

# DEAF EDUCATION, AUDIOLOGY & VISION SERVICES HANDBOOK

Audiologists  
Audiometric Techs  
CAPE Evaluators  
Captionists  
Cued Speech Transliterators (CST)  
Interpreters  
Notetakers  
Orientation & Mobility Specialists (O&M)  
Signing Skills Coaches (SSC)  
Teachers of the Deaf/Hard of Hearing (TOD/HH)  
Teachers of the Visually Impaired (TVI)

*(Revised April 2022)*

*NOTE: The Deaf Education, Audiology & Vision Services Handbook was revised to be used in conjunction with the Monroe One BOCES Handbook. The Deaf Education, Audiology & Vision Services Handbook gives directions and/or emphasizes procedures that are specific to our department.*



#oneteam

## Monroe One BOCES

**Daniel White**

District Superintendent

**Cathleen Hauber**

Assistant Superintendent for Instructional Programs

**Cherie Becker**

Director of Student Programs & Services

**Mr. Shannon Duserick**

Assistant Director of Student Programs & Services

The Deaf Education and Vision Department is a component of Student Programs & Services under the direction of Cherie Becker and Shannon Duserick. Some other departments that fall under the Student Programs & Services umbrella include Clinical Therapies (i.e. Speech, PT, OT), Behavioral Health Services and Regional Programs & Services.

### Support Services Program Coordinators

**Julie Hanson**

Deaf Education, Audiology  
& Vision Services

**Jamie Wing**

Clinical Therapies

**Liz Walton**

Regional Programs &  
Services

**Greta Johnson**

Behavioral Health

## Deaf Education, Audiology & Vision Services

### Administrators

**Julie Hanson**

Program Coordinator

249-7015, Bldg. 5

**Christine Lembach**

Assistant Program Coordinator

249-7011, Bldg. 5

**TBD**

Assistant Program Coordinator

249-7014, Bldg. 5

**Andreana Durkin**

Program Assistant

249-7012, Bldg. 5

### Administrative Assistants

Sandy Herington.....419-8192, Harris Bldg.

Barbara Maltese.....419-8163, Bldg. 5

Joan Santspre.....249-7016, Bldg. 5

Pat Wagar.....249-7018, Bldg. 5

# Absence Procedure

1. **Call the office as soon as you know you will be absent, 585-249-7010.** (You can leave a message 24/7.)

If this line is down, call Julie Hanson's cell at 585-770-0085.

Do not leave a message on any other line or use email to report an absence.

- If it is **before 6:30am** on the day of your absence, press **1**
- If it is **after 6:30am** on the day of your absence, press **2**

Provide the following information:

- Your name
  - Date of your absence
  - Full or half day (half day-time you will be out)
  - Reason for absence (sick, personal, conference, etc.)
  - Please also share any details you can about the student's day that would not appear on the sub information sheet or schedule. (It's an 'A' day; they have swimming or a field trip, etc.)
2. **Call your school(s) to inform them you will be out.**
  3. **Submit a Leave Request in WinCap Web.**

# Attendance

- WinCapWeb: Monroe One BOCES electronic attendance system
  - Clock in/out using the WebClock feature of WinCapWeb at the beginning and end of each workday.
    - Log into WinCap on a Wi-Fi connected device
    - Hover over 'Timesheets' on the menu bar
    - Click on Web Clock
    - To punch in, click on 'In Primary'
    - To punch out, click on 'Out'
  - If you work in a BOCES building, you should use the wall-mounted time clocks to punch in and out.
  - The computer or device you use to clock in must be connected to the school's network to record your location.
  - Report any missed or late punches to Joan and/or your supervisor.
  - Submit a leave request in WinCapWeb for all time off, including sick days, personal days, two-hour medical leaves, jury duty, funeral and bereavement days, vacation days, and legal absences.
  - In addition to submitting a leave request in WinCap, you must call the attendance line (see above) to report your absence.
  - Use WinCapWeb to check your attendance history and the number of sick and personal days you have available.
- Student Absences or if you are not needed (by your student) for your daily assignment on a workday:
  - Interpreters and Signing Skills Coaches:
    - Call the Deaf Education, Audiology & Vision Services office, (585)-249-7010. You may be assigned to a student who may otherwise go unserved, or you may be asked to assist with other departmental needs.
  - Notetakers/Captionists:
    - Remain in your school to take notes for your student.
- Staff Meetings: Each staff member is expected to attend their designated staff meetings. Each group has staff meetings scheduled after school throughout the year.
- District Staff Meetings: You may need to attend district staff meetings beyond your school day. If so, contact your supervisor so written documentation can be obtained from your district for billing purposes.
- As you are made aware of your school's conference days, please notify your supervisor. If you are not needed as a sub on that day, you are welcome to attend your school's conference day or you may come to the office to participate in self-guided professional development. If you do not attend your school's conference day, please inform the appropriate personnel at your school that you will be at your department's office.

# Computer/Email/Cell Phone Use

- Your BOCES email account and BOCES-issued computers are to be used for professional duties only.
- It is expected that each staff member checks their BOCES email on a **daily** basis.
- Cell phones should not be used for personal matters during student(s) instruction time.  
(Please also refer to, <http://www.monroe.edu/5260>)

# Conferences

You may participate in additional staff development activities, such as those offered through conferences/workshops, district teacher centers, and the BOCES Office of School Improvement Services, if the offering matches a *pre-established goal for your professional growth*. Conference monies may be used to cover pre-approved registration fees and expenses.

## Directions to Attend a Conference:

1. Four weeks prior to the conference/workshop, contact your supervisor and Julie, Program Coordinator, to obtain approval for all conference/workshop attendance.
2. Contact Pat, 249-7018, to begin registration and to get instructions that take you through the process from beginning to end.
3. The day of or the day before the conference/workshop, call the Deaf Ed and Vision Department, 585-249-7010, to report your absence from your school and, if applicable, leave specific information for the substitute.

