



OSC Toronto Crossing Guard Program

FREQUENTLY ASKED QUESTIONS (FAQ)

(Updated: July 18, 2023)

Thank you for your interest in becoming a School Crossing Guard with the OSC Toronto Branch, which will be serving the Toronto-West (Etobicoke) Region starting this fall 2023!

Please read the OSC Crossing Guard Information Sheet for brief background into the OSC, OSC Toronto Crossing Guard Program, including Shift Rates, Upcoming Meetings, Application Information, and a rough Timeline of Activities. It can be found here: <https://www.ottawasafetycouncil.ca/toronto>

To stay up-to-date, as this FAQ section will be updated on a regular basis, please visit the OSC website as we update our FAQs: <https://www.ottawasafetycouncil.ca/toronto>

SECTION 1: Working with the OSC

Question A: I was a Crossing Guard with either ASP / Carraway? Will this be taken into consideration?

YES! Applicants who have recently worked for ASP and / or Carraway will be prioritized for hiring. The OSC will prioritize past guards that meet the below requirements during its first round for Scheduling & Contracts:

- The OSC will be prioritizing hiring all former Crossing Guards that have worked for either ASP or Carraway that want to continue serving in the Toronto-West region with the OSC. They will have the first chance to confirm working with the OSC for the upcoming school year 2023/2024.
- Returning Crossing Guards who take on 2 to 3 shifts at the same location every day, throughout the week. Most intersections have either 2 or 3 shifts. (This is determined by the City of Toronto).
- Returning Crossing Guards will be given preference to the intersections they have requested as noted in their application, where possible

PLEASE NOTE: Past Crossing Guards will have the first opportunity to confirm their intersection / locations. The OSC Team will reach out to past guards that have applied through the OSC at www.Crossing-Guard.ca by August 10th for the next steps.

Question B: How do I apply to become a Crossing Guard with the OSC?

Answer: The OSC will be accepting applications at www.Crossing-Guard.ca. (Click on “*I am in Toronto*” to start your application now!)

Applications for the upcoming school year will be accepted throughout the year. However, for the upcoming school year, we will prioritize all applications received on, or before, July 31, 2023. Any applications received after August 1st will be subject to any remaining position availabilities.

FAQs OSC Crossing Guards
Toronto 1

Returning Guards and Candidates will be contacted by the OSC team and given further instructions in early August.

Question C: I am only available a few days a week. Thus, I can only work a maximum of 3 shifts a week. Can I still be a Crossing Guard with the OSC?

Answer: YES! The OSC has 3 classifications of Crossing Guards:

1. **Regular Crossing Guards:** Crossing Guards assigned to a specific intersection and work specifically at that location and all the shifts assigned to it for the duration of the school year. Thus, Regular Crossing Guards must be available Monday to Friday for up to 3 shifts / day.
2. **Relief Crossing Guards:** Work an average of 1-3 shifts / week. Scheduled on a bi-weekly basis
3. **Stand By Crossing Guards:** A roster of Stand By Crossing Guards who are paid to be “on-call” for last minute coverage. Regardless of whether they are called or not. Stand by guards are required to take the shift if called and will be paid in accordance with the shifts/hours worked (Starting at \$35/ shift for shifts up to 60 minutes) PLUS the Stand By Daily Rate.

SECTION 2: How do Shifts Assignments work for the OSC?

Question A: I used to work for ASP. Are you cutting my shifts / hours?

Answer: The OSC has been delivering School Crossing Guard services for over 20 years. We’ve set up a structure that pays per shift. In Toronto, all School Crossing Guards will have at least 2 shifts per day, most will have 3 shifts if the City of Toronto has indicated that it is a “lunch shift” location. Ideally, we are seeking guards who can work the same 2 or 3 shifts assigned to that intersection. Thus, the number of hours Crossing Guards are expected to be actually physically present and working at the intersection is not changing, and if it is, it will only be for minor amounts (5 to 10 minutes, potentially).

The starting pay for a shift is \$35 / shift for shifts under 60 minutes and under.

Question B: How does the OSC Crossing Guard shifts work?

Answer: Most Morning and Dismissal shifts are 60 minutes and under, and on average, the lunch shift is approx. 1h 30 mins. Locations have either 2 or 3 shifts per day assigned to them and this is determined by the City of Toronto. Most guards will be working between 2 hrs to 3.5 hrs / day as a Crossing Guard.

