

SFE HANDBOOK

SMART FIND EXPRESS



Crosstown Elementary

ON-CALL EMPLOYEE

VSB

SFE Office Hours:
6:00 am – 12:30 pm

SFE Office Contact Numbers:

Teaching: 604-713-5178

SSA/Bs: 604-713-5177

All Other Groups: 604-713-5118

SFE Automated System:
Available at anytime

SFE System by phone:

Call: 604-670-2388

SFE System by web:

<https://vancouver.sbschoolsolutions.com>

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HOW TO USE SFE

- You must register on SFE to receive calls from the SFE call-out system. During registration, you will create a 6-9 digit PIN for accepting calls.
 - Instructions on how to register will be emailed to you once we have generated your employee number (new hires)
- When the system calls you for an assignment, say “Hello”. If system does not hear a response in the first few seconds of the call, it will disconnect.
- The system will first ask for your PIN before giving details of the assignment.
- Be sure to enter the correct PIN. If you incorrectly enter your info, the system may disconnect the call.
- The SFE system does not leave messages. Therefore, if you are not able to pick up the phone in time, you will miss the assignment.
- We recommend that you do not use speakerphone as this can cause the system to disconnect.

BEING REQUESTED/PRE-ARRANGED FOR ASSIGNMENTS

If an administrator pre-arranges you to fill an assignment and you receive calls from the SFE system for the same day, please report to your pre-arranged assignment and let the office know when you arrive that you are missing a job number. We advise that you list yourself as unavailable until you arrive at the school.

EXTENSION OF ASSIGNMENT

If the administrator has extended your assignment, make sure that they book you in the SFE system. They can either modify your current job # or give you a new job # for the extension. This is the administrator's responsibility. Please request this before leaving for the day.

JOB DUPLICATION/ERRORS

When mistakes or double bookings are made and you are called to an incorrect or cancelled assignment, contact the SFE office (see pg.21 for contact information) immediately and they will attempt to find you an alternate assignment.

CANCELING OUT OF SINGLE DAY ASSIGNMENTS

You can cancel a single day assignment on your own via the SFE system online or by using the system phone line (604.670.2388).



SFE Best Practice
Try not to cancel jobs last minute.

If you need to cancel out of a job under two hours before the start time, call the SFE office to cancel, and please inform the school.

UNAVAILABLE/ILLNESS DURING YOUR LONG TERM ASSIGNMENT

Please call the SFE Office

- 604-713-5178 (Teachers)
- 604-713-5177 (SSA/Bs)
- 604-713-5118 (All other groups)

If an operator is unavailable, please leave a message with the following information: your name, the position and location of the assignment, the job number, the person you are replacing, reason for your absence and the number of days that you will be absent. Due to the high volume of calls, the SFE office will not call you back and confirm that they have received your voicemail.



SFE Best Practice

Be available for work on Mondays and Fridays as we generally have more assignments.



Want to make sure your unavailability was received by SFE and recorded?

Check your unavailable dates and your sub calendar. When SFE processes your unavailability, they will enter your unavailability date(s) in SFE and take you out of your current assignment for the dates that you are absent.

OVERTIME WORK (FOR EOCs)

All overtime must be authorized in writing in advance by the principal/supervisor.

REVIEWING FUTURE ASSIGNMENTS

You can review your assignments online or call the SFE system (604-670-2388) to verify your assignment. Given that the system sometimes calls well in advance for future assignments, always review your assignments the day before.



SFE Best Practice

Regularly review your future bookings

RE-DIRECTION

The SFE office may need to redirect you to a different



SFE Best Practice

If re-directed, please arrive at the new location within reasonable time

assignment in case of double bookings, cancellations, priority at another location, etc. Keep your cell phone nearby and on at all times even if you are in a long-term assignment.

PROFESSIONAL DAYS

Depending on your employee group, you may or may not be entitled to paid professional days.

- For TTOCs, you need to be in the same assignment (covering the same teacher) for the last 4



SFE Best Practice

If you qualify for a paid Pro-D but will not be attending work nor attending a Pro-D workshop, please call the SFE Office.

consecutive days prior to the Pro-D to qualify for a paid Professional Day.

- For CUPE 15 EOCs, if you are in a multiple day assignment that started prior to the Pro-D then you will be paid to attend Pro-D.
- For IUOE – Supervision Aides EOCs, there are no Pro-Ds for this group and you should not be reporting to work on Pro-D
- For IUOE – Food Service EOCs, there are no Pro-Ds for this group; however, if you are in Secondary, you will need to report to work.

If you are unsure of whether you qualify, please speak to the Principal/Supervisor at your school.

