

MAR. 13,
2012

CENTRALIZED SCHEDULING

Phone numbers – Numbers that you Need

- **647-729-3942 Option 2 which brings you to the mailboxes and extensions**
- **Choose from Central Region mailbox 1, Etobicoke Region mailbox 2, North York Region mailbox 3, Scarborough Region mailbox 4 to leave your availability for hours**
- **The Scheduler Ext. 5 – to return calls to the scheduler**
- **Karen Ritter Ext. 6 – support**
- **Dan Shepherd Ext. 7 – support**
- **IT Help desk 416-644-4634 Ext. 4634 – for support around email access, computer log-on, password reset and computer support. IT does not support the Scheduling software**

Up Coming News

Future Changes

- Signing up for shifts on the computer
- Seeing confirmed shifts without waiting for the scheduler to call you
- See site Calendars for shifts

Major Updates will be covered in the Next Information Forum. Please attend to keep yourself up to date and informed.

Do

- Check daily on www.cltoronto.ca website for postings
- Check monthly posting on the 1st of the month as of November 2011
- Clearly leave your full name, employee ID#, a current phone number where you can be reached location. Then state the location, the date, time/hours that you are able to work.
- Promptly return calls to the scheduler at 647-729-3942 Ext 5.
- Be available to receive call back from the scheduler especially right after the monthly posting closes.
- Inform the site supervisor if you need to cancel – try to give enough notice.
- Ensure the site supervisors approves adjusting your shift hours.
- Make sure you know your shift hours – Write them down
- Sign in to check your personal schedule
- Make sure you are only working a maximum of 11 hours in a 24 hour period and only work 13 hours in that 24 hour period in case of an emergency
- Call Central Scheduling if you have a problem or concern regarding scheduling

Don't

- Do not call Central Scheduling to cancel or change your shift/hours.
- Do not sign up for shifts with the site supervisor that are more than 2 business days in advance.
- Do not miss shifts – make sure you know what shifts you have made a commitment.
- Do not adjust your hours without permission from site supervisors.
- Do not schedule for more than 11 hours in a 24 hour period, 13 hours in case of an emergency.