

DISPATCHING PARAMETERS

Absences or confirmed jobs can be viewed 24 hours a day, 7 days a week.

Absences for the next day will be dispatched in the evening between 6:00 p.m. and 10:00 p.m. Emergency current day absences will be dispatched starting at 6:00 a.m. ADS will dispatch Monday to Friday morning for absences and from Sunday evening to Thursday evening for assignments up to 15 days in advance.

If there is no answer at the Casual's primary phone number, ADS will call the second phone number (if one has been provided). If a Casual cannot be contacted at either number, ADS will move to the next Casual in the rotation.

Dispatched Casuals will be notified of changed or cancelled assignments during either the evening or morning call out times.

ADS will not call (or consider) Casuals who have indicated they are Unavailable or Working during any part of a newly logged Absence.

If you turn down a job, it is important to indicate why (see Refusal and Unavailability Codes inside this pamphlet) rather than just hanging up. If you **hang up** without entering a Refusal Code, the system **will not call you back during that calling period**. You must select a Refusal Code if you want ADS to call you for other jobs during that calling period.

ADS considers a hang-up (or any loss of contact after identification has been confirmed) to be the equivalent of a Refusal and will go on to the next Casual in the rotation.

If ADS calls and the call is picked up by an answering machine, the system will hang-up.

The system will allow 6 rings at a phone number before proceeding to the next call.

Note: Cell phone coverage in the Nanaimo area has proven to be unpredictable. We recommend that Casuals be available to receive ADS calls on their "land" lines during the call-out period to ensure a reliable connection. Loss of work due to inconsistent cell phone coverage is not the responsibility of the District.



Web Access

To view dispatch information or personal information from your home computer:

Log on to the School District 68 (Nanaimo-Ladysmith) Home Page at: www.sd68.bc.ca

Click on: **My SD68**

To change your phone number or PIN number click on **My Absences**, then **Employee Info**.

To change your availability, click on **My Absences**, then **Time Entry**, and then **Unavailability**.

For online help click the **?** Button.

FYI:

- **All refusal codes entered must be followed by pressing the # key**
- **Dates must be entered as YYMMDD**
- **Time must be entered as HHMM using the 24 hour clock**
- **Exit back to the Main Menu by pressing * then 1**
- **Increase the volume of ADS by pressing # and 3**



**NANAIMO
LADYSMITH
PUBLIC
SCHOOLS**

**Automated Dispatch System
CASUALS
(Support Substitutes)**

| | |
|-------------|--|
| Employee #: | |
| Pin #: | |

| | |
|-------------------|----------------|
| ADS Phone Number: | (250) 244-7035 |
| Emergency Line: | (250) 741-5245 |

| ADS WILL DISPATCH THE FOLLOWING TIMES: | | |
|--|-----------------|------------------|
| | A.M. | P.M. |
| WEEKDAYS | 06:00 -12:30 PM | 18:00 - 22:00 PM |
| FRIDAY A.M. | 06:00 -12:30 PM | NONE |
| FRIDAY P.M. & SAT. | NONE | NONE |
| SUNDAY | NONE | 18:00 - 22:00 PM |
| *HOLIDAY | 06:00 -12:30 PM | 18:00 - 22:00 PM |

**Some jobs may call out over the holidays.*

Casuals (Support Substitutes)

ACCEPT A DISPATCH:

If you are called for a dispatch, you will hear ADS speak the following message:

“Good evening, School District 68, Nanaimo-Ladysmith, has dispatching information for <your name>. Enter your PIN number followed by the # key.”

1. Enter your PIN number followed by the # key then press 1.
2. ADS will now speak the details of your assignment.

ALWAYS: Press 3 to listen to the absent employee’s message!

Press 4 to accept or 5 to refuse the assignment.

If you refuse, enter your **Refusal Code (see below)** followed by the # key.

If you accept, wait for the system to speak out your ADS Job Number.

IMPORTANT

Wait for ADS to Speak your Job Number. This is your assignment confirmation and you will need it to Inquire or to Cancel your Dispatch.

Refusal and Unavailability Codes

| ADS # | DESCRIPTION |
|-------|-------------------------------|
| 1 | ILLNESS |
| 2 | WORKING ELSEWHERE |
| 3 | DECLINE ASSIGNMENT |
| 4 | PERSONAL |
| 6 | WORKING IN SCHOOL DISTRICT 68 |

TO CANCEL A DISPATCH:

If you need to cancel a dispatch that you have accepted, call the ADS system phone number, enter your Employee Number and PIN number followed by the # key.

Press 4 for cancellation options.

Press 2 to cancel Dispatch.

Press 1 enter the ADS Job Number followed by the # key.

Press 4 to cancel the absence.

Press 1 to complete the process.

If an emergency occurs and you are unable to cancel yourself from a job, call 741-5245.

RECEIVE NOTIFICATION OF CHANGE OR CANCELTION IN DISPATCH:

If you are called by ADS because the dispatch is either being cancelled or changed, you will hear ADS speak the following message:

“Good evening, School District 68 has dispatching information for < your name >. Enter your PIN number followed by the # key.

1. Enter your PIN number followed by the # key, then press 1.

2. ADS will now speak the following message:

“School District 68 is calling to confirm that the dispatch ID _____ has been cancelled/changed.

Press 1 to acknowledge you have listened to the details of the change or cancellation.

Press 2 to review the details of the assignment.

Press 4 to replay the absent employee’s recorded message.

INQUIRE ON A DISPATCH:

From the main menu:

Press 2 Inquiry Options

Press 2 Inquire on a Dispatch (job)
To search by Dispatch ID Press 1 then #
To search by Date Press 2

Press 1 to listen to the times & locations. Press 2 to listen to the subjects and levels. Press 3 to listen to the absent employee’s recorded message. To search for another dispatch Press 5.

Change Your PIN

(See also Web Access on back of pamphlet)

From the main menu:

Press 5 General Employee Options

Press 1 Enter your new PIN number followed by # key. The PIN number must be a minimum of 4 digits.

Re-Record your Name

From the main menu:

Press 5 General Employee Options

Press 3 Speak your name after the tone followed by the # key.

Change Your Phone Number

(See also Web Access on back of pamphlet)

From the main menu:

Press 5 General Employee Options

Press 2 To change your regular phone number

Press 3 To change your backup phone number

To Make Yourself Unavailable

(See also Web Access on back of pamphlet)

From the main menu:

Press 5 General Employee Options

Press 4 Unavailability

1. To book Unavailability, press 1.
2. To inquire on or cancel Unavailability, press 2.
3. To return to the Main Menu, press 3.