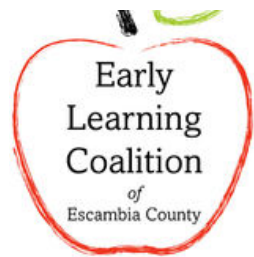


Session 1: From Staffing Stress to Stability

Tandem's Workforce Best Practice Training Series



**ELC Escambia's
Substitute Pool**
Powered by  tandem

Workforce Best Practice Training Series:

- **Session 1:** From Staffing Stress to Stability (9/17/26) ★
- **Session 2:** Building a Talent Magnet (11/18/26)
- **Session 3:** Onboarding Tactics That Drive Retention (2/18/27)
- **Session 4:** How to Keep Your Best Teachers (4/22/27)

Register for
session 2 here:



Today's session:

A practical session that uses industry knowledge and staffing data to help programs build a clear, actionable plan for managing call-offs - without disrupting classrooms or child outcomes.

What you'll get:

1. Discussion staffing struggles and the impact
2. Practical tips and tools to prepare your center to handle call-offs
3. Actionable steps to build a substitute culture that creates reliability over time

What happens when your center is understaffed?

 3 minutes



Outcomes of staffing struggles:



Classrooms combine

Disruption to a child's daily routine and environment



Director steps in

Admin work paused, halting business operations and growth efforts



Staff work overtime

Fatigue and burnout rise → higher risk for turnover



Closures

Families lose care, revenue drops, families miss work

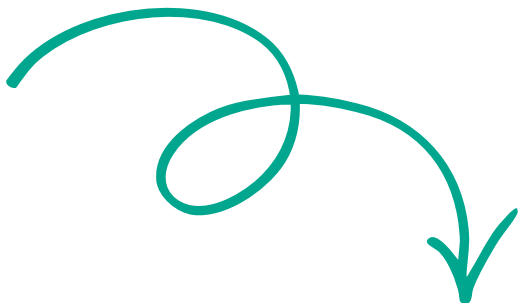


Out of ratio

Programs are forced to operate out of ratio to stay open

Why is this an issue?

Hint:



Age Group	What's at Stake
Infants 0–12 mo.	Attachment formation, brain wiring, stress regulation, sense of safety
Toddlers 1–3 yrs.	Emotional regulation, language development, behavior stability, relationship trust
Preschool 3–5 yrs.	Executive function, school readiness, self-regulation, kindergarten transition



Impact on children:



Social-emotional skills

Children ages 0-5 develop these skills through trusted, consistent relationships



Attachment theory

Frequent disruption of primary caregiver relationships impact a child's sense of safety and security



Behavioral challenges

Children in classrooms with high rates of turnover are shown to exhibit more behavior challenges

How can we solve this?

1. Permanent staff retention efforts and alignment
2. Classroom preparedness for new teachers
3. Substitute plan

The Three-Tier Response Plan:

TIER 1	Internal coverage — floating staff, part-time, director
TIER 2	Known subs / community contacts on your list
TIER 3	Tandem substitute pool — vetted, ready, compliant

Implementing a call-off/substitute plan effectively:

5 key components

1. Who gets called first? (clear contact order)
2. What are the non-negotiables? (ratio, compliance, supervision)
3. Where do you find a sub if not internally? (Tandem pool)
4. What do they need when they arrive? (materials + welcome system)
5. How do you follow up? (check-in, feedback, re-booking)

What is your call-off plan right now?

 3 minutes



Classroom preparedness:

**Post the essentials
where anyone can
find them**



**Stock your
substitute toolkit**



**Keep class lists
current and visible**



Welcoming a sub or new teacher:

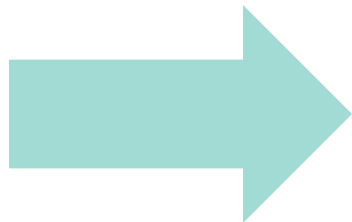
1. Quick tour - restrooms, supply closet, emergency plan
2. Share the sub plan
3. Intentional introduction to children
4. Give them a point person
5. Provide 3 clear expectations
6. Midday check in
7. Close the day with feedback and plans for future shifts

43%

percentage of Tandem teachers who said they feel centers communicate expectations well

How to complete and use sub plans:

Have each classroom complete Tandem’s substitute plan template



Substitute Plan



Center & Classroom Information

Center:

Director:

Classroom:

Number of students: Ratio:

Where Things Live

Class list:

Emergency binder:

Diapers:

Typical schedule

Arrival timeframe:

Pickup timeframe:

Daily schedule:

Substitute responsibilities

#1:

#2:

#3:

#4:

#5:



Go-to activities

Activity: Materials location:

Activity: Materials location:

Activity: Materials location:

Activity: Materials location:

