



PTTA Substitute Teacher Information Evening

**February 15, 2018
Khartum Shrine Centre**

Lori Gillespie provided two documents for the substitutes in attendance and went over the documents in detail. Topics covered included:

- Substitute Tips & Best Practices for IVR (Integrated Voice Response)
- Timed Out Waiting for User Input
- Troubleshooting Tips
- Reminders from Schools
- Substitute Profiles
- Search Rules for French Immersion and Phys Ed
- Intention Email in June for 2018-2019

These documents are available on the Pembina Trails Teachers' Association website at www.ptta.ca.

There are currently 506 substitutes available in Pembina Trails. Of these, 110 are part time teachers in the division. That leaves a net 396 subs available daily. There are 205 names on the non-French list.

PTTA has reminded teachers that all pertinent information for a substitute should be entered into the "instructions" box of *Smart Find Express*, even if the substitute has been pre-arranged.

Substitutes who are retired teachers need to be mindful of the 120 days that they can work per year. Subs who work in schools that have longer mornings than afternoons need to be aware that subbing on longer mornings count as a full day against their 120 days.

Questions

1. Q: Why are substitutes not allowed to "job shop" on the Pembina Trails system?
A: When allowed to job shop, there is an increased risk that jobs that are already filled can be dropped leaving difficult to fill spots vacant.
2. Q: Can substitutes get the mileage claim form from the division for tax purposes?
A: Substitutes can contact Jeryl Burr at jburr@pembinatrails.ca or 204-488-1767 ext. 1274 to get the T2200 forms needed for tax purposes.
3. Q: Will English substitutes ever be called for French Immersion jobs?
A: It is possible. There is a search rule in Sub Find Express for immersion positions. The system will first call all identified immersions subs. If no immersion sub is available, the system will then start to call other substitutes. Schools are made aware that an English only sub will be coming and there will be no expectation that French be taught or spoken in the classes that day.
4. Q: How do I stay on the sub list if I am going to be away at the start of a new school year?
A: In order to stay on the sub list make sure that you say "YES" on your intention form and get the contract active in the computer system. You can then let the division know of your availability for the upcoming year.



Substitute Tips & Best Practices for IVR (Integrated Voice Response)

- **Avoid using the speaker setting on your phone.** Speaker mode can cause an echo which may result in duplicate key presses or the system not hearing the key presses correctly when entering an Access ID or PIN.
- **Say 'Hello' when the IVR system calls.** The system is designed to respond to the word 'hello' and listens to the cadence of the substitute's voice to determine if the substitute is on the line.
- **Respond accurately with key pad choices.** E.g. Use the * key not the # key.
- **Respond within the allotted time.** If a keypad response is not received within the allotted number of seconds, the system will not record the response (see further information about "timed out waiting for user input" message below). Press the * key to pause the call if needed.
- **Press touch screen buttons carefully.** Key presses on touch screen phones should be made carefully one press at a time. Sometimes users with touch screen phones are not lifting their fingers off the screen after each key press.

Timed Out Waiting for User Input

The "timed out waiting for user input" message indicates that SmartFindExpress® did not receive any digits from the user. When the system hears the first digit the user presses it will stop talking allowing the user to finish entering digits.

If the user enters digits and the system does NOT stop talking as they are pressing the keys on their phone, the system does not "hear" the touch tones (DTMF) over the audio of the call and the user will receive the message "timed out waiting for user input."

Since SmartFindExpress® is on the receiving side of the touch tones being pressed and the tones are managed and controlled by the phone service provider, the issue is to be reported to the substitute's phone service provider. The substitute can tell the service provider there is a problem with lost reverse key tones.



Troubleshooting

- When accessing Smart Find Express on your cell phone, holding the phone horizontally instead of vertically to centre the screen, will allow easier login access.
- Before calling in to the system, turn your Airplane mode on and off to reset connections to ensure connection to the closest cell tower.
- Confirm the signal strength is adequate in your location before callout
- Receive phone calls directly, not through call forwarding.
- Use a provider with 4G coverage.
- Confirm with your phone service provider that (dual tone multi frequency) DTMF tones will be communicated by their service for outbound calls and inbound calls. Let your provider know that the problem may be with "lost reverse key tones" when receiving a call from the system.
- DTMF should be ON. For most cell phones this is an option that can only be set at the cell phone store.
- Ensure your cell phone battery is charged before callout.
- Reduce or disable the tone sounds that are played back when the user touches the "soft keys" on the screen. (Note: this is not the in-call volume adjustment.) Some phones have this system settings option described as "Muting" or "Sending Keypad Tones". Others have it as simply "Key Tones".

