

P.1. Communication Standard: ability to effectively listen and communicate (written and verbal) with a diverse audience including students, parents/guardians, staff, visitors, and community

Foundational	Proficient	Advanced/Mastery
Collect and share information in a professional and efficient manner.	Manage information important to creating a safe learning environment.	Be responsible for critical worksite/district communications. ^L
 understand and follow oral and written directions necessary for providing student support (e.g., directions for learning tasks, student goals and objectives, 	write emails, texts, and reports as required by job duties that are clear and grammatically correct	coordinate dissemination of information to students, parents/guardians, staff, visitors, and community
schedule of services, etc.)	 provide comprehensive and accurate information understand and use educational terms and acronyms for 	 call for assistance, as needed, giving clear details about medical, security, or other emergencies
 provide requested necessary information to students, parents/guardians, staff, visitors, and community 	clear and efficient communication of student needs and progress	 de-escalate challenging behavior of students, parents/ guardians, staff, visitors and community with clear, calm
share accurate information in a timely fashion	assist educators in handling interruptions, asking	verbal and nonverbal communications
Know expectations and guidelines for communicating in routine, sensitive, and confidential matters. RM	clarifying questions to determine immediacy of need serve, as appropriate, on staff committees to collect	 handle difficult conversations with calm a demeanor work collectively with staff to share expectations and
 maintain a schedule/calendar of assignments to support students and/or classrooms 	colleagues' input and share decisions and outcomes participate in professional learning concerning	deadlines for the completion of large or time-sensitive projects or emergencies (e.g., assessment of schedule,
 access and respond to emails, texts, and other required formats 	effective communication olicity discuss with supervisor regarding emergencies, training	new curriculum implementation, annual review of Individual Education Plans, etc.)
 report factually and promptly any unusual situations or events to administration or designee 	o discuss with supervisor regarding emergencies, training needs, missing work, specific task expectations, etc. in a timely manner	 maintain positive internal communication system, ensuring instructional, probation, and support staff are kept informed of needed information
 attend required staff meetings and trainings know emergency codes and phrases 	Continued on next page	write and compile reports, grant proposals, and other important documents
• know emergency codes and pinases	Continued on next page	Mentor/coach others in role-alike positions on effective,
Continued on next page		professional, and culturally responsive communication. M
		 review written communications for qualities of professionalism, cultural sensitivity, and clarity
		 guide mentees' reflection on interactions with students, parents/guardians, staff, visitors, and community for positive qualities and possible areas of improvement
		 scripts for responding to students exhibiting challenging behavior
		 stay current and share best practices relating to communication strategies
		skills for effectively contributing to educational teams
		Recommend areas for improvement in communications. L
		research and suggest software applications/devices
		 serve on committee or work group gathered to improve communication quality and processes

L Indicates opportunities for leadership. M Indicates opportunities for mentoring. RM Indicates opportunities for being a role model.

P.1. Communication Standard (continued)

Foundational	Proficient	Advanced/Mastery
Engage students, parents/guardians, staff, visitors, and community politely and positively. • greet students, staff, and visitors in person or via phone with a smile and pleasant tone • share and reinforce expectations for positive schoolwide behavior (e.g., be safe by walking in the halls; be responsible by doing your work; be respectful by using an inside voice in the classroom, etc.) • seek to understand the needs of students, parents/ guardians, staff, visitors, and community by asking clarifying questions and paraphrasing responses to confirm understanding of requests	Act as a liaison between school and community when interacting with and assisting students, parents/guardians, staff, visitors, and community. RM explain and reinforce school/district expectations for a positive learning environment participate in reciprocal feedback process with parents/guardians and staff in order to adjust academic and behavioral instruction and reinforcement; be aware of social and cultural dynamics, adjusting communication style to respond in a culturally relevant manner research and provide comprehensive and accurate information	
 use professional language in all communications (e.g., conversations, email, written correspondence, and public meetings) listen with empathy to concerns of students, parents/ guardians, staff, visitors, and community identify escalating situations with students, parents/ guardians, staff, visitors, and community listen for and discern critical information necessary to support student learning during team meetings and in consultation with teachers; when working with students, monitor progress, and collect and share data in areas of focus 	 facilitate transfer of information between school site/program and outside agencies and districts know when and how to intervene in escalating situations (e.g., tone of voice, proximity, stance, etc.) use language that reinforces the positive academic and social expectations to increase appropriate school behavior use corrective feedback to discourage inappropriate behavior and respect the individual 	