The base rate for a shift starts at \$35 / shift for shifts 60 minutes or less. See **SECTION 3: Shift Duration & Shift Pay Rates** for more information.

Question C: When can I expect to hear back from the OSC about my assigned intersection and pay?

Answer: The OSC will be working on the scheduling and will confirm all locations and shift assignments (and duration of shifts and shift rates) between August 1-22nd (likely sooner).

For all applications received by July 31, 2023, we will confirm your assignments by August 10th or sooner.

Please hold off on contacting the office till August 10th as the OSC team needs time to review all applications received on or before July 31, 2023. The OSC will contact you.

If you have applied at www.Crossing-Guard.ca by July 31st and have not heard back from the OSC Office by August 10th, please email us at OSCToronto@ottawasafetycouncil.ca.

Question D: As a past Crossing Guard, do I get priority consideration?

Answer: YES - Priority Considerations are being made for Scheduling & Contracts for recent ASP / Carraway employees. Specifically, the OSC will prioritize the following when assigning locations and contracts:

- Returning Crossing Guards who take on 2-3 shifts (max is 3 at a location, some only have 2 shifts) at the location every day, throughout the week
- Returning Crossing Guards will be given preference to the intersections they have requested as noted in their application, where possible
- Applications received on or before July 31, 2023
- New Prospective Crossing Guards willing to take on 2-3 shifts (max is 3 at a location, some only have 2 shifts) at the same location every day, throughout the week

PLEASE NOTE: The OSC Team will confirm and reach out to everyone that has applied to be an OSC Crossing Guard in early August to confirm their shift location for the year and daily rate.

Please hold off on contacting the office as we need till August 10th to review all applications received on or before July 31, 2023.

Question E: When will I hear about my shift and location assignment?

Answer: The OSC will be working on the scheduling and will confirm all locations and shift assignments (and duration of shifts and shift rates) between August 1-22nd (likely sooner). For all applications received by July 31, 2023, we will confirm your assignments by August 10th or sooner. The OSC will contact you. If you have applied at www.Crossing-Guard.ca by July 31st and have not heard back from the OSC Office by August 10th, please email us at OSCToronto@ottawasafetycouncil.ca. Otherwise, please wait until August 10th as we will need the time to finalize shift assignments and the schedule for the upcoming school year.

Question G: When will the OSC let me know my shift schedule, what intersection I will be working at, and what my pay rate will be?

Answer: The OSC Team will be reviewing all applications between July 24-August 10th to confirm and assign shift locations and to confirm shift durations and pay for their contracts. The OSC will prioritize confirming all previous Crossing Guards that have applied to the OSC their final shift/location assignment, contract, and daily shift pay rates by August 10th. Please only reach

out to the OSC Office if you haven't heard back by August 10, 2023 and were previously a Crossing Guard.

For any remaining positions needing to be filled, the OSC Team will review remaining applications of new prospective Crossing Guards to confirm their schedule and contracts for the upcoming school year.

SECTION 3: Shift Duration & Shift Pay Rates

Question A: How much does the OSC pay?

Answer: Most Morning and Dismissal shifts start at \$35/shift as most shifts are 60 minutes or less.

You can choose to take 1 to 3 shifts a day. Ideally, we are seeking Crossing Guards that can work the maximum number of shifts at their respective intersection. Most intersections have either 2 or 3 shifts.

For locations with 3 shifts, the *average* earning ranges from \$110 to \$140 a day.

Please Note: Each intersection has different shift times / durations based on the bell times of the schools in the area. Shift lengths are pre-determined by the City of Toronto. The average Morning and Dismissal shifts run approximately 60 minutes in duration. The average lunch shift runs from 1 hr 30 minutes to 1 hr 50 minutes. Therefore, the average daily income for a Crossing Guard who works 3 shifts is approximately \$110-\$140/ day.