Accomplish Anything



PTTA Substitute Information Meeting Q & A's from Prior Years

PTTA Substitute Teacher Information Evening February 15, 2017

Agenda from Smart Find Express Operator – Lori Gillespie

- New Pembina Trails website – if you log in directly to the eSchool Solutions site there is no change. Substitute access in top right corner under sign in. Can reach SFE or links to SFE resources.
- Cell phone issues – we've had reports from a number of subs who have had difficulty either entering Access IDs or PINs or accepting assignments. Will post the troubleshooting tips document on the SFE site.
- Arriving at the school for an assignment – schools have reported a number of occasions where subs are arriving at the start time of the assignment rather than 10-15 minutes before. Even if you've been to the school many times previously the expectation is that you will arrive ahead of time in order to sign in, get instructions, and be in the classroom before students arrive.
 - Reminder to turn in sub folder and keys at the end of the day
 - If sub accepts an assignment after the start time do the school a courtesy and call letting them know when you will arrive. Sometimes schools have made arrangements for internal coverage and a sub might not be needed and in the busy-ness of a school day the secretary may not have had a chance to cancel the job.
 - *If the sub arrives for a job and there is no work the sub must be paid for half the day.*
 - Subs are required to stay for until the end of the assignment even if there is a prep at the end of the day. If you decide you leave early you will be asked to sign out and will only be paid for the time you work. Schools are grateful if subs who don't have class time can report to resource or the library to assist however they can.
- Substitute profiles
 - Notify me of address changes, especially for T4s, Records of Employment etc.
 - Check your callback number and email address in your profile regularly
 - Notify Nancy Kowarchuk in Payroll of any changes in banking or for questions regarding pay (204-488-1767 ext. 1219 or email)
 - Enter unavailability dates – In Profile, under Schedule, click Unavail Dates, click New, enter a date or a date range (including a time frame if required). Explain call for future assignments. Click Save
 - Review Assignments tab
- New Search Rule for Phys. Ed.
 - We currently have a search rule for French Immersion where non French speaking teachers might be called for assignments in FI schools. Most of our subs are



automatically set up in this search rule but if you want to have your name removed please contact me. We will be creating another search rule for Phys. Ed because there is a shortage of Phys. Ed subs. Subs on this list might be called for Phys. Ed with the understanding that they are not necessarily qualified Phys. Ed teachers but can provide adequate supervision in the gym. If you don't want your name on this list please contact me. Remember to listen to the classification of the assignment carefully to determine if it's Phys. Ed (as opposed to EY/MY/SY) in case the teacher forgets to put detailed information in the substitute text instructions.

- Reminder about intention email in June – reply yes unless you know you have a permanent position for 2017-2018.

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Troubleshooting



- Before calling in to the system, turn your Airplane mode on and off to reset connections to ensure connection to the closest cell tower.
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Question and Answer Session:

The responses to questions are from the Smart Find Express (SFE) Systems Operator and PTTA Executive.

Q: What time should substitutes be arriving at their schools?

A: Substitutes should be arriving 10 – 15 minutes before the start of classes. If they are going to be late they should call the school and let them know when they will be arriving at the school so that the school can arrange coverage if needed.

Q: What should a substitute do before they leave a school at the end of their job day?

A: Make sure that they have handed in attendance sheets if required, return sub folders to the office and leave classroom keys at the office as well.

Q: Who do I call if I have a questions about my pay?

A: Substitutes should call Nancy Kowarchuk at 204-488-1767 ext. 1219 or email her at nkowarchuk@pembinatrails.ca for questions about pay.

Q: Will English substitutes ever be called for French Immersion jobs?

A: It is possible. There is a search rule in Sub Find Express for immersion positions. The system will first call all identified immersions subs. If no immersion sub is available, the system will then start to call other substitutes. Schools are made aware that an English only sub will be coming and there will be no expectation that French be taught or spoken in the classes that day.



Q: How do I stay on the sub list if I am going to be away at the start of a new school year?

A: In order to stay on the sub list make sure that you say “YES” on your intention form and get the contract active in the computer system. You can then let the division know of your availability for the upcoming year.

PTTA Substitute Information Meeting

February 19, 2016

The responses to questions are from the Smart Find Express SFE Systems Operator and the Assistant Superintendent- Human Resources & Policy

Q: What time do requests come out on SFE?

A: Open jobs (jobs with no specified or preferred sub) can appear on SFE any time. Call outs occur between 5:00 pm and 10:00 pm Sunday to Thursday and starting at 5:30 am Monday to Friday. The system will continue to call until the job is filled or until a sub agrees to fill at least half of the job.

Q: What if someone books you for a job over the phone ahead of time and the sub cannot find the job in the system?

A: If the job is booked in SFE, the sub can check for confirmation in their profile under Review Assignments. If it is not there, check with the teacher why it's not in SFE.

Q: Do jobs go through the whole preferred sub list before being released to everyone online?

A: Yes.

The system goes through the list of subs in the following order:

- 1) Specified Substitute (the teacher has specified a certain sub)
- 2) Preferred Substitute (preferred by teacher, then by location)
- 3) Subject/grades (subs who match the classification of the teacher)
- 4) Restart search



Q: How do people get on the preferred list?

