DISPATCHING INFORMATION

Regular Support staff log their absences & requests for Casuals by using the telephone (ADS) or the online Leave Management System (AMS).

> **IMPORTANT –** ADS telephone option can only log illness absences, all other absence types need to be logged using the online Leave Management System.

The **A**utomated **D**ispatching **S**ystem will begin callouts to casuals the evening before the shift start date. See "**Automated Dispatching Times**".

The ADS will launch shifts in the order that the shifts are received, and shift start times.

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 by pressing **#** and **3**
- Decrease the volume by pressing **#** and **2**

ADS INFORMATION

EMPLOYEE # _____

PIN # _____

AUTOMATED DISPATCHING TIMES:

Monday – Thursday	0600-1000 & 1800-2200
Friday	0600-1000
Saturday	NONE
Sunday & Holiday	1800-2200

SUPPORT DISPATCH HOURS OF WORK:
Monday-Friday 0630-1430

ABSENCE LOGGING PARAMETERS:

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

- A replacement will be assigned to your shift unless you cancel your request 3 hours before the start of a school day.

- **ADS Phone**: only illness absences
  AMS Web: all absences

In addition to logging an absence through ADS or AMS, Staff are asked to contact their school to inform them of their absence.

ADS Phone: 604-859-3006
Support Dispatch: 604-852-2366 x1215

LOGGING AN ABSENCE

SUPPORT STAFF
EMPLOYEE REFERENCE GUIDE

AUTOMATED DISPATCH SYSTEM
PHONE: 604-859-3006

SUPPORT DISPATCH
PHONE: 604-859-4891 x1215
EMAIL: Dispatch.Support@abbyschools.ca

ABSENCE LOGGING

BY AMS WEB:

Your manager will electronically approve or deny the leave request. Notice via email will occur. This system provides more timely responses to leave requests and can be accessed 24/7.

Go to: https://ams.abbyschools.ca/
1. Enter your **Username** & **Password**.

➢ If you cannot login, please contact the Help Desk at 604-852-2366

2. Enter your **Username** & **Password**.
   Username: FirstName.LastName
   Password: call Help Desk for password if it is your first login, or you have forgotten

3. Choose a reason for the absence. Click Next.

4. Choose the applicable dates.

5. Do you need replacement? Select Yes or No.

6. Do you want to request a particular person to replace you? Select No. This is only available for Teachers.

IMPORTANT – Support Staff are not able to request particular employees for coverage; as per their Collective Agreement shifts must be filled in Seniority Order. If a particular staff member is required for coverage, this request must come directly from a Principal.

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7. The Leave Application Entry Screen will appear with relevant contract provisions, as well as any documentation requirements. A comment field is available for additional comments.

8. Upon clicking the "**Next**" button of the form, review all the details of the leave prior to submitting.

➢ Should any amendments be required, simply hit the back arrow in the top left-hand corner of your browser to return to the application entry screen.

9. When the form is complete, click the "**Submit Absence**" button.

10. A confirmation receipt including a reference number is generated and sent to your District email address.

11. Applicants will be advised by email of the response to the leave request (Example: approved, denied, further information required, etc.)

12. Employees can view the application forms they have submitted in the same place they view absence information under the **My Absences > Time Entry > View or Change**.

BY TELEPHONE (ADS):

Only sick time may be booked off by ADS, if the leave is for anything other than illness you must book off using AMS Web.

1. Call the ADS system phone number (604) 859-3006, enter your employee number and PIN number followed by the **#** key, press **1** for the *Absence Logging* option then press **1** to LOG AN ABSENCE.

2. Enter your **Absence Code 20 for Illness** followed by the **#** key.

3. The ADS system speaks your absence reason. To accept absence reason, press **1**, to re-enter the reason press **2**, or to replay the reason press **3**.

4. For a single day absence press **1**, for a range of days (up to 3 days) press **2**. Any requests longer than 3 days must be logged using the online Leave Management Web.

5. Enter the starting date you are absent as YYMMDD followed by the **#** key.

6. The ADS system speaks the dates absent. If the dates entered are correct press **1**, to re-enter the date's press **2** or to replay the dates press **3**.

7. The ADS system will now speak your absence information (schedule). Press **1** if the schedule is correct. Press **2** for specific hours. Press **3** to replay the schedule.

8. Press **1** if you require a replacement during your absence. Press **2** if you do not require a replacement.

9. Press **1** if the replacement is needed for the entire absence, then skip to step 10. Press **2** if the replacement is only required for part of the absence. Enter the replacement hours required. Press **1** for a full day, **2** for specific hours, **3** if a replacement is not required.

10. Press **1** to leave a message for the replacement. Press **2** to skip this option.

11. Press **1** to finalize your absence. Press **2** to cancel your absence. Make a note of 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 – Please wait for the Automated Dispatch System to supply your Job ID#. You need the Job ID # to inquire, cancel or close your absence.