



REFUSAL CODES

2373	BEREAVEMENT/FUNERAL
2678	COURT/JURY
4555	ILLNESS
4666	ESA SICK
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 4:30pm to 7:00pm 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	4:30 PM - 7:00 PM
SATURDAY	NONE
SUNDAYS/HOLIDAYS	4:30 PM - 7:00 PM
PROD	4:30 PM - 7:00 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."

- Enter your PIN followed by the # key then press 1.
- 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

Automated Dispatch System (ADS)

TTOC Q&A/FAQ's

How do I register with ADS to start getting calls?

In order to register with ADS, you will need to: (1) record your name and PIN and (2) change your District web password.

(1) Record your Name and PIN:

- Phone the ADS Telephone System 250.475.4222
- Record your name
- Register your PIN (see attached information)

If you do not register your name and PIN, the system will not know that you are available for work.

(2) Change your District web Password:

- Visit <https://www.sd61.bc.ca/>
- Click on the **Staff** tab in the upper right corner
- Click on **District Password Change** in the left menu bar
- Enter your Username and District-provided password
- Change your password to at least 8 character
- Re-visit <https://www.sd61.bc.ca/>, **Staff** tab, then the **eServices** icon. Log in using your Username and new password to ensure it's working.

If you do not create a new password and test your log-in, the system will not know that you are available for work.

The ADS TTOC GUIDE, as well as additional information regarding ADS can also be viewed or printed from our District website: www.sd61.ba.ca – Staff (tab) Automated Dispatch System ADS (icon).

When should I expect to get a call from ADS?

ADS will begin to phone people in search of an appropriate replacement in the **evening between 4:30 and 7:00pm**. It will resume its search, if necessary, in the **morning from 6:30am until one hour prior to the assignment start time**. ADS does not call on Friday evening or all day Saturday.

What if I am not home?

If ADS phones and no one answers, it either goes to your second phone number or moves on to the next person on the waiting list. ADS requires your PIN to be entered when requested – it will not respond to answering machines, or other people.

What if someone else answers the phone?

If the person enters your PIN, he/she can respond to assignments offered.

Can ADS leave a message on my answering machine?

No.

What will ADS tell me?

ADS will tell you that an assignment is available. It will detail (1) the name of the absent person (2) the school (3) the schedule (4) the subjects that require coverage (5) dates and times. There is also an option to listen to a voice message should the absent teacher choose to leave one.

Can I refuse an assignment?

Yes, you may refuse offered assignments by entering one of the Refusal Codes (found on page 1 above, or the District website). If you choose Refuse Assignment 7332 you will still be able to receive another call during the dispatch period.

What if I take an assignment in the evening but wake up sick?

You can phone ADS 250.475.4222 and Cancel your Dispatch by entering the 6-digit Absence ID number that you were given during the dispatch. This will put that Absence back into the search.

What if I know ahead of time that I will not be available for work?

If you know that you will not be available to take work on specific days or at specific times, you must book yourself as **Unavailable**. The Unavailability Option can be accessed through www.sd61.bc.ca – e-Services – Time Entry – Unavailability or by phoning ADS (250.475.4222) and choosing Employee Options (#5) from the menu. ADS will not call you for these periods. By indicating when you will be unavailable you are increasing your chances of receiving call-outs when you are actually able to accept them; your ‘turn’ will not be wasted.

How does ADS choose replacements?

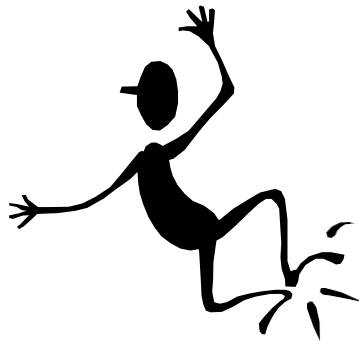
ADS will call replacements in the following order: (1) Preferred TOC requested by the Teacher (2) Subject and Grade Level match to assignment (3) Grade Level only, if no Subject match (4) Any available replacement. Should you receive a call that does not reflect your subject or grade level qualifications, your acceptance of the assignment would be appreciated.

Registration Procedures For ADS



1. Call the **ADS Phone Number**,
250-475-4222
2. Enter your **Employee Number**, followed by the # key
3. **Re-enter** your **Employee Number** when prompted for your PIN number. Then press the # key. (Your Employee Number IS your PIN until you register)
4. **Your name has to be recorded.** Speak your name after the tone, followed by the # key. Then press 1 to accept it.
5. Press 5 on the main menu, then 1
6. Enter your new PIN number, followed by the # key. Then press 1 to accept it. **The PIN number must be a minimum of 4 digits. Write this number down. It will be your permanent PIN number.**
7. Press * , wait for the prompt, then 1 to exit the ADS system

Welcome to ADS!



You are now ready to log an absence.

PROBLEMS REGISTERING? PHONE THE EMERGENCY LINE 250-475-4126