

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 TTOC's primary phone number, ADS will call the second phone number (if one has been provided). If a TTOC cannot be contacted at either number, ADS will move to the next TTOC in the rotation.

A "requested" TTOC will be called repeatedly until the morning of the Absence then abandoned for the next TTOC in the rotation if no contact can be made.

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

ADS will not call (or consider) TTOC who has indicated they are Unavailable 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 consider 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 TTOC 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 TTOCs 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
- Decrease the volume of ADS by pressing # and 2



**NANAIMO
LADYSMITH
PUBLIC
SCHOOLS**

Automated Dispatch System TEACHER TEACHING ON CALL

Employee #:	
Pin #:	

It is imperative that you arrive at least 15 minutes prior to the start of the school day and not leave before all students in the class are dismissed.

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

ADS WILL CALLOUT AT THE FOLLOWING TIMES:		
	A.M.	P.M.
WEEKDAYS	06:00 A.M. -12:30 P.M.	18:00 P.M.- 22:00 P.M.
FRIDAY A.M.	06:00 A.M. -12:30 P.M.	NONE
FRIDAY P.M. & SATURDAY	NONE	NONE
SUNDAY	NONE	18:00 P.M.- 22:00 P.M.
HOLIDAY	NONE	18:00 P.M.- 22:00 P.M.

Teacher-On-Call

ACCEPT A DISPATCH:

If you are called for a dispatch, you will hear ADS voice 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 voice the details of your assignment.

Press 2 to listen to the subjects and levels.

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 list below) followed by the # key.

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

IMPORTANT

Wait for ADS to voice 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 CANCELLATION OF DISPATCH:

If you are called by ADS because the dispatch is being cancelled, you will hear the ADS voice 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. The ADS will now voice the following message:

“School District 68 is calling to confirm that the dispatch ID Number _____ has been changed. The last day you are required to work is _____.”

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.