

SCHOOL DISTRICT 35 (LANGLEY)



CASUAL STAFF
CUPE 1260
(updated)

ADS PHONE NUMBER 604-532-1454

EMERGENCY/HELP LINE: 604-532-1400 –
...when prompted **1** then **210**

This is also the CANCELLATION LINE, for any assignment you are not able to fulfill.)

EMPLOYEE # _____ PIN # _____

EMPLOYEE QUICK REFERENCE

ADS WILL DISPATCH AT THE FOLLOWING TIMES:

WEEKDAYS	5:15 AM (ALSO Manually)
NEXT DAY & FUTURE	
ASSIGNMENTS	6:00PM - 10:00 PM
SATURDAYS	NONE
SUNDAYS	6:00 PM - 10:00 PM
STAT HOLIDAYS	6:00 PM - 10:00 PM

FYI

1. All codes entered must be followed by pressing #
2. Dates must be entered as YYMMDD
3. Time must be entered as HHMM using the 24-hour clock
4. Exit back to the Main Menu by pressing * then 1
5. Increase the volume of ADS by pressing # and 3
6. 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 Evening, 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 REFUSAL code followed by #. If you want to be marked as **Unavailable** for the remainder of the day, press 1, otherwise press 2.

If you accept, wait for the system to speak out your ADS Absence ID #.

⇒ IMPORTANT – Wait for the ADS system to speak your Absence ID #. 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 inquire, cancel, or close your dispatch.

REFUSAL CODES

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

RECEIVE NOTIFICATION OF CHANGE OR 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 Evening, Langley School District has dispatching information for <your name>. Enter your PIN number followed by the pound key."

1. Enter your PIN followed by the # 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. Call the ADS system phone number, enter your employee number and PIN followed by # - 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.

CLOSE AN OPEN-ENDED DISPATCH

Contact School Board Office at EMERGENCY / HELP Line, Number on front.

CANCEL A DISPATCH

Contact School Board Office at EMERGENCY / HELP/ (CANCELLATION) Line, number on front.

GENERAL EMPLOYEE OPTIONS

CHANGE YOUR PIN (Menu Option 5, 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 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 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, the system determines whether it is a long distance call.)

RE-RECORD YOUR VOICE (MENU OPTION 5, 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.

UNAVAILABILITY (MENU OPTION 5, 4)

⇒NOTE: Very Important to book yourself off, even if unavailable for a portion of the day!

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

1	<i>Illness</i>
2	<i>Workers Compensation</i>
3	<i>ICBC</i>
4	<i>Bereavement</i>
5	<i>Other Employment</i>
6	<i>Other</i>

DISPATCHING PARAMETERS

- Absences for the next day and future assignments, will be dispatched in the evening between 6:00 pm – 10:00 pm, Monday through Thursday.
- Current-day absences will be dispatched starting at 5:15 am, Monday through Friday. If a request is submitted too late for the ADS to dispatch, it will be done manually from the Employee-On-Call desk.
- When ADS is dispatching, and there is no answer at the casual's regular phone number, ADS will call the backup phone number, if applicable, 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 closed or cancelled assignments during either the evening or morning call-out times.
- Dispatched employees must call the Emergency / Help / Cancellation Line to break a dispatch.