

# ADS: Phone System

[Automated Dispatching System]

***You will not receive dispatch calls until your account has been activated.***

To be eligible for ADS calls  
**you must activate your account**  
 by calling 778-841-0277 and recording your name.  
*Your PIN is your employee number.*



## ACCEPTING A DISPATCH:

When you are called by ADS you will be prompted to enter your PIN prior to listening to the assignment. Follow the prompts to listen to 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.



### **IMPORTANT: Wait for your job number.**

This is your assignment confirmation, you will need it to inquire on your dispatch or cancel it.  
**If you do not receive a confirmation number you have not successfully accepted the dispatch** and the system will continue to call out for that job.

## IT IS IMPORTANT TO ANSWER YOUR PHONE:

ADS calls with cancellation information as well as assignments. If you receive a call from ADS on a day you are already booked, it is possible you are being called for a cancellation, please listen to the dispatching information.

## REFUSING A DISPATCH and HANG UPS:

If you refuse a job it is important to indicate why, rather than just hanging up.

If you do not intend to work, please answer and enter a refusal code, this frees up the system so that it can be used to it's full efficiency rather than wasting time calling repeatedly.

### **Refusal codes:**

1. Illness
2. Working Elsewhere (working outside of SD68)
3. Decline Assignment
4. Personal
5. Vacation
6. Working in SD68 – *only use this code if you are already working in the district*

## CANCEL A DISPATCH:

It is the district standard that all employees cancel their own dispatches.

To cancel, call ADS 24/7 at **778-841-0277**

- Press **4** for cancellation options.
- Press **2** to cancel dispatch.
- Press **1** enter the ADS job number.
- Press **4** to cancel the absence.
- Press **1** to complete the process.



***Making yourself unavailable is not  
the same as cancelling a dispatch***

An unavailability entry will only prevent ADS from calling you,  
it will not cancel a job that you have accepted.

To cancel, please follow the cancellation instructions.

### ***If you are unable to cancel a job:***

Please email [absencedispatch@sd68.bc.ca](mailto:absencedispatch@sd68.bc.ca) as soon as possible to request the job be removed from your workboard. You can also text the ADS Coordinator at 250-268-6934.

## TO MAKE YOURSELF UNAVAILABLE:

An unavailability record will prevent the ADS algorithm from considering you for work and will not call you for jobs that fall within the parameters of an unavailability record. To manage your unavailability call **778-841-0277**

- Press **5** for general employee options
- Press **4** for unavailability booking
- Press **1** to book unavailability
- Press **2** to inquire on or cancel unavailability



***Making yourself unavailable will  
not cancel an accepted dispatch***

## INQUIRE ON A DISPATCH:

Call ADS 24/7 at **778-841-0277**

- Press **2** for inquiry options
- Press **2** to inquire about a dispatch
- To search by dispatch ID, press **1**
- To search by date, press **2**
- Press **1** to listen to the times and 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:

Call ADS 24/7 at **778-841-0277**

- By default, your PIN is your employee number
- Press **5** for general employee options
- Press **1** to enter your new PIN number followed by the # key
- The PIN number must be a minimum of 4 digits

## RE-RECORD YOUR NAME:

Call ADS 24/7 at **778-841-0277**

- Press **5** for general employee options
- Press **3** to record your name after the tone

## CHANGE YOUR PHONE NUMBER:

Call ADS 24/7 at **778-841-0277**

- Press **5** for general employee options
- Press **2** to change your regular phone number
- Press **3** to change your backup phone number

## DISPATCH PARAMETERS:

- Dispatch calls go out from 5:00pm to 9:00pm, Sunday through Thursday
- Evening calls can be for jobs up to 6 weeks in advance
- Current-day absences will be dispatched starting at 6:00am, Monday through Friday
- Absences or confirmed jobs can be viewed 24 hours a day, 7 days a week by logging in to your Atrieve account or by calling the ADS line: 778-841-0277
- If there is no answer at your primary phone number, ADS will call the second phone number (if one has been provided). If you cannot be contacted at either number, ADS will move on to the next person in the rotation
- ADS will not call anyone who has entered an unavailability that conflicts with the dates or times of the job
- For requested TTOCs - ADS will call three times for that dispatch, if after the third time with no response, it will move on and you will no longer be offered that job
- For a non-requested TTOC – ADS will call according to subject match, the system will call three times but not consecutively, it will call once, if no response it will move on to the next TTOC and would only call again once it goes through the list and starts over
- There may be times when you could be asked to move to another location after you have already been dispatched. This would only happen if there is a greater need at another site
- If you accept a dispatch, you need to be available for the entire duration of the dispatch. If something unexpected comes up and you need to cancel your dispatch part way through, please advise your site administrator immediately as well as email the ADS Coordinator at [absencedispatch@sd68.bc.ca](mailto:absencedispatch@sd68.bc.ca)
- The dispatching system is automated and not monitored
- The ADS Coordinator works from 5:30am-1:30pm Monday – Friday