was forgotten at the school. It is your responsibility to go back to the school and pick it up.

## Caring for your kits

- Many of the kits deal with water and therefore have bins that need to be washed out at the end of each day of presenting and/or aired out to dry to prevent mold.
- Glue sticks should be cleaned on a regular basis. Baby wipes work best for wiping them down.
- Please keep your bins tidy and make sure the supplies are returned to their proper bags and bins before your next presentation.

## Holiday/Time off

- Requests for holidays/time off can be done through our online system. Simply click the Request Time Off tab, enter all the appropriate information and hit submit request.



TEACHER'S PET™ Schedule Calendar Schedule List Timesheets Request Coverage Request Time Off

### Request Time Off

Reason  
Vacation ▼

First day  Last day

Dates are inclusive. Please enter the same first and last day for a single day vacation.

**SUBMIT REQUEST**

- **PLEASE NOTE that your holiday/time off is NOT confirmed until you have received an email stating that your Time off Request has been approved. In the event that TPET cannot approve your time off request, we will be in touch with you.**
- Also, please note that if you are requesting time off on a day where you currently have a booking(s), please find coverage first. Once coverage is found, contact the office and notify us of any changes that need to be made before requesting time off in the system.

## Absence Protocol/Illness

Please follow these steps, in order, if you cannot attend a field trip on your schedule due to illness or other emergency.

This is only for imminent bookings and should not be used to request time off for appointments, vacations, etc.

- *It is critical that you give as much notice as possible if you are unable to facilitate your bookings.*
- *Contacting Presenters and the office the morning of a booking greatly decreases the chance of finding someone to cover for you.*
- *Please try to get coverage before the day of the booking, if possible.*

### 1. Open up your profile on the online system and click the Request Coverage tab.

TEACHER'S PET Schedule Calendar Schedule List Timesheets Request Coverage Tiana Doell ▾

Subscribe:   
Note: It make take a number of hours for new events to appear on your subscribed calendar.

Show:

< > TODAY March 2018 MONTH WEEK DAY

Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	1 1:00 pm Acadia	2	3	4

- Click on the applicable field trip booking that needs coverage.
- Please note that if you have 2 bookings on one day and you need the entire day covered, you will need to make 2 requests – one for the morning and one for the afternoon.
- Each Presenter in your geographic region will receive 1 text and 1 email message for each booking. Therefore, if you are requesting coverage for 2 field trips on one day, then each Presenter will receive 2 emails and 2 text messages.
- Presenters may choose to respond by either text message or email message but must ensure that they are responding to each coverage request (morning and afternoon). For example, if a Presenter can help to cover a booking and chooses to respond to the text message rather than through email, then he/she will indicate YES in each text message received.

- All Presenters who receive a text or email message requesting coverage will need to respond as quickly as possible by indicating YES or NO in their response.
  - When responding to the text message, please ensure that you are responding to the phone number shown in the text message NOT the phone number from which the original text message was sent, which is an automated software program.
  - When responding to the email message, please ensure that the Reply email address is the one for the Presenter requesting coverage and not the automated software program that generated the message.
- Track your responses from the other Presenters. Remember to check both your text messages and emails.
- **Please note that these messages are NOT sent to any office staff.**

**2. Do not rely on posting this on the Facebook group.**

- Not all the Presenters are on Facebook, so you will miss contacting a potential person to cover for you.

**3. If you do not hear back within 30 minutes, call each presenter individually.**

- Start with the Presenters that have that topic on their roster. A list of contact information has been emailed to you.

**4. If you can get someone to cover the field trip(s), you must call or text someone at the office immediately and let us know.**

- We will need to change the field trip assignments in our system so that our reports are accurate, and the correct Presenter gets paid for those field trips.

**5. If you cannot find someone to cover your field trips, please determine if you can possibly still do the field trip yourself.**

**6. If you cannot find someone to cover your field trips and you have determined that you cannot do the field trip yourself, then you must do the following:**

- Send a group text (not email) to Val, Tiana, Christine AND Ruth. You must text **ALL** of us at the office.
- Please do this as a group text message. We have an "on call" schedule to deal with absences and if you only contact some of the office staff, you are taking a risk that you have contacted someone who is not available. Again, if you do not hear back within 30 minutes, please begin calling us individually and leave messages. You must keep trying

to call us if you do not hear back from one of us. Please do not assume that we are aware of your situation unless we have contacted you.

- **IMPORTANT:** The deadline to contact other Presenters, Val, Tiana, Christine or Ruth is 9:00 pm on the night before the field trip (PREFERRED) and/or 6:30 am on the day of the field trip (if absolutely necessary).
- It is preferable to notify us of your absence the day before the field trip instead of the morning of the field trip. The more time to find coverage, the better!
- Contact after 9 pm should only happen rarely and in emergency situations only. Of course, if an emergency occurs during the night, you will need to follow this process in the morning, but please be aware that this greatly increases the chances that no one will be able to cover your field trips.
- Trying to find someone to cover your field trips will take time so please give yourself plenty of time to do so.

