

Hello everyone!

We know there are still issues with SmartFind Express and we continue to work on these with the employer.

The system is for the most part operating how it was agreed to in our current collective agreement covering 2022 – 2025, as bargained in 2022 and early 2023. There is language around the automated callouts in appendix “D” at

<https://748.cupe.ca/wp-content/uploads/sites/200/2024/12/08-DL-CUPE-Local-748-Collective-Agreement-2022-2025-FINAL.pdf>

There is currently no provision for choice in assignments. We know this is disappointing for many of you on call as you were previously given a choice of options. As it is, the employer is not in violation of the collective agreement on this. We will continue discussions regarding making that choice available to you again.

Important to note is the section on the call-out procedure in Appendix D:

**CALL-OUT PROCEDURE:**

Employees will be called by seniority in the following order:

- (a) regular employees "including laid off employees"
- (b) temporary employees
- (c) casual employees

Employees will be contacted a maximum of five (5) working days prior to the assignment. The most senior employee will be offered the longest shift within the employee's Call Out Profile, as set by the employee. Employees will indicate availability in their profile based on school sites, geographic locations, maximum or minimum shift lengths and dates and/or times.

Once a call-out has been accepted, the individual is expected to remain on the assignment until:

- the incumbent returns; or
- after four (4) shifts is replaced by an employee with more seniority; or
- the position is filled in the posting process.

**It is important to make sure your profile in SFE is accurate for your locations and availability.**

The most senior employee will be offered the longest shift within the employee's Call Out Profile, as set by the employee. Employees will indicate availability in their profile based on school sites, geographic locations, maximum or minimum shift lengths and dates and/or times.

If the assignment is for multiple days, and you have marked yourself unavailable for any of those days, or have accepted a previous assignment for any of the days, you will not be called for the assignment. If you have blocked calls from SFE, you will not be called.

Review profile status and address information by navigating to the profile icon at the top right of your SFE homepage and select settings from the dropdown menu. Navigate to the Personal

section on the tool bar to ensure all information is accurate. **Please notify the SFE operator at [tabsence@sd8.bc.ca](mailto:tabsence@sd8.bc.ca) if you require any information to be updated.**

## SFE Website

When looking for jobs on the SFE website once you have been called and either hung up or otherwise not accepted the call, the system will move on to the next person on the list, making the call you did not accept unavailable to you as it offers it to the next person etc.

We also remind you that it is a fellow CUPE employee who is the SFE operator. Please treat her with kindness and respect.

Please continue to fill out the form at <https://forms.gle/WBvWtS2LvY3p8D218> as well as e-mail [Melissa.Maida@sd8.bc.ca](mailto:Melissa.Maida@sd8.bc.ca), copied to [cupevpwest@gmail.com](mailto:cupevpwest@gmail.com) and [cupe748secretary@gmail.com](mailto:cupe748secretary@gmail.com) if you feel you missed out on any calls you were entitled to. We do meet monthly to review these.

## SFE Tips



**SmartFind Express:**  
Tips for Accepting Jobs by Phone

- 1** Say "Hello"  
The system listens to your voice to identify you as a person.
- 2** Keep your phone in **HANDSET** mode. Using **SPEAKERPHONE** might result in SFE unable to hear the tone of the buttons being pressed.
- 3** Turn the volume **UP!** Turn **OFF** any background noise.
- 4** Slow down. Take your time to enter your details accurately.
- 5** Use the \* key not the # after your ID number (4 digits) and password (5 digits).

The full SFE guide is available at

<https://sd8bccca.sharepoint.com/sites/HumanResources2/SitePages/Smart-Find-Express.aspx>