

November 23, 2023

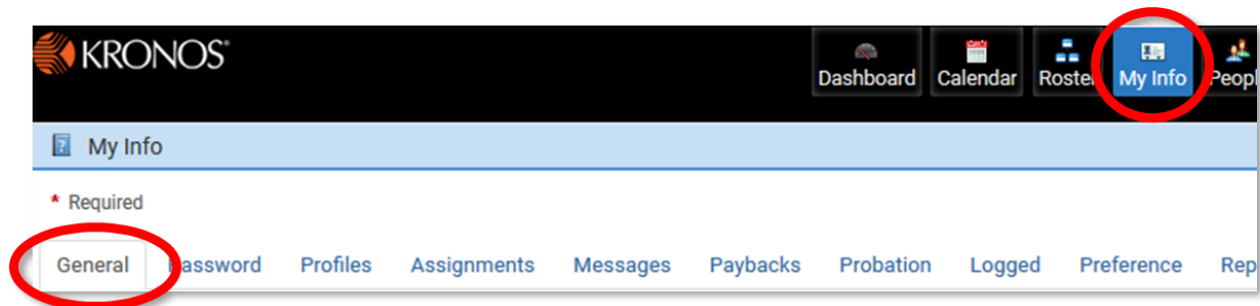
To: All Full-Time Communications Centre Staff

From: Brayden Hamilton-Smith
A/Commander, CACC

Re: **2024 Vacation Booking - December 11-13, 2023**

The 2024 vacation booking process for all Communications Centre staff (EMDs, Senior EMDs, and Full-Time Call Takers) will occur on **December 11-13, 2023**, from **07:00-17:00** daily.

Any staff not scheduled to be at work December 11-13, 2023, must ensure their contact information is up to date and that they can be reached at the phone number on file. Staff can update their 'Contact Methods' by accessing Kronos and navigating to the 'My Info' page.



Staff who will be unavailable during the vacation booking window must submit their vacation requests via [CheckMarket survey](#). Staff should include multiple vacation dates, in order of preference, to ensure their vacation allotment is booked (the Scheduler will use this list to book available dates, in order of seniority). Staff who submit electronically will not be contacted by phone during the booking period. The vacation booking team will use the submitted date requests to book the staff member's 2024 vacation allotment.

Booking Process

- Staff will be contacted by the Communications Centre Scheduler in order of seniority, whether **ON** or **OFF duty**.
- If a staff member misses the initial call from Scheduling:

- A message will be left for the employee to call back as soon as possible at the phone number below.
- The CACC Scheduler will wait 20 minutes and then attempt to call the employee again, leaving another message to call back as soon as possible at the phone number below.
- The CACC Scheduler will wait another 20 minutes and attempt to call the employee for the final time. If the employee cannot be reached at that time, a message will be left stating the vacation booking process will continue with the next employee in seniority order.
- If/when the employee calls back, their vacation request will be booked at the level of seniority being processed at the time of the callback.

Callbacks to the Communications Centre Scheduler should be made to 416-338-7783.

- Communications Centre staff are encouraged to book their entire annual vacation allotment during the initial vacation booking window. Requests outside of this window will be subject to availability.

Shift Blocks

- Vacation must be booked in shift 'blocks'. A block is defined as one continuous set of shifts. For example:
 - 4 Days = one block
 - 4 Nights = one block
 - 3 Days = one block
 - 3 Nights = one block
 - 2 Days = one block
 - 2 Nights = one block
- The 'make-up' shift can also be combined with the set of shifts before or after to achieve a block. For example:
 - 3 days + Saturday ('make up') or Sunday ('make up') = one block
 - Saturday ('make up') or Sunday ('make up') + 3 nights = one block

NOTE: C-shift for the straight day shift rotation is considered the two days (starting on Thursday) and the following three days (starting on Monday).