P.2. Cultural Competence Standard: ability to examine one's own cultural context, understand cultural contexts of others, and interact across cultural contexts with sensitivity to differences (e.g., economic, race, gender, and disability)

Foundational Proficient Advanced/Mastery Recognize differences among and across groups Understand the value of diversity in a learning Identify and address the consequences of inequities based on racial, socioeconomic, gender, disability or other of people. environment in order to create opportunities that will aspects of identity or group membership. L include and maximize students' strengths. understand social construction resulting in stratification of groups of people recognize the unique combination of cultural variables • participate in school/district equity activities (e.g., race, language, economics, country of origin, identify cultural norms that vary based on race, o participate on school/district's racial justice and gender, religion, ability/disability, etc.) within the language, socioeconomic status, country of origin, equity teams worksite/district/community as assets gender, religion, and other aspects of identity • lead racial justice and equity conversations and learning access resources to increase knowledge of how race, o aware of systemic, institutional inequities based on opportunities with students, parents/quardians, staff, ethnicity, and other aspects of diversity intersect race and other differences (e.g., disparity by race/ visitors, and community ethnicity and ability/disability in academic achievement examine beliefs and attitudes to discern strengths, • review school/district policies and practices for equity and employment) preferences, and biases of self and others in order to and cultural responsiveness, and recommend changes expand understanding of racial and cultural diversity · know district policies regarding bullying and share effective practices and protocols that support harassment/sexual harassment of students and/or staff acknowledge power imbalance occurs when one group's physical and/or social-emotional well-being during identity is established as the norm (e.g., individual can Recognize one's reaction to individuals or groups who are interracial and intraracial interactions be bullied when another feels empowered to do so) different from oneself. RM Use one's own cultural experiences, background, Understand how one's own culture-all experiences, aware of personal implicit and explicit biases knowledge, skills, beliefs, and values to mentor/coach background, knowledge, skills, beliefs, values, and students and applicable staff in racial justice and manage personal reactions to difference and expand interests-shapes sense of self, and how one fits into family, cross-cultural experiences. M, L school, community, and society and impacts interaction ability to work with others with others. RM • engage in racial and cross-cultural dialogue with Build relationships of mutual respect and seek to students in settings outside the classroom understand diverse perspectives. RM o reflect on own racial, social class, gender experiences to identify generalized social norms and expectations process racial and cross-cultural events with mentee(s) o accept diversity as the norm, and part of working with Identify the need for additional cultural competence all students, parents/quardians, staff, visitors, and • reflect on how worksite/district policies and practices match or are different from own experiences and community effectively training and seek those resources. L expectations • learn about and respect different racial and cultural access information on racial-identity development backgrounds, customs, ways of communicating, • review factors that affect interactions across racial and traditions, and values cultural groups, including historical experiences and Continued on next page ... o speak clearly and with a friendly, courteous tone relationships among groups in a local community Acknowledge the value of speaking multiple languages. understand historical development of access to education by race, class, gender, disability, etc. learn key phrases in language of students, parents/ in the United States guardians, staff, visitors, and community o acquire advanced training in facilitating racial equity and locate worksite/district documents available in home cross-cultural dialogue with students, parents/quardians, language of students, parents/guardians, staff, visitors, staff, visitors, and community and community

languages

post classroom signage and notices in multiple

o increase literacy (i.e., listening, speaking, reading,

writing) in additional languages

P.2. Cultural Competence Standard (continued)

Foundational	Proficient	Advanced/Mastery
	Work collaboratively with members of racially and culturally diverse groups. ^L	
	 use racial consciousness and cross-cultural understanding to communicate effectively 	
	 provide services attending to the racially and culturally diverse needs of students, parents/guardians, staff, visitors, and community 	
	 participate in activities with interracial and cross-cultural groups in school and in the larger community 	
	 recognize students as racial and cultural individuals and use that understanding to forge relationships that bridge students' strengths, interests, and aspirations with learning new knowledge and skills to ensure success 	
	Understand the impact of racial and cultural differences in educational and work environments.	
	 recognize impact of own behavior on others regardless of intent, and modify behavior when impact is revealed 	
	 apply cross-cultural communication skills (e.g., different ways of showing respect, seeking assistance, sharing personal information, etc.) 	
	Model cultural competence in interactions with students, parents/guardians, staff, visitors, and community. RM	
	• express awareness of own implicit and explicit biases	
	 ask questions to determine if missing perspectives have been sought and included in decisions 	
	 use protocols and skills in cross-cultural and interracial interactions 	