*Thank you for helping to ensure that all field trip bookings are covered. We greatly appreciate how you help each other out when something like this arises.*



## **Student Counts**

- Please count the number of students and confirm this number with the classroom teacher. The classroom teacher must sign the Monthly Student Count Form. In the past, we have had some discrepancies between student counts that Presenters submitted to us and the number of students that the teacher believes was in attendance. Using this form will help to alleviate this.
- Please scan and email the Monthly Student Count Form to [accounting@tpet.ca](mailto:accounting@tpet.ca) by the first of the month. If you do this at the same time as you submit your timesheet, it will be easy to remember!
- You will receive an email after every field trip to remind you to send in your DAILY Student Counts to [accounting@tpet.ca](mailto:accounting@tpet.ca). Please include all relevant information (as listed in the email). This will ensure fast and efficient processing of invoices.



## Time Sheets

- Time sheets are automatically generated in our booking system.
- You will receive an email at the end of each month that will remind you to go into your profile on the booking system and check your time sheet. You will need to verify the information and then use the link provided to submit it to [accounting@tpet.ca](mailto:accounting@tpet.ca).
- **All time sheets must be submitted by the first of each month to ensure processing by our direct deposit company.** *Time sheets received after 12 noon on the first of the month cannot be processed and therefore will have to wait for processing until the next month.*
- Upon time sheet submission, please scan and email your **Monthly Student Count Form** to [accounting@tpet.ca](mailto:accounting@tpet.ca).
- We will need both your time sheet AND the Monthly Student Count Form in order to process your hours of work.

## Less than 16 Students

- In the event that there are less than 16 students in attendance during a presentation, **please ask the teacher if he/she would like you to leave the extra materials behind up to the minimum of 16 students.**
- Here are some examples to help you understand what to do for this protocol:
  1. If there are 13 students present on the day of your booking, ask the teacher if he/she would like 3 sets of materials left behind since they pay for a minimum of 16 students. Regardless, if there are 3 students absent or if the 3 extra students are non-existent, still offer to leave the extra materials behind at no charge.
    - If the teacher wants the 3 sets of materials, on your student count form you would still record that there were 13 students in attendance and 3 extra materials were left behind.
  2. In rare circumstances and there are only 9 students participating in the program, you would offer the teacher 7 sets of materials behind at no charge.
  3. If there are 14 students present and 3 students are absent (17 students total in the class), ask the teacher if he/she would like 3 sets of materials left behind. In this case, two out of the 3 sets of materials left behind would be included in the minimum fee and the school would be invoiced for 1 set of extra materials.
    - On your student count form, record that you had 14 students and you left 3 sets of materials behind. We will do the calculations on our end and only charge the school for 1 set of extra materials.
- **Please make sure you are always bringing enough materials for 35 students to each of your presentations.** It is always better to have more materials, rather than not enough!

## Additional information

- Always take brochures to classrooms and offer them to teachers. Please take a few moments to become familiar with our website so that you are aware of all the services that we offer in the event a teacher asks you. For example, we offer:
  - private tutoring
  - online tutoring
  - birthday parties
  - Homework Help sessions
  - we sell Teacher Resources as eBooks (downloadable electronic books)
  - we also sell Classroom Projects that teachers can do themselves with their students.
- It is recommended that you purchase a cart and bungee cords to transport your kits. These carts can be found at Costco, Wal-Mart, Canadian Tire, London Drugs etc. This will be a tax deduction.



## Important Contact Information

**Office Phone Number: 780-434-8224**

**Toll free: 1-888-634-8738**

### E-Mail

General inquiries (Val):

[fieldtrips@tpet.ca](mailto:fieldtrips@tpet.ca)

Supply questions/requests (Tiana):

[supplies@tpet.ca](mailto:supplies@tpet.ca)

Accounting/Time sheets/Student Count Forms (Wendy):

[accounting@tpet.ca](mailto:accounting@tpet.ca)

Development (Tiana):

[development@tpet.ca](mailto:development@tpet.ca)

Time off/Corporate Related Questions (Ruth)

[rpabst@tpet.ca](mailto:rpabst@tpet.ca)

Human Resources/Teacher Relations (Christine)

[hr@tpet.ca](mailto:hr@tpet.ca)

### Our contact information for **emergencies and after hours:**

Val: 780 718 3556

Tiana: 780 718 9158

Ruth: 780 984 7884

Christine: 587 982 9804