Vacation Availability – Prime Time

Prime time for 2024 vacation is defined as **May 16, 2024, to September 4, 2024, and December 16, 2024, to January 3, 2025**, inclusive. **The vacation allotments during prime time will be:**

Prime Time	EMD	Senior EMD	FT Call Taker	PT Call Taker*
Day	2	1	1	1
C-shift	1	1	1	1
Nights	2	1	1	1

*Please refer to the [Part Time Call Taker – Vacation Booking Process](#) memo for additional information (Part Time Call Taker prime time vacation dates will be adjusted to align with the above).

Vacation Availability – Non-Prime Time

Non-prime vacation time for 2023 is defined as **January 4, 2024, to May 15, 2024**, and **September 5, 2024, to December 15, 2024**, inclusive. **The vacation allotments during non-prime time will be:**

Non-Prime Time	EMD	Senior EMD	FT Call Taker	PT Call Taker*
Day	2	1	1	2
C-shift	2	1	1	2
Nights	2	1	1	2

*Please refer to the [Part Time Call Taker – Vacation Booking Process](#) memo for additional information (Part Time Call Taker non-prime time vacation dates will be adjusted to align with the above).

Floating Holidays (FH)

FH days may be booked along with vacation time for a full block of shifts.

Booking Single/Individual Vacation Shifts

Booking vacation for individual shifts will only be available during the non-prime time vacation period and will be granted based on seniority. The booking of one (1) individual vacation shift will be permitted once within each 24-hour period, over and above the numbers outlined in the Non-Prime Timetable above.

Carryover of 2023 Vacation

Staff interested in carrying forward their remaining 2023 vacation allotment into 2024 must submit their requests in writing directly to [Brayden Hamilton-Smith](#), A/Commander, CACC, by **December 3, 2023, at 23:59**.

Approved 2023 vacation carryover will be booked after all full-time Communications Centre staff have been provided an opportunity to book their 2024 vacation. Vacation that has been carried forward will be booked subject to remaining availability and in order of seniority.

Cancelling Vacation

Booked vacation will not be cancelled, except in extenuating circumstances. Any requests for cancellation or postponement of booked vacation must be submitted, with the reason in writing, to the [Administrative Superintendent](#) and are subject to Commander review and approval. Requests will be evaluated on a case-by-case basis. Previously booked vacation dates that have been approved for cancellation will become available and may be rebooked using the *Vacation Requests Made After the Booking Process* detailed below.

NOTE: Staff are strongly encouraged to review the dates for any future special events of interest prior to booking their vacation. 2024 Special Event dates are tentative, subject to change, and are as follows:

- Pride Toronto: June 28-July 1, 2024
- Toronto Indy: July 19-21, 2024
- Caribbean Carnival: August 3, 2024
- Taste of the Danforth: August 9-11, 2024
- CNE: August 16-September 2, 2024

Rebooking Vacation

If an employee needs to rebook any 2024 vacation (e.g., due to hospitalization, WSIB, training, leaves of absence, schedule changes, etc.), the employee must contact the [Administrative Superintendent](#) to request their vacation be rebooked. If the request to rebook cannot be accommodated, the employee will be advised of available shifts.

NOTE: If an employee chooses to bid on/switch to a new colour code and/or schedule, there is no guarantee that previously booked vacation will be honoured.

Vacation Requests Made After the Booking Process

Any request for vacation, FH, lieu time (LT), or statutory holiday time off outside of the annual vacation booking window must be submitted in writing for approval. Requests for time off prior to the cycle must be submitted to the [Administrative Superintendent](#).

Requests for time off during the cycle must be submitted through your assigned Superintendent. Approval of these dates will be dependent on availability and operational requirements.

A CUPE Local 79 representative will be present to observe and assist with the vacation booking process. Every effort will be made to process as many vacation bookings as possible each day. Staff are expected to be prepared to book their vacation at the time of the call to keep the process moving and to ensure all staff are provided an opportunity to book their vacation prior to the end of the day on December 13, 2023.

Superintendents and Deputy Commander Booking

Superintendent and Deputy Commander vacation booking will take place during separate booking sessions, consistent with previous years.

Please contact [Kelly Clarke](#) or the on-duty Superintendent if you have any questions.

Sincerely,

(Original signed by)

Brayden Hamilton-Smith

c.: B.Chawla, Deputy Chiefs, Communications Review, Multimedia