

Questions About Receiving Calls for Work

When will I be called for work?

We don't know. You need to wait for the call. Please be patient. Not everyone gets work. It depends on the number of people available and the number of assignments in the system.

Someone that has the same seniority date as me received a call, why didn't I?

There are lots of people with the same seniority date. So, you did not make the cut-off as we ran out of jobs before the system could reach you.

Someone that has the same hire date as me received a call, why didn't I?

This only applies to those without seniority dates. People that are hired on the same date are given a rank. If 10 people are hired, each person is assigned a number between 1 to 10. The person that gets assigned 1 will receive the first call and so on. This number is assigned within a hire group at random.

My friend who was hired in August this year received an assignment, I was hired in July and I am still waiting.

Everyone that is hired during the summer are considered as one big group. Even though your friend was hired in August, they must have a lower rank number than you. Once again, within the summer hires, rank numbers are assigned randomly.

I got a call but it is too far, can I refuse it?

No, you have to accept the first assignment that you are called for.

I got a call but it is a part-time assignment, can I refuse it?

No, you have to accept the first assignment that you are called for.

Can you give me an assignment?

No, we cannot. We do not do manual dispatch.

Missed my Dispatch Call

I missed my call. Can you give me an assignment?

No, we cannot give you an assignment. You need to wait for the next call.

I missed my call. When will I get the next call?

We don't know. You need to wait for the next call.

I missed my call. Can you make sure I get a call soon?

We have no control over the order in which the system calls. It will call you when your turn comes up based on seniority. We cannot tell you when your next call will be either.

Issues with your Automated Dispatch Call

My PIN was incorrect so I could not pick up the assignment, could you give me one?

Please log onto ESS and change your PIN so that you can enter the correct PIN next time. Once you have your PIN, you need to wait for the next call. We cannot tell you when your next call will be.

My call got dropped due to poor phone reception, can I have an assignment?

No, you need to wait for the next call. We cannot tell you when your next call will be. But next time, make sure you are in an area of good reception.

I accidentally hung up, can I get an assignment?

No, you need to wait for the next call. We cannot tell you when your next call will be.

Details about my Dispatch Assignment

Can you provide the details of my assignment?

We unfortunately don't have the resources to look up people's assignments. You can log onto ESS (Employee Self Serve) and review your dispatch. Any assignment that you accept will show up on ESS.

I picked up a long-term assignment, when will I get the staff change form to indicate that I have been assigned to the school?

You will get the notification when the HRAs are able to enter your assignment into the system. Till then, you will have a dispatch assignment.

I had a long-term dispatch assignment and now I am getting calls from the dispatch system. Should I accept the assignment?

It is likely that you have been placed at the school in a long-term assignment which is why your dispatch has been deleted. If that is the case, you will have received a Staff Change Notification. Please check your Surrey Schools email. You can also check your current assignment on ESS. See page 12 for instructions on how to check your assignment.

I am running late, what should I do?

We do expect employees arrive to work on time. However, there are times when things are out of your control, in which case, notify the school. You will be paid from the time you start. You may be contacted by HR if you are late to work.

I received a late call-out, what should I do?

Accept the assignment. Call the school and tell them that you picked up a late dispatch. Provide the school with an estimated time of arrival. You will be paid from the time that you arrived at the school.

Change my Dispatch Assignment

I received a call but that assignment is too far, can I get a different assignment?

No, you need to pick up the assignment that you are called for. Now that you turned this assignment down, you need to wait for the next call.

I received a call but it was part-time, could you give me something longer?

No, you need to pick up the assignment that you are called for. Now that you turned this assignment down, you need to wait for the next call.

I received a call but it doesn't fit my needs, can I get another assignment?

No, you need to pick up the assignment that you are called for. Now that you turned this assignment down, you need to wait for the next call.

I received a part-time dispatch, can you give me more hours?

No, we cannot assign more hours. Thank you for picking up the assignment you received. If you are interested in more hours, let your admin know. They may be able to give more hours if it becomes available.

Someone with less seniority received a better assignment than me, can you change my assignment?

No, we cannot change your assignment. The system offers jobs based on what is available in the system when you receive the call. You need to take the assignment that you were offered.

The dispatch system calls out jobs in the order that they entered or by priority if there are multiple absences at one school. So it may call a long term absence or a short-term absence that is not in our control. When the system picks up the next assignment, it then looks to see who is the first person available that has the highest seniority. That is the person offered the position.

I am already in an assignment but there is a better assignment, I want to take that?

No, you cannot take a different assignment. You need to keep the assignment that you have taken. Also, mark your unavailability so the dispatch system does not call you for work that is on your assigned days.

Contacting Dispatch

I called dispatch and they are not answering, what should I do?

Leave ONE voicemail, they will get back to you as soon as they can.

I left dispatch an email or voicemail and I have not heard back. What do I do?

Please wait. They are a very busy team supporting 11 000+ employees and overseeing 1000+ absences per day.

How do I contact dispatch?

Email: dispatch@surreyschools.ca

Phone: 604-595-6140

What hours does Dispatch work?

Monday to Friday from 5 - 12pm

Paid and Unpaid Breaks

What break am I entitled to?

Your breaks are determined by the number of hours that you are working. Work with your IST teacher or admin to figure out the times. HR is not involved in when you take breaks that is based on individual schedules and needs at the school.

- **If your assignment is 4 - under 4.5 hours:** You are entitled to a 15-minute paid break.

- **If your assignment is 4.5 - under 6 hours:** You are entitled to a 15-minute paid break and 30-minute unpaid lunch break.
- **If your assignment is more than 6 hours:** You are entitled to two 15-minute paid breaks and a 30-minute unpaid lunch break.

Can I be asked to take an unpaid lunch break when I work less than 4.5 hours?

You shouldn't be asked to take a lunch break when working under 4.5 hours.

Can I leave early instead of taking my breaks?

No, you cannot. You need to take your breaks as scheduled at the work site.

Reporting your Sick Day

I am sick and I don't have a dispatch assignment, what should I do?

Log onto Employee Self Serve and mark your unavailability.

I am sick and I have a dispatch assignment, what should I do?

Call dispatch (604-595-6140) and leave a message to indicate that you will be absent from your dispatch assignment due to illness. Provide your absence dates.

Unavailable for Work

I am not able to go into work, I already have a dispatch assignment. What should I do?

All Spareboards are required to work everyday. If you are unavailable due to an emergency, call dispatch and report your absence. If no one answers, leave ONE detailed message. Dispatcher will mark you unavailable.

I am not able to go into work and I don't have a dispatch assignment. What should I do?

All Spareboards are required to work everyday. If you are unavailable due to an emergency, log into Employee Self Service and mark your unavailability.

