

# Teacher Dispatch Flowchart

Teacher calls Dispatch for an absence  
- whether they require TTOC coverage or not  
*Call made to dispatch prior to 5 a.m. the day of*

## Call Dispatch Line

- Choose Secondary or Elementary from the choices provided.
- Do NOT call the message line for Dispatch calls. The message line is for messages ONLY.
- Call as soon as you know the date(s) of absence. Do NOT wait until the last minute.
- Find a quiet place to make the call
- Know the correct day(s) & date(s) of absence
- Speak slowly and clearly *after* the beep (count to two before speaking)
- Include up to three TTOC requests (if not included, Dispatch will fill as required)
- AOs should include the name of their TIC
- Include any *short* instructions (ie: bus duty). All other classroom instructions should be emailed to the school secretary or AO
- Do not provide unnecessary details (ie: just how sick you are)
- Know the LOA code to bill your time to or provide a short comment.

## Send a Fax

- Use ONLY provided request form
- Use full names for teacher and TTOCs
- Fax to SBO as soon as you know the date(s) of absence. Do NOT wait until the last minute.
- Teachers require an AO's signature on a fax request
- Know the correct day(s) & date(s) of absence
- Include up to three TTOC requests (if not included, Dispatch will fill as required)
- AOs should include the name of their TIC
- Know the LOA code to bill your time to or provide a short comment.

## Send an Email

- Use ONLY provided request form
- Use full names for teacher and TTOCs
- Email to Dispatch as soon as you know the date(s) of absence. Do NOT wait until the last minute.
- Know the correct day(s) & date(s) of absence
- Include up to three TTOC requests (if not included, Dispatch will fill as required)
- AOs should include the name of their TIC
- Know the LOA code to bill your time to or provide a short comment.

## And ...

- **Do** make multi-day requests when you know you're going to be away, especially for sick days.
- **Do not** assume you will get requested TTOC
- **Do not** tell TTOC that they will be working—only Dispatch can do that.
- **Do not** tell TTOCs that you will/have requested them unless they are your first request otherwise Dispatch is left to make the explanation as to why the TTOC didn't get the call.
- Ask for Related TTOCs in the third Preferred TTOC position only
- If you do not know the code *at least* provide a simple description of what you will be doing. Requests that do not include codes will be billed to Leave Without Pay until another code is provided.

If you do not have the correct fax or email request form(s), contact Dispatch for them.

**Continuity** is of ongoing concern. Dispatch makes every effort to have TTOC continuity. However there are a number of factors to consider: (1) teachers calling in day-to-day for absences (particularly if calls come in late) and the TTOC has already been dispatched elsewhere, (2) the TTOC has discussed an absence with a teacher but is now unavailable due to a continuing placement, (3) a break in the dispatch (ie: a teacher returns for a day or part day then continues the absence).

*Please be aware that continuity requires co-operation from all parties involved.*

Telephone Dispatch (250-748-2141) or email ([dispatch-ed@sd79.bc.ca](mailto:dispatch-ed@sd79.bc.ca)) or fax (250-748-6591)  
Ext 1 - Elementary Ext 2 - Secondary Ext 3 - Messages