

School District # 36 (Surrey)

DISPATCHING PARAMETERS:

Absences or confirmed jobs can be viewed 24 hours a day, 7 days a week.

ADS will dispatch Monday to Friday morning starting at 6:05am for current day absences.

If there is no answer at the Spareboard's primary phone number, ADS will call the second phone number (if one has been provided). If a Spareboard cannot be contacted at either number, ADS will move to the next Spareboard in the rotation.

Dispatched Spareboard will be notified of changed or cancelled assignments during the morning call out time.

It is important to indicate why, rather than just hanging up, if you have turned down a job.

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 Spareboard in the rotation.

If ADS calls and the call is picked up by an answering machine, the system will hang-up.

The system will allow 6 rings at a phone number before proceeding to the next call.

Note: Cell phone coverage in the Surrey area has proven to be unpredictable. We recommend that Spareboards be available to receive ADS calls on their "land" lines during the call-out period to ensure a reliable connection. Loss of work due to inconsistent cell phone coverage is not the responsibility of the District.



Web Access

To view dispatch information or personal information from your home computer:

Log on to the School District 36 (Surrey)

Home Page at: www.sd36.bc.ca

Click on: **Staff** and then **Employee Self Service**

To change your phone number or PIN number click on **My Absences**, then **Employee Info**.

To change your availability, click on **My Absences**, then **Time Entry**, and then **Unavailability**.

For online help click the **?** button.

Employee #:	
Pin #:	

NOTES:

Automated Dispatch System (ADS)

Spareboard

FYI:

- **All refusal codes entered must be followed by pressing the # key**
- **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**

ADS Phone Number:	24 hours	(604)595-9595
Emergency Numbers:	5am-3:30pm	(604)595-6140

ADS WILL DISPATCH THE FOLLOWING TIMES:		
** Custodian dayshift callouts will begin at 5:25 a.m.		
Weekdays	AM	PM
CCW	6:05	None
Aboriginal/District Att/ Cafeteria Asst	6:08	None
SEA	6:10	None
Custodian **	11:00	None
SATURDAY & SUNDAY & HOLIDAYS	None	None

SPAREBOARD

ACCEPT A DISPATCH:

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

“Good evening, School District 36, Surrey, has dispatching information for <your name>. Enter your PIN number followed by the # key.”

1. Enter your PIN number followed by the # key then press 1.
2. 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 (see below)** followed by the # key.

*Please note:

If you are not available, you are to call the Dispatcher with the reason for unavailability.

Custodians are to report unavailability prior to 11:00 a.m.

****IMPORTANT****

Wait for ADS to Speak your Job Number. This is your assignment confirmation and you will need it to inquire or to cancel your dispatch.

Refusal and Unavailability Codes

ADS #	DESCRIPTION
1	ILLNESS
2	FAMILY EMERGENCY
3	BEREAVEMENT
4	WORKING ELSEWHERE
5	DECLINE ASSIGNMENT
6	UNAVAILABLE

TO CANCEL A DISPATCH:

If you need to cancel a dispatch that you have accepted, call the ADS system phone number, enter your Employee Number and PIN number followed by the # key.

Press 4 for cancellation options.

Press 2 to cancel Dispatch.

Press 1 enter the ADS Job Number followed by the # key.

Press 4 to cancel the absence.

Press 1 to complete the process.

If an emergency occurs and you are unable to cancel yourself from a job, call (604)599-7446 or 599-7496

RECEIVE NOTIFICATION OF CHANGE OR CANCELLATION OF A DISPATCH:

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

“Good evening, School District 36 has dispatching information for < your name >. Enter your PIN number followed by the # key.

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

2. ADS will now speak the following message:

“School District 36 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.

INQUIRE ON A DISPATCH:

From the main menu:

Press 2 Inquiry Options

Press 2 Inquire on a Dispatch (job)

To search by Dispatch ID Press 1 then #

To search by Date Press 2

Press 1 to listen to the times & locations. Press 2 to listen to the subjects and levels. Press 3 to listen to the absent employee’s recorded message. To search for another dispatch Press 5.

Change Your PIN

(See also Web Access on back of pamphlet)

From the main menu:

Press 5 General Employee Options

Press 1 Enter your new PIN number followed by # key. The PIN number must be a minimum of 4 digits.

Re-Record your Name

From the main menu:

Press 5 General Employee Options

Press 3 Speak your name after the tone followed by the # key.

Change Your Phone Number

(See also Web Access on back of pamphlet)

From the main menu:

Press 5 General Employee Options

Press 2 To change your regular phone number

Press 3 To change your backup phone number

To Make Yourself Unavailable

(See also Web Access on back of pamphlet)

From the main menu:

Press 5 General Employee Options

Press 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.