

NAVIGATING ADS

[Automated Dispatching System]



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.

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

ACCEPTING A DISPATCH:

If you are called for a dispatch, 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 and 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.

REFUSING A DISPATCH and HANG UPS:

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

If you hang up without entering a refusal code, ADS will not call you back during that calling period. You must select a refusal code to be called for other jobs during the calling period.

ADS considers a hang up to be the equivalent of a refusal and will move on to the next person in the rotation.

REFUSAL CODES:

1. ILLNESS
2. WORKING ELSEWHERE
3. DECLINE ASSIGNMENT
4. PERSONAL
5. VACATION
6. WORKING IN SD68
7. MATERNITY

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.

If you are unable to cancel a job, please email as soon as possible: absencedispatch@sd68.bc.ca



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.

TO MAKE YOURSELF UNAVAILABLE:

If you are unable to work, it is the district standard that you enter your own unavailability; you may do so by calling **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

UNAVAILABILITY CODES:

1. ILLNESS
2. WORKING ELSEWHERE
3. DECLINE ASSIGNMENT
4. PERSONAL
5. VACATION
6. WORKING IN SD68

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**

- 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 6:00pm to 9:00pm, Sunday through Thursday
- Evening calls can be for jobs up to 3 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
- 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
- TTOCs are called based on their qualification match for subjects and levels
- Casuals are called based on seniority
- ADS will not call anyone who has entered an unavailability that conflicts with the dates or times of the job
- A requested TTOC will be called repeatedly until the morning of the absence. In the event there is no acceptance or contact made, ADS will then start calling the next TTOC in the rotation
- 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.