# Confidentiality

Please use sound professional judgement and discretion when sharing information about your students. Consult with your supervisor and/or the Program Coordinator if you have specific questions/concerns.

# Library Systems

Deaf Education and Vision each have their own library.

## Deaf Education Library:

Location: Room X-7, Building 5

- Sign out the desired item using the library card attached to it.
- Leave the card in the designated, labeled container.

To search what is available in the library, go to: <http://library.monroe.edu>

- Choose: 1. BOCES Programs  
2. Deaf Education

A library search page will open. Search for materials using keywords, title, author, or subject.

## Vision Library:

Location: Room Y-1, Building 6

- Sign out the desired item using the library card attached to it.
- Leave the card in the designated, labeled container.

# Mandated Reporter: Your Role

Mandated reporters are required to report suspected child abuse or maltreatment when, in their professional capacity, they are presented with reasonable cause to suspect child abuse or maltreatment.

If a staff member is verbally or physically abusive to, or sexually harassing a student:

- Contact your supervisor as soon as possible.

If you feel threatened by a student:

- Do not ignore it. Seek help. If you sense immediate danger, call Security, and/or the Main Office, or 911.

If you witness a serious fight or illegal behavior:

- Seek help immediately. Do not ignore the incident. Know who to contact in your building, such as a teacher and/or administrator. Also contact your supervisor and inform them of the incident.

If you believe a student is being abused or neglected outside or school:

- Contact appropriate school personnel such as a teacher, administrator, or security officer. Also contact your supervisor.

Duty to Warn: This term refers to the responsibility of the school staff to breach confidentiality if a student or other identifiable person is in clear or imminent danger. In situations where there is clear evidence of danger to the student or other persons, staff must determine the degree of seriousness of the threat and notify the person in danger as well as those who are in a position to protect that person from harm.

Clear communication of the content, timing and staff involved in notifying individuals in danger and those in position to protect them is important. Please contact your supervisor.

## Professional Expectations

Each of us is expected to exhibit professional and ethical conduct in the work environment at all times. BOCES staff assigned to a district, comply with district policies as well as BOCES policies. Be the best BOCES ambassador you can be. (Please also refer to, <https://www.monroe.edu/Page/6375>)

- Communicate respectfully with all building staff, colleagues, students, parents, and administrators, being aware of your words, body language, facial expressions, tone of voice, etc.,
- Converse about student issues within team meetings and in other appropriate settings only. Be cautious when discussing students with others who are not directly involved. Be mindful of the importance of confidentiality.
- Notify the Deaf Education Audiology and Vision Department office as soon as you become aware of a concern about our services.
- Turn off cell phones during class time and meetings. Limit cell phone communication to your break or lunch time. Check your school(s)' policy on cell phone usage and adhere to their policies.
- Be aware of and adhere to food and beverage consumption school policies (outside of the cafeteria/in the classroom) and/or classroom teacher requests.
- Complete and submit all forms/paperwork when they are due. If you are not able to meet a deadline, please let your supervisor know.
- Update your schedule and submit to your supervisor as changes occur.
- Arrive to school and each class on time.
- Check your BOCES email daily.
- Arrive to staff meetings on time.
- Dress for a professional work environment.
- Never transport students in any vehicle you are driving.
- Before bringing an intern or visitor in your school, clear it through your supervisor prior to the visit.

## Social Networking Sites

Staff may not access social networking sites such as Twitter, Instagram, Facebook, etc. during work hours. It is strongly recommended that you not “friend” or “follow” students. Additionally, it is expected that BOCES employees will use their best judgement when posting and/or responding to posts on social media sites. Inappropriate content should be avoided. (Please also refer to, <https://www.monroe.edu/2412>)

# Therapeutic Crisis Intervention (TCI)

TCI is a specific and formal research-based therapy and behavior modification model that is taught based on certified curriculum by certified trainers. Signing Skills Coaches are required to attend an initial, 4-day training course and a 1-day refresher class approximately every six months thereafter. Meaning, you will be required to attend a total of 2 training sessions per school year. TCI training is available to all staff. If it is not required of your position and you are interested, please talk to your supervisor.

TCI attendance records are kept by the department office staff. You will be notified by your supervisor and/or the office staff when you are scheduled to attend TCI training. It is strongly encouraged that you attend the TCI class that is scheduled for you. If that is not possible, please talk to your supervisor.

## Portals

As a department, we utilize several web-based portals. These portals are listed with brief descriptions and links on the last page of this handbook.

# Deaf Ed./Vision Department Portals

<p><b>Office 365</b></p> <p><a href="http://www.office.com">www.office.com</a></p>	<p>Platform that holds Outlook, Word, Excel, Teams, SharePoint, Hub, PowerPoint, Forms, etc. We frequently use Teams.</p>
<p><b>WinCap Web</b></p> <p><a href="http://www.wincapweb.com">www.wincapweb.com</a></p>	<p>Website in which you enter your start and end time each workday. This is also a place to view your paycheck and attendance balances.</p>
<p><b>Frontline</b></p> <p>Link found in Staff Zone</p>	<p>Website that stores student IEPs, HR forms, professional development opportunities and APPR evaluations (if applicable).</p>
<p><b>BOCES Website</b></p> <p><a href="http://www.monroe.edu">www.monroe.edu</a></p>	<p>Website that offers information about our BOCES. There is a public side and a Staff Zone for employees of BOCES One.</p>
<p><b>Company Mileage</b></p> <p><a href="http://www.companymileage.com">www.companymileage.com</a></p>	<p>Website that is used to enter approved mileage for reimbursement.</p>