

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.



ADS Web Access

To view dispatch information or personal information from a school computer, home computer or mobile device:

- Log on to the School District 68 (Nanaimo-Ladysmith) Home Page at: www.sd68.bc.ca
- Click on **Staff** (upper right hand corner of page), then **My SD68**
- Enter your username and password
- If you are using a mobile device, click on **Mobile** in the top right corner.
- Click on the tab for **My Info**, then **Time & Attendance** and then click on **Enter Absence**.
- To change your phone number or PIN number click on **My Info**, then **Time & Attendance**, then **Dispatch & Workboard**, then **Change Pin**.
- To change your availability, click on **My Info**, then **Time & Attendance**, then **Dispatch & Workboard**, and then **Unavailability**.

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 CASUALS (Support)

Employee No.	
Pin #	

NEW ADS Phone Number:	(778) 841-0277
Emergency Line:	(250) 741-5245
Email:	absencedispatch@sd68.bc.ca

Web Access: www.sd68.bc.ca (click on My SD68)

Did you know you can access the SD68 website from the SD68 mobile app?

ADS WILL DISPATCH THE FOLLOWING TIMES:

	A.M.	P.M.
WEEKDAYS	06:00 -12:30 PM	18:00 - 21:00 PM
FRIDAY A.M.	06:00 -12:30 PM	NONE
FRIDAY P.M. & SAT.	NONE	NONE
SUNDAY	NONE	18:00 - 21:00 PM
*HOLIDAY	NONE	18:00 - 21:00 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 voice the details of your assignment.

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

3. 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 voice out 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.

NOTE: If you do not get a confirmation #, you will need to contact the ADS Coordinator.

Refusal and Unavailability Codes

ADS #	DESCRIPTION
1	ILLNESS
2	WORKING ELSEWHERE
3	DECLINE ASSIGNMENT
4	PERSONAL
5	VACATION
6	WORKING IN SCHOOL DISTRICT 68
7	MATERNITY

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 250-741-5245.

RECEIVE NOTIFICATION OF CHANGE OR CANCELLATION 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

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

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

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.

NOTE: For all unavailability for a duration of two (2) weeks and over, please contact Human Resources in advance.