

## General Employee Options

### CHANGE YOUR PIN

**Press 1**

1. Call the AADS system phone number, enter your employee number, followed by the # key, enter your PIN followed by # and press 5, then 1.
2. Enter your new PIN followed by the # key. The PIN must be a minimum of 4 digits.

### CHANGE YOUR PHONE NUMBER

**Press 2**

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

### RECORD YOUR NAME

**Press 3**

1. Call the AADS system phone number 604-859-3006. You will enter your employee number followed by the # key. It will then ask you for your Pin number- this is also your employee number.
2. It will then advise you that your name has not been recorded. Speak your full name into the telephone.

### UNAVAILABILITY

**Press 4**

- Please be sure to keep your availability up to date.
- If you are called by another district, or wake up ill, etc., **please log your unavailability immediately** on AMS to stop automated dispatch calls.
- If you are booked to work at a school, and you will be absent, you will need to notify support dispatch that you will be absent, as well as marking yourself as unavailable on AMS

### UNAVAILABILITY CODES:

<b>110</b>	<b>Illness</b>
<b>160</b>	<b>Working Elsewhere</b>
<b>180</b>	<b>Professional Development</b>
<b>200</b>	<b>Unavailable</b>
<b>240</b>	<b>Accepted Part Time Contract (In District)</b>

- NOTE: Booking yourself **unavailable** for any given day **does not cancel** a dispatch you have previously accepted!
- If you have any problems with making yourself unavailable on the AADS, please inform the Help/Cancellation Line.

### \* LOGGING UNAVAILABILITY, VIEWING ASSIGNMENTS AND CHANGING YOUR PERSONAL INFORMATION ON-LINE.

While the AADS phone line is still available to you, **you are also able** to enter all of the above on the Automated Dispatching Web (**ADW**).

### HOW TO GO ON-LINE

- Go to [www.abbyschools.ca](http://www.abbyschools.ca)

1. Click on the **Resources** tab along the top of the page. Click on AMS from the drop down menu. This will bring you to the log in screen.
2. Enter your **USERNAME & PASSWORD**

**User Name:** First name.Last Name  
IE: Jane.Doe

**Password:** First time logging in password is your employee# \$\$sd (eg. 1234\$\$sd)

## AADS INFORMATION

**EMPLOYEE #** \_\_\_\_\_

**PIN #** \_\_\_\_\_

**AADS PHONE NUMBER: (604)-859-3006**

**Support Dispatch (604)-859-4891 Local: 1215**

### **AADS WILL DISPATCH AT THE FOLLOWING TIMES:**

Monday -		
Thursday	06:00-10:00	18:00-22:00
Friday	06:00-10:00	NONE
Saturday	NONE	NONE
Sunday	NONE	18:00-22:00
Holiday	NONE	18:00-22:00

### **Absence Logging Parameters:**

- Absences may be logged 24 hours a day, 7 days a week.

## School District No. 34 (ABBOTSFORD)

## Abbotsford Automated Dispatch System (AADS)

## SUPPORT STAFF CASUAL EMPLOYEE QUICK REFERENCE



**ABBOTSFORD**  
SCHOOL DISTRICT  
RESPECT OPPORTUNITY INNOVATION

# DISPATCHING

**Support staff log their absences and requests for casuals on the Abbotsford Automated Dispatch System (AADS) either by using the Web version, or the telephone system. Automated dispatching will only be done by phone.**

## For Your Information

- All codes entered must be followed by pressing the # key.
- Dates must be entered as YYYYMMDD
- Times must be entered as HHMM using the 24 hour clock.
- Exit back to the Main Menu by pressing \* then 1
- Increase the volume of AADS by pressing # then 3
- Decrease the volume of AADS by pressing # then 2

## Accepting a Dispatch

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

**"Good Evening (morning), Abbotsford School District has dispatching information for <your name>."**

**"Enter your PIN number followed by the pound key (#). (PIN number = Employee #)"**

- Press **1**. The AADS will now speak the details of your assignment. (Be sure you **listen for the DATE** as well as the day of the assignment. The system can call 7 to 10 working days in advance!)
- Press **2** to listen to the subjects and levels.
- Press **3** to listen to the absent employee's

message.

- Press **4** to accept, but **DO NOT HANG UP!** (see box below)

If you **accept**, wait for the system to speak your AADS Dispatch ID#.

**IMPORTANT – Wait for the AADS system to verbally give you a Dispatch ID#. IF YOU HANG UP BEFORE HEARING THIS NUMBER SPOKEN, THE SYSTEM 'ASSUMES' YOU HAVE CHANGED YOUR MIND AND WILL PROCEED TO THE NEXT AVAILABLE CASUAL. (Should 2 support staff arrive for the same assignment, the support with this number will fill the position.) You also need the # to inquire, cancel, or close your dispatch.**

- Press **5** to **refuse** the assignment.

If you **refuse**, enter your REFUSAL CODE followed by the # key. you

### REFUSAL CODES:

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- If you want to be marked as unavailable for the day, press **1**.
- If you have refused an assignment, but are still available for the day, press **2**. (note: AADS may not have enough assignments to call you again on that day).
- **NOTE:** Please be aware that if the phone is answered and is hung up without a response, the system will proceed to the next available staff on the rotating list, not to your 2<sup>nd</sup> number. If the system calls your answering device, AADS will proceed to your 2<sup>nd</sup> number. AADS will continue to call throughout the morning hours and during classes for afternoon dispatches. **You may want to keep your cell phone on if you**

**only have a morning assignment.** If you will not be available, or if you are not able to get to an assignment on time, **please make yourself unavailable.**

## Canceling a Dispatch

If you are unable to fulfill your commitment to an assignment you have accepted, you may cancel up to 24 hours in advance on the AADS Web or by calling the cancellation/help line. If the cancellation is less than 2 hours in advance, you **must** leave the info at the **Employee-On-Call Desk/Help and Cancellations Line: 604-859-4891 (Local 1253)**. You may leave a message 24/7.

\*Your message should contain the **Dispatch ID#** and the **subject or grade** you were to have taught.

## Receiving Notification of Cancellation or Change to a Dispatch

If you are called by the AADS to inform you of either a dispatched assignment being cancelled or ended, (if an assignment is ended, \*see **Range of Days** Dispatch info) you will hear the AADS system speak the following message:

*"Good Evening (morning), Abbotsford 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 AADS system will now speak the following message: *"Abbotsford 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 this change.  
Press **2** to review the details of the assignment  
Press **3** to listen to the subjects and levels  
Press **4** to replay the absent employee's recorded message

### \***RANGE of DAYS DISPATCH** – Closed Verbally

On occasion, you will be in an assignment that is for a range of days, e.g. September 21 to 25. You may be **verbally** informed that the assignment will end on the 23<sup>rd</sup> this situation may occur when the absent teacher does not require the extra sick days. Be sure that you contact the Employee-On-Call desk, so that your availability is correct, due to this end-date correction. **It is the responsibility of the absent teacher to do this, but essential that you check to be sure.**

\***Note:** The District **does not** owe the TOC the remaining days in the assignment.

## Inquiring on a Dispatch

You are able to inquire on a dispatch by **DATE** or **DISPATCH ID #:**

1. Call the AADS system phone number, 604 -859-3006  
enter your employee number, followed by #, enter your PIN followed by #, and press 2 to **INQUIRE ON A DISPATCH**.
2. Press **1** and enter your Dispatch ID#, followed by the # key, or by DATE, enter YYMMDD.
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 message.