



REFUSAL CODES

| | |
|------|----------------------------|
| 2373 | BEREAVEMENT/FUNERAL |
| 2678 | COURT/JURY |
| 4555 | ILLNESS |
| 6332 | MEDICAL/DENTAL APPOINTMENT |
| 7332 | REFUSE ASSIGNMENT |
| 8628 | UNAVAILABLE |
| 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.

TTOCs are not limited by a specific number 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 TTOCs primary phone number, ADS will call the second phone number (if one has been provided). If a TTOC cannot be contacted at either number, ADS will move to the next TTOC in the rotation if that person is not the preferred.
- A "preferred" TTOC will be called repeatedly until the morning of the Absence then abandoned for the next TTOC 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) TTOCs that have indicated that they are Unavailable or Working during any part of a newly logged Absence.
- If a TTOC 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 TTOC in the rotation.

NOTE: Cell phone coverage in the Greater Victoria area has proven to be unpredictable. We recommend that TTOCs 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.

TTOC CALL OUT INFORMATION

ADS PHONE NUMBER: 250-475-4222 EMPLOYEE # _____

ADS 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 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.

Note: You must press 1 to acknowledge the change or cancellation before hanging up. The 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 2nd 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