*Shift rates start at \$35 / shifts 60 mins or less, and increases \$8.75 for every additional 15 min increment

**Shift wage rates may be subject to change prior to the start of the 2023-24 school year.

FOR EXAMPLE: Sally, an OSC School Crossing Guard, works at 2300 Islington and has the following shift schedule:

- **Morning Shift: 8:05AM to 9:05AM (55 mins, rounded to 60 mins = \$35)**
- **Lunch Shift: 11:20AM to 12:45PM (1hr 25 mins, rounded to 90 mins= \$52.50)**
- **Dismissal Shift: 3:00PM to 3:55PM (55 mins, rounded to 60 mins = \$35)**

Total per shift pay / day based on the above scenario: \$122.50 for 3.5 hrs or work total.

Shift Rates

Shift Rates	Shift Durations
\$35	60 mins under
\$43.75	61 mins to 1hr 15 mins
\$52.50	1hr 16 mins to 1hr 30 mins
\$61.25	1hr 31 mins to 1 hr 45 mins
\$70	1 hr 46 mins to 2 hrs
\$78.75	2 hrs 1 mins to 2 hrs 15 mins
\$87.50	2 hrs 16 mins to 2 hrs 30 mins

*Shift rates increase \$8.75 for every additional 15 min increment
 **Shift wage rates may be subject to change prior to the start of the 2023-24 school year.

You can choose to take 1 to 3 shifts a day!

Priority Considerations for Scheduling:

- For guards taking on 3 shifts at the same location a day
- Returning Crossing Guards at the same location, where possible

For 3 shifts, earn from \$110 to \$140 a day.

Please Note: Each intersection has different shift times based on the bell times of the schools in the area. Shift lengths are pre-determined by the City.

The average morning and afternoon shifts run approximately 60 minutes in duration. The average lunch shift runs from 1 hr 30 minutes to 1 hr 50 minutes.

Therefore, the **average** daily income a Guard will earn is approximately \$110-\$140/ day.

SECTION 4: Police Record Check & Consent Form

Question A: As a Crossing Guard already, I have obtained a vulnerable sector PRC previously, do I still need to get another one?

Answer: YES - everyone will still need to complete a Vulnerable Sector Police Record Check through the OSC, no matter when you completed it before. The OSC will need this coming from our organization and current in order for you to work with us, as this is required by the City of Toronto.

If you haven't already, please email the OSC Office at OSCToronto@ottawasafetycouncil.ca for a copy of the Consent form or visit www.ottawasafetycouncil.ca/toronto to download a copy.

Please note: YOU DO NOT HAVE TO GO TO THE POLICE STATION at this point, unless otherwise advised.

Question B: Do we have to pay for our Police Record Check?

Answer: No, the OSC will pay for these costs. You just have to submit your completed Police Record Check Consent form to the OSC. Please email the OSC Team at OSCToronto@ottawasafetycouncil.ca to visit www.ottawasafetycouncil.ca/toronto for a copy of the form. Your completed form will need to be emailed or dropped off to the OSC Toronto. Please email to make arrangements.

You DO NOT need to go to the police station, unless otherwise advised.

SECTION 5: Compensation Package and Medical Benefits

Question A: Does the OSC provide medical and health benefits?

Answer: We understand that this is of interest for many. We are looking into it.

Question B: What other incentives do you offer at the OSC?

We offer some discounts with specific businesses, such as:

- 10% Discount Mark's Work Warehouse
- 15% off CAA Membership

We have an extensive Employee Recognition Program:

- Crossing Guard of the Year Awards (\$500)
- Employee of the Month (\$100)
- Ambassador Program with extra earning opportunities
- And more!

SECTION 6: Intersection: Which company / organization to contact

Question A: I used to work for ASP / Carraway. How do I confirm which organization now oversees the intersection that I was formerly work at? Where do I find which intersections are with the OSC?

Answer: All OSC Intersections can be found here on this Google map:

<https://www.google.com/maps/d/viewer?mid=1d3xuQBCdjOrxYiLQShTq3hPHWpfSGAg&ll=43.66857294123733%2C-79.59002255504637&z=12>

For more information about the City of Toronto's School Crossing Guard program, including a detailed overview of all the School Crossing Guard locations in Toronto, please visit:

<https://www.toronto.ca/services-payments/streets-parking-transportation/road-safety/vision-zero/safety-initiatives/school-crossing-guard-program/>

SECTION 7: Health & Safety

Question B: Toronto traffic is incredibly dangerous! What will the OSC put in place to keep us safe in Toronto?

