

**REFUSAL CODES**

<b>2373</b>	BEREAVEMENT/FUNERAL
<b>2678</b>	COURT/JURY
<b>4555</b>	ILLNESS
<b>6332</b>	MEDICAL/DENTAL APPOINTMENT
<b>7332</b>	REFUSE ASSIGNMENT
<b>8628</b>	UNAVAILABLE
<b>9333</b>	WORKING IN OTHER DISTRICT
<b>9999</b>	ALREADY WORKING IN SD#61

As per article 15.06(ii)(d), spareboard employees may be removed from the on call list after five (5) refusals per year.

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

Exceptions are for "MALE/FEMALE ONLY" dispatches and should be reported by the employee to ADS when used. These refusals will be eliminated from your record.

**DISPATCHING PARAMETERS**

- Absences will be dispatched starting at 6:30 am. ADS will dispatch Monday to Friday morning for current day absences.
- If there is no answer at the casual's first phone number, ADS will call the second phone number (if it has been provided) before moving to the next casual in the rotation. If the casual cannot be contacted at either number, ADS will move to the next casual in the rotation.
- Dispatched employees will be notified of changed or cancelled assignments.
- ADS considers a hang-up (or any loss of contact after identification has been confirmed) to be the equivalent of a refusal.

**SPAREBOARD EXPECTATIONS**

- Spareboard employees are to be available for Call-out
  - throughout the entire school year
  - on a continual basis
  - for all Call-Out periods
  - unavailability as per article 15.06(ii)(d) must be updated in ADS by 6:00 pm

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

**SPAREBOARD EMPLOYEES**

(CUPE 9475)

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

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

**EMPLOYEE QUICK REFERENCE**

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

<b>WEEKDAYS</b>	<b>6:30 AM</b>	<b>ONGOING</b>

**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 \* then 3
- Decrease the volume of ADS by pressing \* then 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 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.**  
**You need this to**  
**Inquire On or Cancel your dispatch.**

## RECEIVE NOTIFICATION OF CHANGE/CANCELLATION in DISPATCH:

If you are called by ADS because either the dispatch is being cancelled or changed, 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 cancellation or 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. 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 for *INQUIRIES*
3. Press 2 to INQUIRE ON A DISPATCH
2. Press 1 and enter your Job ID Number followed by the # key.
3. Press 1 to listen to the details of the dispatch. 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 are only able to cancel a **DISPATCH**  
You can only cancel a dispatch that has not begun.

1. Call the ADS phone number, enter your employee number and PIN followed by the # key and press 4 for *CANCELLATIONS*.
2. Press 2 to *CANCEL A DISPATCH*
3. Press 1 and enter your ADS Job Number followed by the # key.
4. Press 4 to cancel the Dispatch.
5. Press 1 to complete the process.

## 6. GENERAL EMPLOYEE OPTIONS

(#5 from the Main Menu)

### 1. CHANGE YOUR PIN #

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

### 2. CHANGE YOUR PHONE NUMBER

1. Call the ADS phone number, enter your employee number and PIN followed by # key and press 5 and 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.)
3. To completely remove your second phone number, call the ADS Emergency Line with this request.

### 3. RE-RECORD YOUR NAME

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