

TTOC Dispatch Hints

1. Be prepared – have pen/pencil and paper ready to write down the information provided by the Dispatcher.
2. Expect calls from 5:45 am to 7:30 am (Elementary) and 6:30 am to 8:00 am (Secondary) *PLUS* late calls from 8:00 am to 9:00 am AND 10:30 am to 12:30 pm for unexpected afternoon calls.
3. Be organized – if you expect to be called, be up and/or awake and/or showered, etc. If Dispatch is busy, you may get a later than usual call and might have to rush to get to the site on time. Dispatch *should not be* your wake-up call.
4. Provide Dispatch with any updates to telephone/cell numbers and your preference as to the order in which they are used.
5. Make sure your cell is working, charged, and near at hand.
6. You MUST telephone (250-748-2141) or email (dispatch-ed@sd79.bc.ca) any known absences or unavailability. (Do not expect a written response from Dispatch).
7. If in doubt, ASK. If you're expecting to be called but the Dispatcher doesn't offer you that placement, ask. Don't assume that the Dispatcher has deliberately omitted the choice. Also don't assume that, just because you were told by a teacher that you would be requested, that you were the first request.
8. Be known to your preferred schools. Get business cards and/or handouts in every school. Those who work the most are those who get requested.
9. We have a very large District, geographically speaking. *Expect to travel* from one end of it to the other, particularly if you are new to the Roster or if you are relying on Rotation for placements. Lake Cowichan, Mill Bay, Chemainus are our outer boundaries and you should expect to go to any or all locations at some point during the school year.
10. DO NOT go to a placement without speaking to the Dispatcher. The Dispatcher is *the only person* who can dispatch you, other than emergent situations approved by the HR Manager. If you show up at school and have not been dispatched, you will not be paid.
11. If you are dispatched in error (it doesn't matter who made the error), you are entitled to stay for the length of time you were dispatched for and be paid for that time. If you choose to leave the site, you will not be paid. If you do choose to leave the site, Dispatch will make every effort to make up the lost time (without guarantee).
12. TTOCs who are in continuing placements are required to call Dispatch if they cannot cover the assignment.
13. Know where the schools are located. Either have an area map or Google can provide good maps. If you get lost or are delayed, either call the site or call Dispatch to notify the site that you will be late.