If you qualify for a paid Professional Day:

- Notify the Principal/Supervisor about your plans for Pro-D. In order to be paid, you need to attend either a Professional Development workshop or report to work.
- If you will not take part in a Pro-D workshop or report to work, notify the school and the SFE office.

If you do not qualify for a paid Professional Day:

- The school will change your assignment on SFE so that the Pro-D is no longer listed as a work day.
- Even though you will not be paid for the Pro-D, you can still sign up and attend any workshops offered.
- If it is a Flexible Professional Day, there will still be work available (as some schools are still in session) and the system may call you for an assignment.

To sign up for events and workshops on Professional Days, please visit: <https://prod.vsb.bc.ca/>

CLASSIFICATION CHANGES - TTOCs

Changes to Classifications:

Every summer, you will receive a TTOC re-application form on where, you can request changes to your classifications.

Add Classifications, when:

- You have completed a one-year, full-time contract in the subject area or a three-month, full-time contract in a subject area. If so, e-mail absences@vsb.bc.ca with the details
- You have completed at least 10 courses in a subject area and would like to be qualified to teach in that classification. If so, please send an e-mail to absences@vsb.bc.ca with the request and bring your original transcripts to the board office.

To Remove Classifications:

- Email absences@vsb.bc.ca

Please Note: You may be called to other grades/subject areas that you have not selected if our TTOC pool has been depleted of all qualified and available TTOCs. It is understood that even though you are not qualified in this area you are expected to teach and supervise to the best of your ability.



Classification Changes can only be made once per year.

KEEP AVAILABILITY ON SFE ACCURATE

To ensure that we efficiently fill assignments on SFE, on-call employees must maintain their updated availability on SFE.

To book off your unavailability dates:

1. Log into SFE
(<https://vancouverb.eschoolsolutions.com>)
2. On the menu bar, hover over “Schedule”
3. Click “Unavail Date”



4. Click “New”.
5. Enter the Date Range. If it is a single day, then enter the same date for start and end dates.
Please Note: Only future unavailability dates can be entered.
6. If you are unavailable for part of the day, enter the times for which you will be unavailable. Otherwise, choose “All Day”.
7. When entering dates and times, follow the format indicated below the field.
8. If you would like the system to call you for future assignments during this unavailable period, please tick the box under the date.
9. Click “Save”.



SFE Best Practice
It is the expectation and your responsibility to maintain accurate availability on SFE.

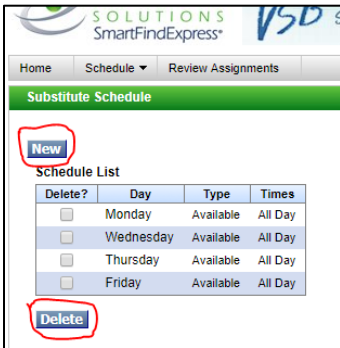
Multiple Unavailable Dates:

If the unavailability is not consecutive then each day will need to be entered separately. For instance, if you have a

contract on Day 1, then make yourself unavailable on every Day 1 separately.

To modify your availability for a certain day of the week for an extended period of time then adjust your schedule in SFE:

1. Log into SFE
(<https://vancouver.sbschoolsolutions.com>)
2. Hover over “Schedule”
3. Click “General”
4. Click the “New” button to add days



5. Select only the days that you would like to add. Do not tick days that are already in your calendar.
6. You can then specify specific times of availability on those days or select “All Day”
7. Click “Save”.
8. To remove days from your calendar, tick the days you want to remove and click Delete.



Please adjust your availability on SFE rather than simply turning off your phone or not answering. This will allow the system to fill assignments efficiently.

JOB SHOPPING

Starting January 5, 2019, in addition to accepting jobs on the telephone, substitutes will also be able to accept jobs on their SFE account as well.

- Web Shopping for jobs will be available for Teachers, CUPE 15, Cafeteria Workers and Supervision Aides only
- If a job is in callout, you will be able to review the job, but you will be unable to accept it
 - an indicator of “In callout” will display beside the job
- If more than one substitute is reviewing the job then the 1st person who accepts the job will get the confirmation job number
 - The job is no longer available will be displayed for subsequent substitutes trying to accept the job

To ensure maximized and efficient morning dispatch, Job Shop for available jobs during the times below:

- Sunday - Saturday
 - Midnight – onwards
 - 3:30 PM – Midnight

How to Search for Available Jobs as an On-Call Employee

1. Login to your SFE account
2. Select on Available Jobs, Enter Date Range and select Search to get a list of available jobs

Home Schedule Available Jobs Review Assignments

Available Jobs

* Search From: 2018/10/16 (YYYY/MM/DD) * To: 2018/10/19 (YYYY/MM/DD)

[Search](#)

