

**REFUSAL CODES**

2373	Bereavement/Funeral
2678	Court/Jury
4222	ICBC
4555	Illness
6332	Medical/Dental Appointment
7332	Refuse Assignment
8628	Unavailable
9272	WCB
9333	WORKING IN OTHER DISTRICT
9999	ALREADY WORKING IN SD#61

NOTE: A hang-up (or loss of contact after identification has been confirmed) is considered to be a Refusal.

TOCs are not limited of Refusals but they are expected to work on a regular and ongoing basis. They may choose to be on the A or B lists depending on how frequently they wish to work.

**ABSENCE LOGGING PARAMETERS for TEACHERS**

- Absences can be logged 24 hours a day, 7 days a week.
- Schools will receive an email each morning listing all Absent and Dispatched employees.

**DISPATCHING PARAMETERS**

- ADS will dispatch Monday to Friday morning starting at 6:30am for same-day absences and from Sunday evening to Thursday evening from 6:30pm to 8:30pm for assignments up to 15 days in advance.
- If there is no answer at the TOCs primary phone number, ADS will call the second phone number (if one has been provided). If a TOC cannot be contacted at either number, ADS will move to the next TOC in the rotation if that person is not the preferred.
- A "preferred" TOC will be called repeatedly until the morning of the Absence then abandoned for the next TOC in the rotation if no contact can be made.
- Dispatched employees will be notified of changed or cancelled assignments during either the evening or morning call out times.
- ADS will not call (or consider) TOCs that have indicated that they are Unavailable or Working during any part of a newly logged Absence.
- If a TOC wishes to wait for a specific job, they can use Refusal Code 7332 (Refuse) if offered an unwanted job, then respond that they are Available for Other Jobs when asked.

NOTE: If this occurs during a heavy AM Call-out, there is no guarantee that the preferred job will wait for them.

- 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 TOC in the rotation.

NOTE: Cell phone coverage in the Greater Victoria area has proven to be unpredictable. We recommend that TOCs be available to receive ADS calls on their "land" lines during the Call-out periods to ensure a reliable connection. Loss of work due to inconsistent cell phone coverage is not the responsibility of the District.

**TOC CALL OUT INFORMATION**

ADS PHONE NUMBER: 250-475-4222 EMPLOYEE # \_\_\_\_\_

EMERGENCY LINE: 250-475-4126 PIN # \_\_\_\_\_

**EMPLOYEE QUICK REFERENCE**

**ADS WILL DISPATCH AT THE FOLLOWING TIMES:**

WEEKDAYS	6:30 AM ONGOING
WEEKNIGHTS	6:30 PM - 8:30 PM
SATURDAY	NONE
SUNDAYS/HOLIDAYS	6:30 PM - 8:30 PM
PROD	6:30 PM - 8:30 PM

**FYI**

- All codes entered must be followed by pressing the # key
- Dates must be entered as YYYYMMDD or 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

**ACCEPT A DISPATCH:**

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

*"Good Evening, the Greater Victoria School District has dispatching information for <your name>. Enter your PIN number followed by the pound key."*

1. Enter your PIN followed by the # key then press 1.
2. The ADS will now speak 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 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 Cancel your Dispatch.**

## RECEIVE NOTIFICATION OF CHANGE/CANCELLATION in DISPATCH:

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

**"Good Evening, the Greater Victoria School District has dispatching information for <your name>. Enter your PIN number followed by the pound key."**

1. Enter your PIN followed by the # key then press 1.
2. The ADS will now speak the following message":  
**"The Greater Victoria School District is calling to confirm that the dispatch ID \_\_\_\_\_ 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.

Press 2 to review the details of the assignment.

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

**NOTE:** You must press 1 to acknowledge the change or cancellation before hanging up.

ADS will repeatedly call until you do acknowledge the change.

## INQUIRE ON A DISPATCH

(#2 from the Main Menu then #2 from the sub-menu)

1. Call the ADS phone number, enter your Employee Number and PIN followed by the # key and press 2 to **INQUIRE ON A DISPATCH**.
2. Press 1 and enter your Job number followed by the # key.
3. Press 1 to listen to the details of the dispatch. Press 2 to listen to the subjects and levels. Press 3 to listen to the absent employee's recorded message.

## CANCEL A DISPATCH

(#4 from the Main Menu then #2 from the sub-menu)

NOTE: You can ONLY cancel a Dispatch that has not begun.

1. Call the ADS system phone number, enter your Employee Number and PIN followed by the # key and press 4 to **CANCEL A DISPATCH**.
2. Press 1 and enter your ADS Job number followed by the # key.
3. Press 4 to cancel the dispatch.
4. Press 1 to complete the process.

## 5. GENERAL EMPLOYEE OPTIONS

(#5 from the Main Menu)

### 1. CHANGE YOUR PIN

1. Call the ADS phone number (250-475-4222), enter your Employee Number and PIN (followed by # key) then press 5 and then 1.
2. Enter your new PIN number followed by the # key. The PIN must be a minimum of 4 digits.

### 2. CHANGE YOUR PHONE NUMBER

1. Call the ADS phone number, enter your Employee Number and PIN number followed by # key and press 5 then 2.
2. Press 2 to enter your backup phone number followed by the #. (Enter your area code if the number is a long distance number.)

If you wish the 2<sup>nd</sup> phone number to be **removed**, please call the Emergency Line (250-475-4126).

### 3. RE-RECORD YOUR NAME

1. Call the ADS phone number, enter your Employee Number and PIN followed by # key and press 5 then 3.
2. Speak your full name followed by the # key.

### 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