A: The substitute needs to connect with the principal and make them aware of his/her availability and what they can offer as a substitute. Making connections with teachers is also a good idea. Teachers can now create their own lists of preferred subs.

Q: What if a teacher books a sub after 10:00 PM

A: The system will start calling out at 5:30 am the next morning, first calling the specified sub (if indicated in the absence) then preferred subs (if a preferred list has been created), then general callout.

Q: How does a sub cancel a job if they are sick? Can they go in and cancel a job in the middle of the night?

A: Substitutes have one hour before the start time of a job to cancel a job. To cancel a job go to **Review Assignments**, find the **job number**, click on **cancel**. A cancelation reason must be provided. Also, as a courtesy notify the school if you are unable to fill the job. If you have missed the one hour “window” call the school as soon as possible in the morning to notify the school of your absence.

Q: What if I need to cancel a job that has been “pre-booked”?

A: To cancel a job that has been “pre-booked” contact the school. They will need to take your name off the job and re-open calls for others.

Q: Does SFE shut down between 10:00 p.m. and 5:30 AM?

A:-No, SFE is never “shut down”. The system does not call out between 10:00 pm and 5:30 am but jobs can still be created by teachers and subs can still log in to search for jobs before morning call out.

Q: Why can't substitutes search same day jobs?

A. Subs can search for same day jobs but most often there aren't any. Subs are advised to check 15 minutes before call out starts- around 4:45 PM and 15 minutes after call out ends - around 10:15 PM for jobs not filled.

Q: There is confusion over start times on SFE. What time do I arrive?

A: The Sub Teacher Handbook
http://www.pembinatrails.ca/staff/Docs/Substitute%20Handbook_web_2014-15.pdf page 3 - Sign in Procedures states to arrive 20 minutes before the posted start time. This will help prepare and orient subs to their assignment for the day.



Q: Does SFE block out stat holidays?

A: Yes and also Professional Development and Administrative days where no subs are required.

Q: Does SFE keep track of why a substitute refuses a job?

A: Yes, but the data is not used to “block” subs unless there is an ongoing issue.

Q: Does the division give preference to retired teachers when hiring for term positions?

A: The position of the division is to encourage, whenever possible to hire teachers new to the profession. Administrators will, in a pinch, hire retired teachers, especially in French Immersion and speciality positions like Music or Band. Ultimately, the decision of whom to hire for term positions is the responsibility of the principal.

Substitutes and Hiring:

Q: How do substitutes get an interview for a job?

A: Apply in the usual way to postings on the Pembina Trails website. Only online applications will be accepted for posted positions. Substitutes should call the principal where the job is open to let them know they are interested in the position.

Q: When applying for a position on the online system, substitutes sometimes see a red star icon. What does this mean?

A: The application is missing required information.

General Questions:

Q: Are there PD opportunities for substitutes in the Division?

A: Substitutes can attend Staff Development Centre sessions. The website for Staff Development Centre is <http://www.pembinatrails.ca/sdc/> . You need to use a computer within PTSD to register for SDC sessions or contact Carole Anderson at canderson@pembinatrails.ca providing your session request, name and employee ID number.

Q: How do substitutes get feedback on their work?

A: This varies from school to school. It is best to ask principals and teachers directly for feedback.

Q: How do substitutes get EI in the summer?

A: A Record of Employment is sent at the end of June/early July by the Substitute Payroll Clerk to Employment Insurance. The substitute can then apply to EI to find out if they are eligible to collect benefits.



Q: Do substitutes have any recourse or coverage if they are sick?

A: There is no sick leave entitlement for casual subbing but when on an extended substitution a sub earns one sick day for every nine consecutive days worked. This is division specific so PTSD payroll keeps track of any accumulated sick time earned.

Q. If I am injured on the job, am I covered by any type of insurance?

A. No, there is no insurance coverage for substitutes for on-the-job injuries. There is liability insurance coverage to protect a third party from suing you for something that occurred while on the job.

Q: Does so many years of subbing equal so many years of working for your pension?

A: It is on a case-by-case basis. Contact Teachers' Retirement Allowances Fund (TRAF) at 204-949-0048 for details on your particular case.

Q: Can a substitute be requested to be at school for an hour?

A: Only under pre-arrangement between the teacher and the sub.

Q: Are substitutes paid only half or full days?

A: The substitute is paid on the basis of the information received from the schools. It may include part days.

Q: How many substitutes are there in the Division?

A: There are 470 substitutes in the division. (February 2016)

Q: Do you have to work so many days as a substitute in the Division to stay on the Sub List?

A: No. Substitutes have to indicate their intention and sign a contract for the upcoming year. If the division does not hear from them and/or the contract is not returned they are de-activated from the sub list.

Q: If you are a substitute should you follow the teacher's exact schedule?

A: Yes, you follow the exact schedule except in special circumstances as deemed by the principal. (Footprint Clause- CA 3.9 (d).)

The full Collective Agreement is available at:

<http://ptta.ca/documents/Collective%20Agreement-July1-2014-June30-2018.pdf>