Foundational Proficient Advanced/Mastery Maintain ready access to information and equipment Follow procedures for collecting, managing, and Use management tools to prioritize tasks and workload maintaining information needed for job duties. necessary for job duties, including notifications and in advance for efficiency in daily and long-term project updates. completion. L o organize necessary materials, including lesson plans, to perform the task or activity respond to email notifications • use calendar and apps to track student tasks or due date of needed support materials record student information • give feedback to teacher/designee in agreed format (written or verbal) Analyze practices, procedures and systems for Manage work duties effectively within time organization, efficiency, effectiveness-and suggest or allotted/allocated. keep records related to student information implement improvements. L • seek clarification when unsure of expected time line know school policies and procedures • develop better ways to use and store student seek additional tasks to stay effectively engaged when Model efficient and effective workload management. RM support materials workflow allows (e.g., copy materials for substitute • step into an activity or task, as needed, to assist • develop better ways to engage students in folder; laminate materials for student learning activities; teacher/designee practice activities set up learning centers, etc.) prepare necessary instructional materials Manage or lead complex, multifaceted projects related flexibility/adaptability if lessons finish early to to job duties. L engage students with additional practice activities or know classroom/programs, and when to engage learning games students and when to do other supporting tasks o collaborate on design of professional learning for other ESP Follow directions and recommended operating o estimate time a task will take procedures for job-related equipment. o participate on governance Boards, instructional teams or Work cooperatively with other staff on emergencies other improvement teams resupply printers and copiers with paper, as needed and/or the completion of large, complex or time-sensitive projects. Mentor/coach others in developing or maintaining charge electronic devices regularly to be ready for organization skills related to job duties. M student use school accreditation reports know classroom organization and expectations o maintain clear and clean work area (e.g., clean up spills grant applications or summary reports after class snack)

- Perform maintenance tasks for equipment and information systems to ensure readiness to complete job duties.
- o update apps on electronic devices for student use
- change images on message board with new vocabulary

- use efficient work task procedures
- coordinate on-the-job training

P.4. Reporting Standard: ability to understand the responsibilities of a mandated reporter and what, when, how, and to whom reports should be filed

Foundational	Proficient	Advanced/Mastery
Know and follow child safety/welfare laws, reporting policies and procedures, and repercussions of noncompliance (i.e., district, Board, state, federal). • mandated reporting	Recognize signs of neglect/abuse, substance abuse, or self-injury behavior involving students or staff. o bserve student demeanor and attitude changes over time based on knowledge of student	Participate with administrators and other stakeholders in creating and implementing professional development on reporting requirements. collect current reporting requirements
 school expectations for positive behavior, and continuum of responses for unexpected behavior 	 visible signs of unexplained injuries such as burns, bruises, or broken bones 	 organize information for presentation Prepare required agency and individual reports and
Know and report breaches in student and staff codes of conduct, bullying, harassment, and other policies (e.g., acceptable use).	apply understanding of race/cultural competence when reporting concerning behavior to mitigate implicit bias	maintain all appropriate records under direction of classroom teacher.
student and adult behavior	Clarify reporting procedures for others and assist in notifying proper authorities. M	 student progress on education and social-emotional/ behavioral goals
 all accidents or incidents, as required by school policy and state law bomb threats or other threats of violence 	 factual reporting using appropriate terminology proper use and submission of all forms and documents potential responses to reporting, and of legal 	Mentor/coach others in documentation and reporting protocols. Most student and adult behavior
 identify and report a situation to the proper administrator, and document the situation 	obligations and proceedings that follow reporting know when to activate the chain of command	 accidents or incidences at the worksite or during sponsored activities
 understand the chain of command for reporting procedures (e.g., direct supervisor, building administrator, classroom teacher) 	 know types of incidents requiring reporting know intensity of incidents requiring reporting 	
Maintain the necessary documentation for required reporting of student progress as advised by classroom teacher. RM	Represent the school/district in a professional manner when reporting all incidents. $^{\rm RM}$	
 student behavior and incident reports 	abide by protocols and confidentiality agreements	
student recognition for positive behavior		
student skill attainment		
 unexpected academic or social behavior 		