Action	Start Date/Time End Date/Time	Location Classification	Employee in for Work Days	Instructions Is Requested
Details	2018/10/17 08:55 AM 2018/10/17 03:00 PM	Lord Kitchener Elementary A-TEST-KINDERGARTEN	Vacancy Wed	None No
Details	2018/10/18 08:55 AM 2018/10/18 03:00 PM	Bayview Elementary A-TEST-KINDERGARTEN	Vacancy Thu	None No

3. Click on the Details to review the available job

Home Schedule Available Jobs Review Assignments

Available Jobs

* Search From: 2018/10/16 (YYYY/MM/DD) * To: 2018/10/19 (YYYY/MM/DD)

[Search](#)

Action	Start Date/Time End Date/Time	Location Classification	Employee in for Work Days	Instructions Is Requested
Details	2018/10/17 08:55 AM 2018/10/17 03:00 PM	Lord Kitchener Elementary A-TEST-KINDERGARTEN	Vacancy Wed	None No
Details	2018/10/18 08:55 AM 2018/10/18 03:00 PM	Bayview Elementary A-TEST-KINDERGARTEN	Vacancy Thu	None No

4. You can Accept, Decline Job or Return to List

Available Jobs

Available Jobs Detail

Job Status: Open/Open
Employee in for: Vacancy
Location: Lord Kitchener Elementary
Address: 3455 W. KING EDWARD AVE
VANCOUVER, BC V6S 0C7
Telephone: 6047135454
Classification: A-TEST-KINDERGARTEN
Voice Instructions: None
Text Instructions: None
Date: 2018/10/17 - 2018/10/17
Weekly Schedule: Wednesday 08:55 AM - 03:00 PM

Select a reason for Declining before pressing Decline Job

Decline Reason:

[Accept Job](#) [Decline Job](#) [Return To List](#)

5. A confirmation will be provided if you have successfully accepted a job

GENERAL EXPECTATIONS

- It is expected that on-call employees accept work and travel anywhere in the district.
- You may be required to work at two different sites within a day
- You must maintain updated availability on SFE
- The SFE office may re-route you to another school in order to ensure sufficient coverage at all our schools.
- It is the expectation that on-call employees switch assignment locations when the SFE office calls to re-route and arrive within a reasonable time.
- Please keep your phone on from 5:30 am to the start of your assignment as you may receive calls from the SFE office in regards to changes in your assignment.
- Always sign-in and sign-out at the office even during long-term assignments.

GENERAL FAQs

SFE Troubleshooting

What is my User ID?

It is your 8-digit employee number issued by the VSB.

What is my password/PIN?

It is the 6 to 9 digit number that you set up when you registered for SFE.

I forgot my SFE password/PIN?

Go to the SFE website

(<https://vancouverb.ecschoolsolutions.com>) and click "Trouble signing in?" under the submit button. Fill in the form and your password will be emailed to your VSB email address. If you do not have access to your VSB email address, please contact the IT Helpdesk at 604-713-4444.

SFE Office and SFE System Call-Outs

When will the SFE system call me?

The SFE system calls early morning for same-day assignments and in the evenings for future assignments.

Am I expected to answer calls from the SFE office when I'm driving or in the middle of my assignment?

If you are driving and have a missed call from the SFE office, please call the SFE office at your earliest convenience.

If you receive a call during your work hours, you are not expected to answer your call. The SFE office will leave a voicemail. If it is important for the SFE office to speak to you, they will reach you through the school office or during your break.

Can the SFE system call me at two phone numbers?

No, the SFE system cannot but you can change your phone number on SFE.

How do I change the phone number the SFE system calls me at?

You can do this online or by phone. The SFE office cannot make changes to your callback number.

Online:

Log into SFE and in the top right corner, click Profile and then choose callback number. Make your changes and save.

Phone:

Call 604-670-2388, log in, select menu option 3 and then follow the prompts.

How often can I change my callback number?

As often as you need.

What if I am not getting calls from the SFE system after changing my number or have never received a call from the SFE system?

- Check to make sure your phone number is correct
- Don't include +1 if your number is not long distance

- Check with your phone provider as they may block IVR calls
- Contact the SFE office if you continue to have issues with the SFE system

Does the SFE system leave a voicemail?

The SFE system does not leave assignments on your voicemail. Occasionally, the system will assume the voicemail is the voice of someone answering directly so it possible that you get a partial message from the SFE system.

What should I do if I miss a call from the SFE system?

Please wait for the next call.

Can I search and accept jobs online?

Yes, log into your account and click the “Available Jobs” tab.

What should I do if I receive a late call (less than 1 hour prior to start time) from the SFE system and I will not be able to reach the school on time?

If you are unable to make it in then decline the assignment and contact the SFE office.

The SFE system is calling me for an assignment that has already started, what should I do?

