



MEMORANDUM

DATE: January 31, 2008

TO: All School Administrators and Office Coordinators

FROM: Al Boutin, Superintendent of Education – Human Resource Services

RE: CHANGES TO TELEPHONE DISPATCH PROCEDURES

The vast majority of staff absences/replacement staff requests are being submitted through the on line ***Absence Wizard***. This continues to be the preferred method for communicating absences and requesting replacement staff.

As a result of SaskTel system upgrades, the procedure for communicating absences and replacement requests using the telephone option has changed.

Effective Monday, February 4, all staff members using the telephone dispatch line option are to call the same telephone number – **659-7118**.

The questions heard by staff members on the phone dispatch line have been modified. Staff are to listen to each question and follow the instructions carefully to ensure our Dispatch Staff have the necessary information to dispatch replacement staff.

There are no changes for staff using the on-line ***Absence Wizard***. Please ensure staff in your facility are aware of these changes.

Thanks!

Attached are the new questions and instructions.

AUTOMATED TELEPHONE QUESTIONS

MAIN GREETING:

You have reached Greater Saskatoon Catholic Schools Dispatch Line. If it is between the hours of 6 am and 5 pm and you need assistance regarding something other than a dispatch, please press “zero”.

Press 1 for Service and Support
Press 2 for High School Teacher
Press 3 for Elementary School Teacher.

SERVICE/SUPPORT:

Welcome to the new Support telephone dispatch system. Please listen carefully and answer each of the following 10 questions. All responses will be spoken, except the date of your absence – this response you enter using your telephone key pad.

SERVICE/SUPPORT:

1. Name: Please state your first and last name and spell your last name followed by the # key. You will hear a message stating “Recording Stopped”, please remain on the line for the next question – Do Not Hang Up.
2. Start Date: Please enter the start date of your absence by using your telephone key pad. Please enter the two digit month and two digit day that your absence begins, followed by the # key.
3. End Date: Please enter the end date of your absence by using your telephone key pad. Please enter the two digit month and two digit day that your absence ends, followed by the # key.
4. AM/PM: Please state if you will be absent for the morning only, afternoon only or for the full day followed by the # key.
5. School: Please state the full name of your school followed by the # key.
6. Reason: Please state the reason and explanation for your absence followed by the # key.
7. Time: Please state the start and end time followed by the # key.
8. Assignment: Please state your support position and language of instruction if needed, followed by the # key.
9. Comments: Please state comments or specific instructions if required, followed by the # key.
10. Requested Sub: If you want a specific person to replace you, please state their first and last name, followed by the # key.

HIGH SCHOOL:

Welcome to the new High School Teacher telephone dispatch system. Please listen carefully and answer each of the following 11 questions. All responses will be spoken, except the date of your absence – this response you enter using your telephone key pad.

HIGH SCHOOL TEACHER:

1. Name: Please state your first and last name and spell your last name followed by the # key. You will hear a message stating “Recording Stopped”, please remain on the line for the next question – Do Not Hang Up.
2. Start Date: Please enter the start date of your absence by using your telephone key pad. Please enter the two digit month and two digit day that your absence begins, followed by the # key.
3. End Date: Please enter the end date of your absence by using your telephone key pad. Please enter the two digit month and two digit day that your absence ends, followed by the # key.
4. AM/PM: Please state if you will be absent for the morning only, afternoon only or for the full day followed by the # key.
5. School: Please state the full name of your school followed by the # key.
6. Periods: Please state the periods you will be absent, including your prep period, followed by the # key.
7. Reason: Please state the reason and explanation for your absence followed by the # key.
8. Time: Please state the start and end time followed by the # key.
9. Grade: Please state the grade and subjects you teach and language of instruction if needed, followed by the # key.
10. Comments: Please state comments or specific instructions if required, followed by the # key.
11. Requested Sub: If you want a specific person to replace you, please state their first and last name, followed by the # key.

ELEMENTARY:

Welcome to the new Elementary School Teacher telephone dispatch system. Please listen carefully and answer each of the following 10 questions. All responses will be spoken, except the date of your absence – this response you enter using your telephone key pad.

ELEMENTARY SCHOOL TEACHER:

1. Name: Please state your first and last name and spell your last name followed by the # key. You will hear a message stating “Recording Stopped”, please remain on the line for the next question – Do Not Hang Up.
2. Start Date: Please enter the start date of your absence by using your telephone key pad. Please enter the two digit month and two digit day that your absence begins, followed by the # key.
3. End Date: Please enter the end date of your absence by using your telephone key pad. Please enter the two digit month and two digit day that your absence ends, followed by the # key.
4. AM/PM: Please state if you will be absent for the morning only, afternoon only or for the full day followed by the # key.
5. School: Please state the full name of your school followed by the # key.
6. Reason: Please state the reason and explanation for your absence followed by the # key.
7. Time: Please state the start and end time followed by the # key.
8. Grade: Please state the grade you teach and language of instruction if needed, followed by the # key.
9. Comments: Please state comments or specific instructions if required, followed by the # key.
10. Requested Sub: If you want a specific person to replace you, please state their first and last name, followed by the # key.

CLOSING:

Thank you for calling in; your request will be processed quickly.
Good-bye.