

Dear IESW Spareboards,

We are happy to announce the launch of the Workboard for IESWs starting **January 7**. This new system will provide more flexibility and the ability to prioritize assignments that align with your preferences.

Accessing the Workboard

By logging into Employee Self Service (ESS), you can view and select from available assignments for the next day during the designated hours of **6:00 PM – 10:00 PM**. All IESW Spareboard employees have equal access to the Workboard, and all jobs that are available will appear on your list. To access the Workboard, log into ESS, then click on the “Dispatch Workboard” link on your dashboard

[Click here for step-by-step instructions on how to access and accept work from the workboard.](#)

How the Workboard works:

- The number of jobs displayed on the Workboard will vary daily depending on the number of reported absences and the time you check the Workboard.
- If there are no jobs showing on the workboard at the time you log in, you can check back at a later time.
- All IESW spareboard employees have equal access to the Workboard, and assignments are assigned to the person that first accepts the assignment.
- Even if you have marked yourself unavailable for work, the workboard will still show assignments that are on your unavailable days. You must be able to work the entire assignment when you accept the job off the workboard.
 - If you marked yourself unavailable because you are already working in the district, you cannot pick up another assignment on those days. If you do, you will be sent back to your original assignment.
- Once you have accepted an assignment on the workboard, you will not see any other work on the workboard for the days that you have already been dispatched for.

What happens if you do not accept a job from the Workboard?

If you don't accept a job through the Workboard or no assignments are available, you will be contacted the following morning by the Automated Dispatch System. **Assignments will be offered based on seniority during the morning call-out, and all Spareboard employees are expected to accept these assignments regardless of location, duration, or hours.** There will be only one call for anyone still available for work.

Automated Dispatch Calls:

The Automated Dispatch System will have **two call-out times**:

- **Prior Day Dispatch (6:00 PM – 6:30 PM):**

During this time, the dispatch system will call for:

- Notifications of canceled dispatch assignments for the next day
- Calls to IESWs based on the last replaced criteria (see below)
- There may be some calls for work the next day not related to last replaced. You can either accept the dispatch call or refuse these dispatch calls and log into the Workboard and view/accept available assignments.

- **Same Day Dispatch (5:45 AM – 9:00 AM):**

- During this time, there will be:

- Dispatch Calls for employees still available for work based on seniority
- You are expected to accept any assignment offered in the morning, as there will only be **one call**

Last Replaced Criteria:

If you covered for an employee within the past **two days** and that same employee reports an absence again, the system will prioritize contacting you—provided you are available for the full duration of the absence. Accepting these assignments ensures consistent support for students.

Any employee receiving a dispatch call to replace the same employee they covered in the last 2 days; they must accept that dispatch call so that we have consistency.

Please Note: Requesting specific IESW Spareboards is still not permitted.

We believe this new system will bring significant benefits by providing flexibility and allowing you to take greater control of your assignments, while continuing to meet the needs of our students and schools.

If you have any questions or need assistance with the Workboard, please contact the Dispatch team at dispatch@surreyschools.ca.

Thank you for your cooperation and support as we implement this new initiative.