Please contact the SFE office immediately as this may be an error.

What if I get a call from the SFE system for an assignment that is less than a half day (TTOCs) or minimum call-out (EOCs)?

Please contact the SFE office immediately as this may be in error.

I am already in an assignment and it is entered on SFE but the system keeps calling me, what should I do?

Answer the call as it may be a cancellation call in which case, you just need to acknowledge the message. If you are getting calls with assignments then please call the SFE Office.

The SFE system is calling me for areas that I am not qualified for?

If you are an EOC, please contact the SFE office as you should not be getting calls for unqualified areas.

If you are a TTOC (teacher), the system may contact you for an area outside of your teaching area when we no longer have qualified TTOCs available, as we need to ensure that there is a teacher in the classroom.

Would I continue to get calls from the SFE system after 9:00am?

Yes, there may still be unfilled positions and/or new absences as employees go home sick, etc.

I've accepted a call by mistake, what should I do?

Cancel out of the job immediately so the system can continue to call other on-call employees. Review your assignments to make sure that you are no longer in that assignment.

I declined the last call from SFE indicating the reason “illness” but the system continues to call and offer other assignments?

You will need to report your unavailability on SFE. The system does not mark you unavailable based on your reason for declining.

I made myself unavailable for a certain duration but I still want to be called for future assignments, what should I do?

Go to your unavailable date and click on the date to modify it. There, you will find a check box for “Call for future assignments”. Tick this box and click save.

I recently changed my name but the SFE system is referring to my old name, what should I do?

Call the SFE system at 604-670-2388 and re-record your name.

Assignments

Why is a Job Number necessary?

The job number generates your pay ticket for Payroll.

What time should I arrive at work?

You must be present and ready to start work at the assignment start time.

I've been asked to continue in my current assignment but I have already picked up other assignments, what should I do?

If you are able and can continue in your current assignment, please cancel yourself out of the other jobs. Then inform the school and they can extend your assignment.

Can I review my assignments through SFE?

Yes, you can review your assignments by phone or by web

Availability

What should I do if I am requested to fill an assignment at a school, but the SFE system is calling me for another assignment on the same day?

Make yourself unavailable and when you get to the school, please ask them to enter the assignment into SFE.

I have a part-time contract but the SFE system continues to call me on these days, what should I do?

For the days that you are on contract, you need to make yourself unavailable on SFE. See Page 10.

What should I do if I have to cancel an assignment at the last minute (family emergency, etc.)?

Please call SFE office and they will make the necessary changes on SFE.

I am now unavailable on the dates that I have picked up assignments for, do I need to cancel out of the assignments and put in my unavailability date(s)?

Yes! You need to cancel out of the assignments and then enter your unavailability dates. Also, double check that the jobs have been cancelled by reviewing your assignments afterwards.

I initially picked up a half-day assignment but I am now available to work the full-day, could I stay at the same school?

Please call the SFE office and we will determine based on TTOC/EOC needs for that day.

Why is SFE calling me when I made myself unavailable?

The SFE system can call for jobs up to 30 days in advance. If you do not want SFE calls during your unavailability period, please go into your unavailability date and untick “Call for future assignments”.

When should I report Unavailable Dates and when should I change my daily schedule?

Unavailable dates are used for a period of time using specific dates or just to book off specific dates.

Daily Availability adjusts your weekly schedule. So if you are unavailable for every Wednesday for personal reasons, you would delete Wednesday from your daily availability.

Am I expected to re-apply each school year to remain on the TTOC/EOC list?

Human Resources will send out a memo in June each year to confirm your availability for the next school year given that you have worked your minimum requirement for the previous year.

How do I update the list locations at which I would like to work at?

All our TTOC/EOCs work for the Vancouver District so the expectation is that you are able to travel anywhere in the district. Only Supervision Aide EOCs can choose which area they want to work in.

General Questions

Who should I contact if I have questions about my pay?

Email employeeservices@vsb.bc.ca

I need to request a verification of employment, where can I find this?

You can generate a letter by logging into the PeopleSoft – Self Serve system.

I need to request a Record of Employment, what should I do?

Email employeeservices@vsb.bc.ca

When should I call SFE:

- You are unavailable for a part of your multi-day assignment
- You are in a long-term assignment and the system is calling for other assignments
- You have an emergency and cannot access SFE online or by phone to cancel out of an assignment
- For SSAs and Office Support : If you get a call for an assignment less than 4 hours
- Any issues with the SFE system

What can you do via the SFE automated phone line or by web?

- Review/Cancel assignments
- Update callback number
- Review/Modify unavailability dates
- Review /Modify your daily schedule
- Change your PIN
- Change the recording of your name (only by phone)

Notes

A series of 20 horizontal dashed lines for writing notes.