

**CUPE 382 REGULAR  
ADS GUIDE**

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

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

**ADS may be used up to one hour before the Start Time of your Absence.**

**QUICK REFERENCE  
TELEPHONE ENTRY**

**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**

**ABSENCE ENTRY - TELEPHONE:**

1. Call the ADS phone number (**250-475-4222**), enter your **employee number** and **PIN** followed by the **#** key, press **1** for the *Absence Logging* option then press **1** to LOG AN ABSENCE.
2. Enter your ABSENCE REASON CODE (see chart) followed by the **#** key.
3. ADS speaks your absence reason. To accept absence reason press **1**, to re-enter press **2**, or to replay press **3**.
4. For a single day absence (or part of a day) press **1**, for a range of days press **2**.
5. Enter the day you are absent in the format of **YYMMDD** followed by the **#** key.
6. ADS speaks the date(s) absent. If the date(s) entered are correct press **1**. To re-enter press **2** or to replay press **3**.
7. ADS will now speak your absence information (schedule). Press **1** if the schedule is correct.  
Press **2** to change the daily working times. Enter the hours you will be absent:  
Press **1** for a full day, **2** for specific hours or **3** if you will not be absent (an incorrect date entry).  
Press **3** to replay the schedule  
Press **4** to enter the schedule manually

8. When asked if a Replacement is needed press **1** to indicate that you will need a replacement or **2** to indicate that **you do not** require a replacement.
9. Press **1** to finalize your absence or press **2** to cancel your absence. Make a note of your ADS Absence ID Number.  
To listen to your Absence ID again press 1, to hang up press 2, to return to the main menu press 3.

**IMPORTANT**  
 Wait for ADS to speak your Absence ID number. You need this to Inquire or Cancel your absence.  
**If you do not get an Absence ID number, it has not been entered successfully.**

**ABSENCE CODES (CUPE 382)**

1	Illness/Medical
2	Bereavement/Funeral
3	Jury Duty
6	Paternity
7	Adoption
8	Emergency/Sudden Family Illness
9	Education Leave - Paid
11	Personal Leave - Unpaid
22	Marriage (Employee)
23	Vacation
24	Long Service Vacation
25	Union Business - Board Paid
26	Union Business - Union Paid
33	School Release
34	District Release
55	Flex (Previous time worked)
60	Lieu (In Lieu of Paid Overtime)
31	Not Scheduled to Work

**ABSENCE LOGGING PARAMETERS**

- Absences can be logged 24 hours a day, 7 days a week.
- Absences must be cancelled at least two hours prior to the assignment start time.
- Schools and Departments will receive an email each morning listing all absent and dispatched employees.

**DISPATCHING PARAMETERS**

- Absences for the next day will be dispatched in the evening between 6:30 pm – 7:30 pm. Emergency current day absences will be dispatched starting at 6:30 am. ADS will dispatch Monday to Friday morning for current day absences and from Sunday evening to Thursday evening for next day assignments.
- When dispatching, if there is no answer at the Casual's regular phone number, ADS will call the backup phone number (if it has been provided) before moving on to the next employee in the rotation.
- Dispatched employees will be notified of cancelled assignments during either the evening or morning call out times.

**INQUIRE ON AN ABSENCE**

(#2 from the Main Menu)

1. Call the ADS phone number, enter your employee number and PIN followed by the # key and press 2 to INQUIRE ON AN ABSENCE.
2. Press 1 and enter your Job number followed by the # key.
3. Press 1 to listen to the details of the absence.

## **CANCEL AN ABSENCE**

(#4 from the main Menu)

NOTE: You can ONLY cancel an absence that has not yet begun.

1. Call the ADS phone number, enter your employee number and PIN followed by the # key and press 4 to *CANCEL AN ABSENCE*.
2. Press 1 and enter your ADS Job number followed by the # key.
3. Press 4 to cancel the absence.
4. Press 1 to complete the process.

## **GENERAL EMPLOYEE OPTIONS**

(# 5 from the Main Menu)

### **CHANGE YOUR PIN #**

1. Call the ADS phone number, enter your employee number and PIN followed by the # key and press 5, then 1.
2. Enter your new PIN number followed by the # key. It must be a minimum of 4 digits.

### **CHANGE YOUR PHONE NUMBER**

1. Call the ADS phone number, enter your employee number and PIN followed by the # key and press 5 then 2.
2. Press 2 to enter your backup phone number followed by the # key.  
(Enter your area code if the number is a long distance number.)
3. To remove your backup number, phone 250-475-4126 and leave a message.

### **RE-RECORD YOUR NAME**

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