

Memo

TO: ALL CUPE CASUALS
FROM: Vanessa A. Lysne, Human Resources Officer
DATE: August 30, 2019
RE: 10 Failures to Respond – IMPORTANT – PLEASE READ

Article 16 (f) NEW

(vi) It is expected that casuals will be available for work and will answer dispatch calls between 6:00 a.m. and 9:00 a.m. For the purpose of this article, verbally refusing work or failure to answer the phone call from dispatch during this timeframe will result in a failure to respond.

(vii) Ten (10) failures to respond to a call from dispatch during the twelve (12) month period (July 1st to June 30th) will result in a termination of employment.

(viii) The Employer will notify the employee and the union in writing after eight (8) failures to respond that the employee only has two (2) more opportunities to fail to respond during a twelve (12) month period (July 1st to June 30th) before their name is removed from the callout list resulting in termination of employment.

(Note: this new language replaces the requirement of working 10 days in any 12 month period.)

Reporting when unavailable for casuals:

Art 16(f)(iii)

If unavailable less than 2 weeks – call 250-709-3300 or email the dispatcher, dispatch-cupe@sd79.bc.ca.

If unavailable more than 2 weeks - this must be in writing so you will need to email HR vlysne@sd79.bc.ca and cc CUPE dispatch email as well.

The call from dispatch:

- A casual **not answering the phone** is a Failure to Respond.
- Answering the phone, but **refusing work**, is a Failure to Respond.
- If a casual has not previously reported their unavailability, they are considered fully available and the dispatcher will call the casual. The dispatcher will first ask “are you available today?” The dispatcher will not list the available work until she has a response to this question. One can no longer hear the list and then say “unavailable.”
- When the dispatcher calls, the casual cannot listen to what’s available and then say “I’m sick or family illness” or any other reason. Casuals need to say they are sick etc and therefore unavailable when first answering the dispatch call. Work will not be listed if a casual is reporting as sick etc. so the dispatcher can move on to the next casual.
- Casuals are expected to accept calls to work anywhere in our district for the required time dispatched. Therefore, casuals can no longer specify only a particular school(s), or north, south, morning only, etc., however if one’s choice is within the available work list, one can still accept it.
- If a casual hears what is available, they can no longer say “go through your other casuals and call me back if you need me.” This would be considered refusing work and would be a Failure to Respond.

Please understand that our dispatcher is extremely busy while trying to get casuals out to schools each day. For any questions, please contact HR or your CUPE Representative.