



Automated Dispatch
Absence Logging

**CUPE 1851
STAFF**

Automated Dispatch System: 604-532-1454

EMERGENCY / HELP LINE: 604-532-1400—...when recording starts press 1 then 210.

EMPLOYEE # _____ PIN # _____

ADS WILL DISPATCH AT THE FOLLOWING TIMES:

WEEKDAY Emergencies	6:30 am – 9:30 am Manually
CURRENT DAY & FUTURE ASSIGNMENTS	9:30 am - 12:30 pm
SATURDAY	NONE
SUNDAYS	NONE
STAT HOLIDAYS	NONE

FYI

- All codes entered must be followed by pressing the #
- Dates must be entered as 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:
TO ENTER AN ABSENCE**

Menu Option 1

1. Call the ADS system phone number, enter your employee number, followed by the #. Enter you PIN followed by the #, press 1 for the *Absence Logging* option then press 1 to LOG AN ABSENCE.
2. Enter your ABSENCE REASON CODE followed by #.
3. For a single day absence press 1, for a range of days press 2,
4. The ADS system will now speak your normal schedule for the day of your absence. Press 1 to confirm schedule is correct and skip to step 5.
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, 3 if you will not be absent.
5. Press 1 if you require a replacement during your absence. Press 2 if you do not require a replacement, skip to step 8.
6. Press 1 if the replacement is needed for the entire absence, then skip to step 8. Press 2 if the replacement is only required for part of the absence.
Enter the hours the replacement is needed. Press 1 for a full day, 2 for specific hours, 3 if a replacement is not required.
7. Press 1 to leave a message for replacement. Press 2 to skip this option.
8. Press 1 to retrieve 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 the ADS system to speak your Absence ID number. This is your confirmation #. IF YOU HANG UP, THE SYSTEM 'ASSUMES' YOU HAVE CHANGED YOUR MIND and CANCELS the REQUEST. (If this occurs, simply start again.

INQUIRE ON AN ABSENCE

Menu Option 2

1. Call the ADS system phone number, enter your employee number, followed by the #. Enter your PIN followed by the #, and press 2 to INQUIRE ON AN ABSENCE never a dispatch.
2. Press 1 and enter your Absence ID # followed by the #.
3. Press 1 to listen to the details of the absence. Press 4 to find out the name of your replacement.

CANCEL AN ABSENCE

Menu Option 4

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

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

ABSENCE CODES:

424	Banked Overtime
409	Bereavement/Compassionate
411	CUPE Business
420	CUPE District Committees
410	CUPE PRO-D
407	Emergency Family Illness
417	Grievances
401	Illness under 3 consecutive days
404	Illness over 3 consecutive days
413	Jury/Court Duty
414	Leave Without Pay
402	Medical & Dental Appointments
408	Mourners Leave
499	Other
463	Sick Day Pay-out
439	Support Staff Orientation
411	Union Business
452	Vacation
454	Vacation (bonus 10/20 yrs)
403	Workers' Compensation

PLEASE NOTE:

IT IS YOUR RESPONSIBILITY TO FIRST NOTIFY YOUR SCHOOL OR SITE ADMINISTRATOR OF YOUR ABSENCE.

GENERAL EMPLOYEE OPTIONS

Menu Option #5

CHANGE YOUR PIN

Press 1

1. Call the ADS system phone number enter your employee number and PIN followed by # and press 5, then 1.
2. Enter your new PIN followed by the #. It must be a minimum of 4 digits.
3. Press * then 1 to return to the main menu.

CHANGE YOUR NAME

Press 3

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

ABSENCE-LOGGING PARAMETERS

- Absences can be logged 24 hours a day, 7 days a week.
- The largest absence that can be logged is for 20 days.
- Absences must be cancelled at least 8 hours before the assignment starts.
- Schools will receive a fax each day listing all absent and dispatched employees.

DISPATCHING PARAMETERS

- Absences for the current day will be dispatched between 9:30 am – 12:30 pm, Monday through Friday. Emergency current-day absences will be dispatched starting at 6:00 am, manually.
- When ADS is dispatching, and 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 to the next casual in the rotation. If the casual's phone number is busy, ADS will move to the next casual in the rotation.
- Absences will be dispatched up to 1 hour before the assignment starts.
- Dispatched employees will be notified of cancelled assignments during normal call-out times.
- **Dispatched employees must call the Emergency / Help Line (# on front) to cancel a dispatch.**