End-of-day checklist

☐

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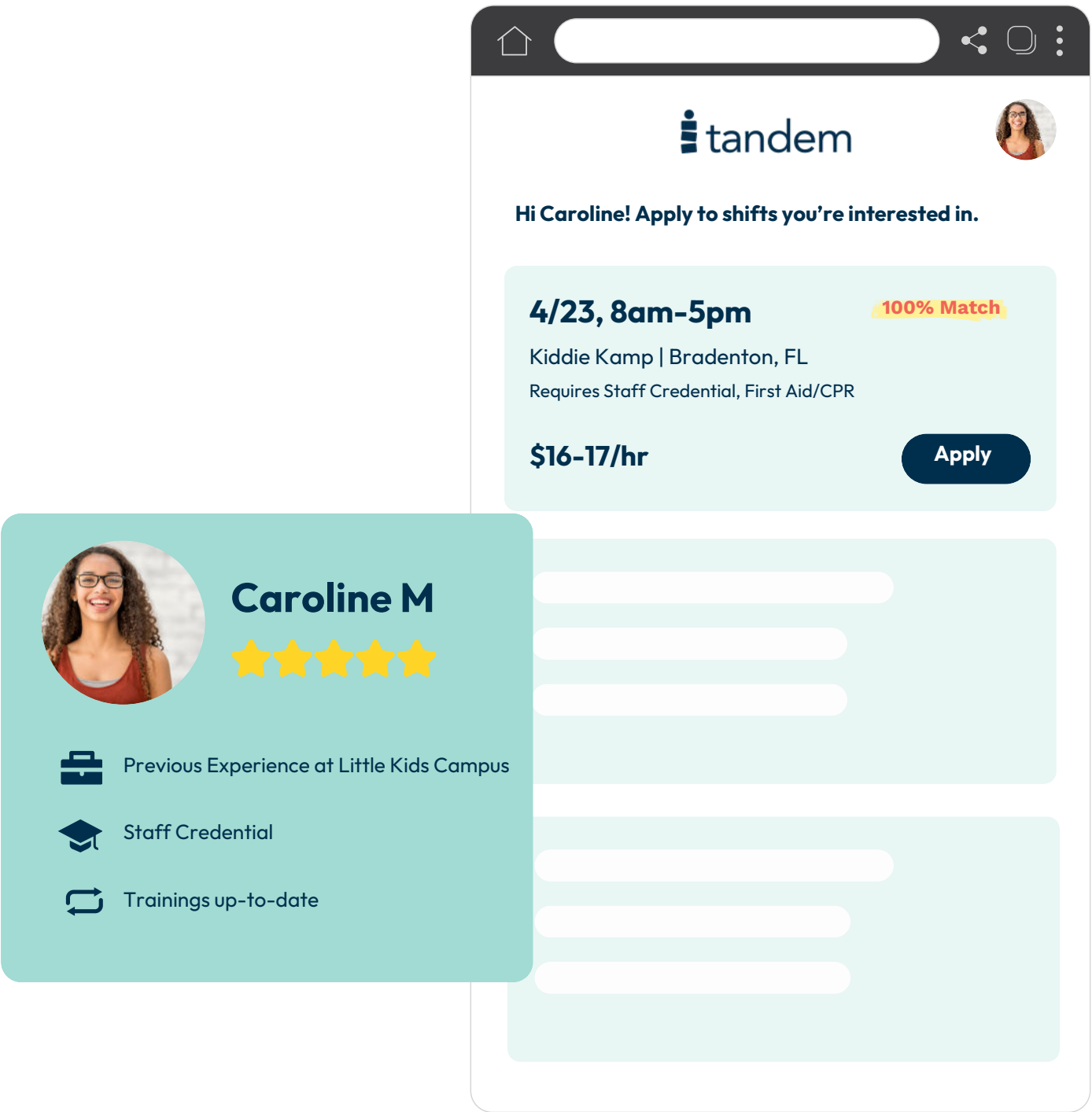
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Emergency information

Important student information:

Utilizing ELC Escambia’s substitute pool:



- 1

Create your free center profile

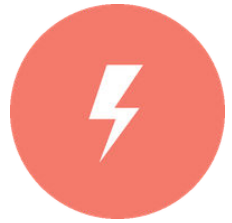

- 2

Book compliant substitutes as needed
- 3

Set the pay rate and we'll handle payment

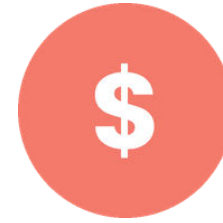
★ Tandem's fee is covered by ELC Escambia

Taking advantage of the full partnership



Substitutes On-Demand

Providers can book vetted, state-compliant substitutes on demand.



Fee-Free Access

ELC covers Tandem's admin fee. Providers pay only the substitute's hourly rate, which they set.



Provider Training

A quarterly training series for directors and operators focused on staffing stability.



Professional Development

Free accredited PD courses via Show & Tell Me More. Providers use code **ELCEscambia** for free and unlimited access.



What to take back to your center after this session:

- ✓ Talk to your teachers about preparing their classrooms for substitutes
- ✓ Have each of your teachers fill out Tandem's Substitute Plan Template
- ✓ Make a mental checklist to complete on a substitute's first day

Thanks for coming!



Your training completion certificate
will be sent via email:



See you at our next sessions!

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