

## 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 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.

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

*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.
- If you have TTOC's in the District that are relatives, they can only be your third request to be fair
- 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.

**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))

Ext 1 – Elementary Ext 2 – Secondary Ext 3 - Messages