

## SCHOOL DISTRICT 35 (LANGLEY)



CASUAL CUSTODIAL  
STAFF  
(updated)

ADS PHONE NUMBER: 604-532-1454  
EMERGENCY / HELP LINE: 604-532-1400  
when prompted 1 then 210

EMPLOYEE # \_\_\_\_\_ PIN # \_\_\_\_\_

### EMPLOYEE QUICK REFERENCE

ADS WILL DISPATCH AT THE FOLLOWING TIMES:

|                          |                               |
|--------------------------|-------------------------------|
| <b>CURRENT-DAY</b>       |                               |
| EMERGENCIES              | 6:00 am - 9:30 am<br>Manually |
| <b>CURRENT-DAY &amp;</b> |                               |
| 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

### ACCEPT A DISPATCH:

If you are called for a dispatch, you will hear the ADS system speak the following message:

*"Good Morning, Langley School District has dispatching information for <your name>. Enter your PIN number followed by the pound key."*

1. Enter your PIN followed by # then press 1.
2. The ADS system will now speak the details of your assignment.

Press 1 to replay the details  
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 #.  
If you want to be marked as **UN**available for the remainder of the day, press 1, otherwise press 2.

If you **accept**, wait for the system to speak out your ADS Job Number.

⇒ **IMPORTANT** – Wait for the ADS system to speak your Absence ID Number. **IF YOU HANG UP BEFORE HEARING THIS NUMBER, THE SYSTEM ASSUMES YOU HAVE CHANGED YOUR MIND AND PROCEEDS TO THE NEXT AVAILABLE PERSON.** You also need this to confirm your dispatch.

### REFUSAL CODES

|   |                       |
|---|-----------------------|
| 1 | Illness               |
| 2 | Workers' Compensation |
| 3 | ICBC                  |
| 4 | Bereavement           |
| 5 | Other Employment      |
| 6 | Refuse Assignment     |

### RECEIVE NOTIFICATION OF CHANGE/ CANCELLATION in DISPATCH:

If you are called by ADS because either the dispatch is being cancelled or closed, you will hear the ADS system speak the following message:

*"Good Morning, Langley School District has dispatching information for <your name>. Enter your PIN number followed by the pound key."*

1. Enter your PIN followed by # then press 1.

2. The ADS system will now speak the following message:

*"Langley School District is calling to confirm that the dispatch ID \_\_\_\_\_ has been changed. The last day you are required to work is \_\_\_\_\_."*

Press 1 to acknowledge you have listened to the details of the change.

Press 2 to review the details of the assignment.

Press 3 to replay the absent employee's recorded message.

**NOTE: Important** – As long as your PIN # has been entered, the system will assume you have received the message of cancellation.

### INQUIRE ON A DISPATCH (MENU OPTION 2,1)

1. Call the ADS system phone number, enter your employee number and #, then your PIN followed by # and press 2 to *INQUIRE ON A DISPATCH*.
2. Press 1 and enter your Absence ID # followed by #.
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

Contact School Board Office at Emergency / Help Line (phone number on front).

### GENERAL EMPLOYEE OPTIONS

#### CHANGE YOUR PIN (MENU OPTION 5,1)

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

**CHANGE YOUR PHONE NUMBER  
(MENU OPTION 5,2)**

1. Call the ADS system phone number, enter your employee number and #; then your PIN # followed by # and press **5** then **2**.
2. Press **2** to enter your backup phone number followed by #.  
(Be sure to enter your area code, ADS will automatically determine whether it is a long distance number.)

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.

- Dispatched employees will be notified of cancelled assignments during morning call-out times.
- **Dispatched employees must call the Emergency / Help Line** (number on front) **to break a dispatch.**

**RE-RECORD YOUR VOICE (MENU OPTION 5,3)**

1. Call the ADS system phone number, enter your employee number and #; then your 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.

**UNAVAILABILITY (MENU OPTION 5,4)**

1. To book unavailability press **1**
2. To inquire on or cancel unavailability press **2**
3. To return to the main menu press **3**

**UNAVAILABILITY CODES**

|          |                              |
|----------|------------------------------|
| <b>1</b> | <b>Illness</b>               |
| <b>2</b> | <b>Workers' Compensation</b> |
| <b>3</b> | <b>ICBC</b>                  |
| <b>4</b> | <b>Bereavement</b>           |
| <b>5</b> | <b>Other Employment</b>      |
| <b>6</b> | <b>Other</b>                 |

**DISPATCHING PARAMETERS**

- Absences for the current day will be dispatched between 9:30 am – 12:30 pm. 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