

# ADS/AMS

## Automated Dispatch System / Attendance Management System

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### What is ADS/AMS?

ADS/AMS is an efficient and effective means of record keeping, notification, dispatch and payment generation. Employees benefit by having a 24 hour a day/7 days a week automated and secure system to record their absences. Schools benefit by automatically having replacements for their absent employees. The District benefits through the automatic communication of data.

- Employees are able to record their own absences and request a replacement at their convenience 24/7
- Teachers have the ability to request specific replacement employees
- CUPE employees are replaced according to the Collective Agreement in order of Seniority
- Absences are recorded and the administration at your location is automatically informed by daily emails
- Replacement employees are systematically considered for qualifications and availability
- Replacement data automatically generates Teacher-On-Call payments
- Seniority is tracked and tallied

### Who should be using ADS?

At this time, all Teachers, CUPE 947, Principals, Vice Principals, ASA and Exempt staff should be using ADS.

The following employees or situations may require additional support if replacements are required:

- Administrative Officers (Principals and Vice-Principals) in anomalous situations
- Technical Education teachers requiring certified replacements (if the machinery is to be activated) to comply with safety and insurance regulations
- Itinerant Band or Music teachers requiring a replacement traveling to multiple locations
- Supervision, School, Library and Office Assistants should use ADS to record their Absences but the school is responsible for their replacements

**Administrative Officers** (Principals and Vice Principals) and designated agents of the District (i.e. Human Resources personnel, Dispatch,) can arrange replacements as needed. Teacher absences may be filled, at the discretion of the AO, by other teachers from within the school but ADS/AMS must be updated.

## **Problems?**

Guides and other support materials are available at Human Resources or from school offices. They can also be reviewed and printed from the District website under [Automated Dispatch System](#).

If the problem cannot be resolved, further support may be reached on the ADS Emergency Line (250-475-4126).

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## **How does ADS pick a replacement?**

### **CUPE**

ADS will select a **CUPE** replacement based on the type of work (SSA or Clerical) and the **seniority** of the Spareboard employee. It scans the lists of available employees considering each one in order of their Seniority and availability. If a Spareboard employee has already accepted a position for all or part of an absence it will move on to the next available person. If the person considered is an appropriate match for the work and is available ADS will call that person starting at 6:45 am on the day of the Absence. If that person refuses the job or is not available to take the call, ADS moves on to the next person. It will continue to look for replacements up to 30 minutes before the Start time of the Absence.

If ADS fails to secure a replacement, an urgent email is automatically sent to the Dispatcher who attempts to manually contact someone who may have missed the automated call.

CUPE 947 Spareboard employees are allowed **5 refusals** per year.

### **Teacher**

ADS uses a definitive algorithm to “consider” and call the most appropriate replacement for an Absent Teacher (if no one has been entered as the “preferred” replacement).

The first person that ADS will try to secure is the first “**preferred**” TOC indicated by the absent teacher during their absence log-in. ADS will attempt to call this person every 30 minutes during each of the evening Call-outs (6:35 to 8:30) prior to the Absence and will try one last time at 6:30 AM on the day of the absence. If the first preferred cannot be contacted on the morning of the Absence, ADS considers each preferred in order of entry. If none of the preferred can be contacted (or they are unavailable or they refuse) ADS will then begin to use its logic to execute an ever expanding search for the most appropriate replacement by considering TOC’s that match the following criteria at each Phase (simplified):

- Phase 1 = Exact Subjects and Levels as indicated by the Absent Teacher
- Phase 2 = Some (then one) of the Subjects at the indicated Level(s)
- Phase 3 = Subjects from the same family as the indicated Subject at that Level(s)
- Phase 4 = Some (then one) of the Subjects at any Level
- Phase 5 = Any Subject at the indicated Level(s)
- Phase 6 = Any Subject at any Level

**NOTE:** ADS does not use **Seniority** at any search Phase for Teachers-On-Call.

At each Phase, TOC's are considered in reverse order of "**last called**". If John Doe was the last called TOC during Phase 3 of the previous Call-out (whether he accepted or refused the work), he would be the last considered for the next job Call-out at Phase 3. (This does not affect him if he has been indicated as the preferred for the next job.)

Refusals put a TOC no further from the front of the line than a job acceptance – ADS does not discriminate. For this reason, it is important that TOC's use the **Unavailability Option** so that their turn to be called is not wasted.

Replacement employees may have **two phone numbers** which ADS will try in order when attempting to secure them. If unsuccessful, it will move on to the next person.

Teachers may enter an Absence at any time but ADS does not begin its search for a replacement until **fifteen days** prior to the Absence.

As is mentioned on the Guides, Victoria is not well serviced for **cell phone** use. If ADS attempts to contact a cell phone that is in a "dead" area it will receive a recorded message indicating that the person is not available. ADS will move on.

If TOC's or Spareboard employees have identified themselves at the beginning of an ADS call-out but the signal is lost during the interaction, ADS will consider this to be a hang up or a refusal and will move on. The District is not responsible for poor cell phone coverage.

If ADS has secured a TOC for an Absence replacement, that TOC will not be considered for any other absence that **overlaps** all or part of the first absence.

If a "**preferred**" TOC has **missed** the **call** on the morning of the Absence ADS will move on to the next potential replacement.

TOC's have the ability to make themselves "**Unavailable**". If a TOC knows that they will not be able to accept work for a specific day or period of time they should exercise this option to greatly hasten the search. Using the Unavailability Option also enhances the TOC's chances of getting calls for work which can be accepted by not using up their "turns" at being called. TOC's are not limited by or penalized for **refusals**.

### **Approved Subjects and Levels**

For Dispatch purposes, CUPE 947 replacement employees are SSA Spareboard employees or Clerical Spareboard employees.

It is expected that all SSA Spareboard employees be suitably capable of replacing any regular Educational Assistant. If an Absent EA has unique responsibilities which need to be replicated, the school should ensure that other personnel on-site are available to provide these services.

Clerical replacements are dispatched at the Clerk/Typist pay level. Schools and Departments must decide if the duties required of the Spareboard employee warrant a different job classification.

Teachers-on-Call are “considered” by ADS on their Approved Subjects and Levels as indicated by their TOC Confirmation letter. If a TOC wishes to be re-evaluated they must submit this request on the [Teacher Request – Qualification Area\(s\) Form](#) to the Manager of Educational Staffing (Human Resources) with appropriate support materials.

Due to the progressive nature of the ADS Dispatch Search Phases, a TOC may be offered a replacement position that is not within their Approved Subjects and Levels (if more exact matches have been exhausted). The TOC may choose to accept this as an opportunity to experience a different environment or they may refuse.

Teachers-On-Call and Spareboard employees will be paid for the time they work. The District can not be responsible for employees entering incorrect work hours.