• effect of specially designed support or instruction

P.5. Ethics Standard: ability to maintain a high level of ethical behavior, confidentiality, and privacy of any information regarding students, staff, and all job-related matters

confidentiality

Foundational Proficient Advanced/Mastery Display ethical and professional behavior in working Contribute to the learning environment by nurturing Mentor/coach others in ethical conduct. M positive ethical and moral practices. RM with everyone who communicates-or is associated-with • update staff on new procedures and policies the worksite. RM be honest in dealing with lost items, reporting, and • lead workshops or webinars on ethical behavior in • be responsible and accountable for individual recordkeeping educational settings performance and continually strive to demonstrate consider racial and cultural context when making Lead others in ethical behavior. L competence ethical decisions resolve problems and conflicts, including discipline, • maintain high level of professional competence and be responsible for security items such as keys, radios, according to the law and school policy integrity when exercising professional judgment passcodes use institutional or professional resources and privileges observe, identify, and explain proper ethical conduct to exercise self-control, discipline, and integrity only for job-related duties students and staff • use language appropriate to a learning environment deal considerately and justly with students, parents/ • respect the values and traditions of the diverse cultures maintain high-quality work guardians, staff, visitors, and community represented in the school/district and community o consider biases in procedures and practices that focus on effective use of time • identify and report violations to the code of conduct compromise social justice when making ethical decisions use leave time in accordance with school/district policy advocate for change in regulations and statutes when such legislation conflicts with ethical guidelines and/or Maintain professional relationships with students, parents/ Know the laws, district policies, and procedures related to guardians, staff, visitors, and community both in and student/employee rights ethical behavior and confidentiality. outside the worksite. o notice when policies, practices, or laws are harmful to • read and follow employee code of conduct/handbook o serve as an individual example of appropriate ethical individuals, groups, or the community read and follow Technology Acceptable Use Policy conduct o consider the conflict between the value of obeying the respond in a timely manner to feedback about personal know and use the proper protocol to communicate and law and the value of serving people address concerns performance and adapt accordingly • stay informed about current social issues that maintain confidentiality concerning student and staff be conscious of potential discriminatory practices differentially affect students, schools, and communities based on a person's disability, race, gender, cultural information • initiate action for social justice background, religion, or sexual orientation Develop relationships with students, parents/quardians, staff, visitors, and community based on mutual respect • strive for quality in delivery of services both in and outside the worksite. participate in sense of collective responsibility for know and participate in development of positive school high-quality work and services culture to support a safe, inclusive learning environment Exercise confidentiality and privacy of any information know and follow protocols for positive engagement with regarding students and staff in all job-related matters by following all rules, regulations, and policies. parents/guardians and the community o conduct conversations about students or other confidential matters privately keep details of confidential matters limited to those who need to support and provide service secure and protect documents from casual viewing o inform appropriate personnel of breaches in

P.6. Health & Safety Standard: ability to protect the health and safety of oneself and others by knowing and executing health, safety, and emergency protocols/procedures with fidelity

Foundational Proficient Advanced/Mastery

Know basic safety, first aid, and Occupational Safety and Health Administration (OSHA) information as required by job duties.

 first aid certification, AED training, and blood-borne pathogen training

Know and fulfill assigned and designated functions during practice and active emergency/evacuation procedures.

- keep emergency plan in easily accessed location
- escort and direct students with high needs at the time of emergency
- station oneself at designated location to direct emergency responders

Know worksite rules and policies for student and staff codes of conduct related to safety. $^{\rm RM}$

- o areas of refuge
- fire drill, evacuations, and lockdown procedures
- plan for students with a history of unpredictable or violent behavior

Make quick and accurate decisions in difficult situations.

- know procedures for person with a knife or firearm
- o call for ambulance/emergency support
- make appropriate staff aware of the situation

Maintain security and safety with regard to visitors in the building.

