

Elementary Occasional Teacher Dispatch Procedures

1. Teachers, Principals or their designates are required to enter teacher absences in the SmartFindExpress (SmartFind) system which will in turn assign Elementary Occasional Teachers to those jobs. Employees are encouraged to enter requests for replacements as soon as they are aware of the need for a replacement.
2. Occasional Teachers (OT's) are dispatched on a rotational basis based on assigned school lists and qualifications through SmartFind, District School Board Ontario North East's Automated Dispatch System.
3. If none of the qualified OT's from a school's assigned list are available then SmartFind will rotate through the general OT list, starting with OT's who have the appropriate qualification and then moving on to OT's who do not have the required qualification.
4. OT's are expected to be available on a regular basis, which means daily unless otherwise stipulated by the OT.
5. At the end of your assignment you can check with the school office to see if your attendance is required for the next day (e.g. the sick teacher you are replacing is going to be away again the next day). If you are required to work the next day and do not already have a job for the next day, the school can extend your job in SmartFind. This must be done before 5:00 pm or a new job will need to be created and will go out to call-out. To avoid confusion, confirm with the school that your assignment has been extended. You can also review your assignments in SmartFind to see if your assignment was extended.
6. Occasionally you will need to cancel out of an assignment due to an emergency, sudden illness or if you accidentally accept an assignment. Please follow the cancellation instructions as outlined in your SmartFind training material. However, if you must cancel out of the assignment on the same day of the assignment you should immediately cancel out of the assignment (so the system can start calling for another replacement) and you **must** notify the school directly by calling and directly speaking with the Secretary or Administrator. If you are unable to reach someone, you may leave a message but continue to call the school until such time as you have spoken to either of these individuals. Do not contact the help desk. If your emergency is of a nature that you are unable to continue to contact the school, leave a message on the school voice mail.
7. When accepting two half day assignments, be certain that there is enough travel time between the two sites to allow time to arrive at the second school before the start of the assignment. If there is not sufficient time, do not accept the assignment and indicate the decline reason as Alternate Assignment in Board. It is advisable to have handy, by your phone, the times for the half day assignments that you have accepted should SmartFind offer another half day job for that day.
8. If you decline a job because you are unavailable for some reason (sick, family emergency etc...) you are still required to enter your unavailability in the system. The system does not automatically do this for you.
9. In the case of inclement weather, School administrators are instructed to cancel any jobs that no longer require a substitute. The system will immediately send you an email notification and attempt to call you every 30 minutes to inform you of the cancellation. Administrators will also attempt to call you directly. Administrators can view on SmartFind when a substitute has accepted a cancellation notification. You can listen to the radio or check the DSBO website (<http://www.dsb1.edu.on.ca>) for bus cancellations and/or school closure information. Some schools which have a large number of walk-in students will still require substitutes even though buses are cancelled. If you are uncertain as to whether or not your assignment has been cancelled, check on the SmartFind system by phone or computer to see if your job has been cancelled. If you are still in doubt try to contact the school to see if you are still needed.