Answer: The safety of our Crossing Guards is a top concern for the OSC. **Below are some of the key actions that the OSC takes to keep our team safe:**

- Before any guards begin working at an intersection, they must undergo the OSC mandatory and extensive School Crossing Guard Training (10 hrs total, online and on-site training components which go over techniques and protocols to keep you safe) and the Employee Training Manual for on-going reference. This training is paid.
- Ensuring that all OSC Employees have read and understood the OSC Employee Policies that are designed to keep our team safe while they do their job.

- The OSC establishes and maintains an active Joint Health & Safety Committee (JHSC) that meets quarterly, as safety is a top concern for the Ottawa Safety Council.
- The OSC ensures a timely follow up by the OSC Office Staff on any reported incidents.
- The OSC prioritizes ongoing communications between OSC Office Team, Field Supervisors, and School Crossing Guards to ensure that all have the most up-to-date information and reminders.
- The OSC regularly conducts awareness campaigns in the community and school zones to educate motorists of the importance of driving safe in school zones, to advocate on behalf of the crossing guards and heed their authority to stop traffic.
- When brought to our attention, the OSC will advise, consult and assist school faculty around solutions to issues of congestion, dangerous driver behaviour and unsafe pedestrian conditions.
- The OSC is an active and contributing member of several committees and associations that focus on road safety, including but not limited to the Ontario Traffic Councils Crossing Guard Steering Committee, the Canadian Association of Road Safety Professionals and Ontario Active School Travel.

Ideal Candidates for the School Crossing Guard Program

Question C: Can I work as a School Crossing Guard if I'm out of the country / city during the winter?

Answer: For our School Crossing Guard Program, we seek candidates who can commit to working with the OSC on a regular basis, for a minimum of 3 shifts / week throughout September to June. For specifics on the requirements for this position, please visit www.Crossing-Guard.ca for more information.

SECTION 8: Preparing for your duties - Training and Equipment

Question A: Will I need to do Crossing Guard training again?

Answer: Yes. All new and returning Crossing Guards will need to complete the OSCs Crossing, Guard, Health and Safety and legislated training modules prior to starting their duties for the 2023-24 school year. This training will be done online, assigned to each Guard through a program called HRDownloads and takes approximately 4.5 hours to complete. All training is paid at the rate of \$17.32/hour.

There will also be a mandatory meeting in August that all returning crossing guards must attend. This will also be paid at a rate of \$17.32/hour.

Question B: Will you pay me for my training?

Answer: All training and mandatory meetings will be paid at the rate of \$17.32/hour.

Question C: What does your Crossing Guard training consist of?

Answer: Returning Guards will complete online training modules that include the OSCs Crossing, Guard, Health and Safety and legislated training modules prior to starting their duties for the 2023-24 school year. This training will be done online, assigned to each Guard through a program called HRDownloads and takes approximately 4.5 hours to complete.

All Returning Guards are required to complete a refresher training module online annually as well, prior to the start of each school year, and attend a mandatory meeting in the August.

New Guards will complete the above, as well as a Welcome Session with the OSC office staff and at least 2 onsite training sessions with a seasoned Guard.

Question D: When will I need to do training?

Answer: We will be assigning your online training modules to you in early August, more information to come on this shortly and we will require you to have this completed prior to the start of the school year and your Crossing Guard duties.

Question E: Will I need new equipment, such as a new vest and stop sign?

Answer: Yes, the OSC will be issuing you new Crossing Guard equipment that includes a retroreflective safety vest, handheld stop-sign, ice cleats, rain jacket, employee ID badge/card and an electronic, handheld whistle (for optional use at the discretion of the crossing guard).

Question F: What equipment will you be providing Crossing Guards?

Answer: The OSC will be issuing you new Crossing Guard equipment that includes a retroreflective safety vest, handheld stop-sign, ice cleats, rain jacket, employee ID badge/card and an electronic, handheld whistle (for optional use at the discretion of the crossing guard).

Question G: When/where do I get my new equipment?

Answer: The OSC will be issuing all equipment to returning guards at the mandatory meeting in August (August 24th, location & times TBD). If you are not able to attend the mandatory meeting, we will make alternative arrangements for equipment to be picked up at the OSC Toronto office (51 Wolseley St.).