- know sign-in procedures and parameters for visitors in the building, (e.g., name badge visible, in permitted areas, observing school expectations, etc.)
- know procedures for stranger in the building/on campus

 $\label{lem:maintain} \mbox{Maintain valid safety and first aid/CPR/AED certificates as required by job duties.}$

- register for first aid, CPR/AED certification classes every two years
- access refresher materials online annually
- know how to use epinephrine auto-injector for food or other severe allergic reactions

Remain current with any new policies/procedures that ensure the health and safety of students and staff. ^L

- protocol for emergency contact
- know policies/procedures for reporting all accidents occurring on school grounds

Recognize behaviors that students may exhibit during emergency situations.

- plan for students who may have a seizure, run away, hide, etc. in response to stressful situations
- implement protocol for students with a history of unpredictable or violent behavior

Display confidence and poise when making judgment calls during emergency drills or events. RM

- use a firm, calm voice and controlled breathing
- use practiced, predetermined phrases for clarity under stress

Honor privacy and exercise confidentiality of all personal information regarding students, parents/guardians, staff, visitors, and community.

share only needed information with emergency or other assisting staff

Use student adaptive equipment correctly (e.g., wheelchairs, positioning chairs, personal-needs devices)

- recognize purposes, benefits, and limitations of adaptive equipment
- procedures for adjusting
- support students to use independently where possible

Participate on safety committees at the school, district, community, and/or state level. $^{\rm L}$

- take note of action items
- contribute to discussion based on experience and knowledge of student behavior and logistics in classrooms, hallways, and common areas
- o serve as staff liaison

Advocate for positive changes that will improve the health and safety of students and staff. $^{\rm L}$

- coordinate positive-reinforcement campaign for safe school behavior with students, parents/guardians, staff, visitors, and community
- provide feedback to school climate or positive school behavior committee on engagement of students with disabilities

Know terms and acronyms used by public safety officials, Federal Emergency Management Agency (FEMA), and local and state emergency preparedness agencies.

 select terms and acronyms* most relevant to school emergencies, learn their meanings, and commit to memory

Respond during emergency and disaster drills/incidents.

- practice operation of emergency communication devices
- participate in mock emergency drills

Recognize when a student or colleague is experiencing problems (e.g., educational, behavioral, developmental, health, or safety related) in order to prevent escalation/emergency.

- apply knowledge from daily interactions with students
- apply de-escalation skills and procedures
- activate individualized response procedures for students with disabilities

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^{*}The FEMA Acronyms, Abbreviations & Terms job aid is housed at fema.gov with a search feature that allows the user to find the meaning of individual acronyms and abbreviations, and lists related to specific areas of disaster management.

P.6. Health & Safety Standard (continued)

Foundational	Proficient	Advanced/Mastery
		Mentor/coach others regarding emergency policies and procedures. ^M
		evacuation paths and protocols
		stranger-in-the-building scenarios
		de-escalation skills and procedures

Foundational	Proficient	Advanced/Mastery
Operate computer and/or other digital devices and	Monitor job-related emails routinely. RM	Research trends/issues pertaining to the job. L
platforms required for job duties.	• twice daily or as directed by supervisor	• topics of interest to students
telephone, scanner, printer	flag emails needed for future reference	articles relevant to student area of study
email, district website, and internet	Operate advanced settings of maintenance systems	effective practice and reinforcement of learning
online or virtual professional development	and equipment needed to support student learning and	Download specific programs for student use to meet
appropriate software for job requirements	independence.	learning objectives.
 support student access to educational software for learning objectives 	 student tablets or communication devices and assistive-technology devices 	app for mobile devices
Operate standard office equipment.	SMART board®, document camera	maintenance of app or program updates
copier, laminator, etc.	 computer-related storage (shared drive, thumb drive, external hard drive, etc.) 	Review and manage data, as needed, for accurate data analysis.
Input data, as needed, for accurate data management.	Use appropriate job-related programs.	generate student practice data, assessment data, and
 input and access personal information (e.g., hours, pay stubs, leave requests, etc.) 	web and document searches	behavioral data summaries Mentor/coach other paraeducators to use internet/
Know worksite's Acceptable Use Policy.	document, spreadsheet, and report creation	software applications safely and independently. M
 read annually and submit signature page 	o collate, enlarge, scan	schedule time with mentee to review student
Know terminology in order to solve common technology issues.	Know how to contact Information Technology (IT) department and report specific issues.	assistive-technology devices, operation and maintenance
dialogue box, error message window, etc.	designated email for reporting	 schedule time with mentee to review worksite/district Acceptable Use Policy
Learn and adopt new technology methods.	screen shot of error messages	opportunity to answer questions about acceptable
 tablet, SMART board®, document camera, etc. 	• note clear sequence of events prior to technology issue	use policy
,	 understand the reporting procedure for misuse of technology, cyberbullying, inappropriate images, etc. 	 implementation fidelity of teacher-designed lesson or reading skill
	and who to refer the situation to	• the right level of student support to foster independence
	Model safe internet and technology use. RM	Manage a social media presence. ^L
	responsible social media use	 post events and reminders on classroom page

• appropriate response to phishing, trolling, spam, etc.

- post events and reminders on classroom page
- post progress and achievements on classroom page

Foundational Proficient Advanced/Mastery

Align appearance appropriately to job duties and professional expectations as outlined in handbook or job description.

business or business casual, appropriate to educational setting

Conduct oneself as an ambassador for school or agency. RM

- model school procedures and expectations
- treat students, parents/guardians, staff, visitors, and community in a dignified, respectful manner
- communicate effectively in routine, sensitive, and confidential matters about students with required individuals
- · demonstrate honesty and integrity in making decisions
- o appropriate use of language around students

Know the roles and responsibilities of your career field.

- interact collegially with teachers, professional practitioners, and other paraeducators who are providing learning support to students
- attend workshops and required training that meet and maintain all district, state, and federal requirements
- participate in routine communication with educational team members
- work independently (e.g., initiate tasks, complete tasks within assigned time frame without prompting)

Work collaboratively with a team. RM

- acknowledge merits of multiple viewpoints or ideas
- share ideas with and accept ideas of team members
- understand team structures and how to contribute for the best interest of the students

Project a positive image to the community through communication, involvement, and personal conduct. $^{\rm RM}$

- provide comprehensive and accurate information in routine, sensitive, and confidential matters with students, parents/quardians, staff, visitors, and community
- be willing to take information or requests for assistance
- communicate clearly and directly

Maintain emotional control in stressful situations.

- use a firm, calm voice and controlled breathing
- ask clarifying questions

Establish and maintain effective working relationships with others both in and outside of the worksite. $^{\rm RM}$

- work with other local, regional and state agencies to understand the needs and perspectives of other trades or technicians
- seek solutions to identified needs with appropriate staff

Maintain current knowledge of procedures, policies, and laws. ^L

- use culturally responsive practices
- participate in training to work with students with specific physical and intellectual learning disabilities
- implement accommodations and modifications as designed
- know important terms and acronyms used in special education programs

Respond appropriately to instruction and feedback.

- develop strategies for continuous improvement
- seek to understand specifics of corrective feedback and how to change behavior or processes to improve

Shift tasks and priorities when necessary.

- o interrupt or reschedule planned tasks as needed
- ask clarifying questions to understand needs and new priorities

Seek or maintain connections with the larger community. L

- liaise with parents/guardians or community groups
- liaise with community agencies serving students and parents/quardians

Engage in the improvement of the profession through active participation in professional organizations. ^L

- attend local union meetings
- take on a position in local or state union
- seek resources from the National Resource Center for Paraeducators (NRCP), Paraprofessional Resource and Research Center (PAR²A Center), National Clearinghouse for Paraeducator Resources (NCPR), or similar organization
- attend webinars or conferences

Demonstrate initiative in identifying areas of need and opportunities for improvement. ^L

- provide support, suggestions, and feedback regarding the strategies and instruction that have been implemented
- advocate for professional conditions and resources that will improve learning outcomes of students
- participate with administrators and other stakeholders in creating and implementing comprehensive systems of professional learning opportunities for paraeducators

Seek additional certifications.

 train on suctioning; child development; ethical, medical, and technical issues; behavior management and discipline; developmentally appropriate practices; instructional strategies, etc.

Mentor/coach others in role-alike positions on professionalism standards. M

model appropriate interaction, social, and conflict-management skills