

Accepting a Dispatch:

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

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

1. Press **1** to listen to the details.

The dates of your assignment will be given in one of three formats:

- a. today's actual date (e.g. Tuesday, September 8, 2015)
 - b. a series of dates (if the exact return to work date is known)
 - c. **until further notice** (in this case the system will speak the schedule for the next five days only but you are to continue with the assignment until you receive a call closing the dispatch)
2. Press **1** to replay the details
 3. Press **3** to listen to the absent employee's message.
 4. Press **4** to accept or **5** to refuse the assignment.

When you accept, wait for the system to speak out your CADS Dispatch ID number. This is your confirmation. If you don't receive a Dispatch ID number you have not accepted the dispatch.

If you refuse, enter the refusal code followed by the # key.

How do I...?

Record/Rerecord my name

- Call the CADS phone number, enter your employee number and PIN, followed by # and press 5, then 3.
- Speak your full name followed by the # key.

Change my PIN

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

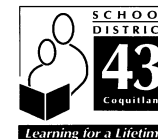
Change my phone number

- Call the CADS phone number, enter your employee number and PIN, followed by # then press 5, then 2.
- Press 2 to enter your backup phone number by the # (Enter your area code prior to your phone number.)

Inquire on a dispatch

- Call CADS, enter your employee number and PIN followed by # and press 2.
- Press 1 and enter the Job Number followed by #
- Press 1 to listen to the details of the dispatch. Press 3 to listen to the absent employee's recorded message.

School District #43 Coquitlam



Coquitlam Automated Dispatch System (CADS)

CASUAL - CUPE

CASUAL - SUPPORT

EMPLOYEE # _____

PIN # _____

CADS PHONE #

778-730-1755

DISPATCH #

604-937-6794

**24 hour access to voicemail
(checked starting at 0600 ongoing)**

**Board Office (Switchboard)
604-939-9201**

**0800-1630 Regular Hours
0800-1600 School Breaks**

New Casuals must register to be included in the rotation.

1. Call 778-730-1755, enter your employee number followed by the # key. Use your employee number again when prompted for your PIN number (default for original sign-in) followed by the # key.
2. CADS will indicate that you have not yet recorded your name. Speak your name (first and last) after the tone followed by the # key.
3. While in CADS; press 5 for General Employee Options; press 1 to Change Your PIN. Follow the prompts. Enter your new PIN followed by the # key. The new PIN # must be a minimum of 4 digits. Do not leave your PIN number the same as your employee number.

CADS will make two attempts to contact you starting with your primary number and then your secondary number if you provide one. If there is no answer at either number, CADS will move to the next Casual in the rotation. If your numbers ring busy, CADS will move to the next Casual in the rotation.

You will be notified of a closed or cancelled assignment 15 minutes prior to the evening or morning call-out times.

To break a dispatch, call the board office at 604-939-9201 or leave a message on the 24-hour dispatch line at 604-937-6794.

CADS will Dispatch at the following times:

CLERICAL

Weekdays/Emergencies (M-F) 5:45am to 1:00pm.
Next day assignments (Sun-Th) 8:30 pm – 9:30 pm

CARETAKERS

Monday to Saturday/Emergencies (M-S)
5:00am to 3:00pm

NOON HOURS

Weekdays/Emergencies (M-F) 7:15am to 11:30am
Next day assignments (Sun-Th) 8:30 pm – 9:30 pm

ALL OTHER CLASSIFICATIONS

Weekdays/Emergencies (M-F) 5:45am to 1:00pm
Next day assignments (Sun-Th) 8:30 pm – 9:30 pm

REFUSAL CODES

BERE	2373	Bereavement (6.3.A.2 of the CA)
ICBC	4222	Illness Injury - ICBC
ILLL	4555	Illness/Injury – General
WCBR	9272	Illness/Injury - WorkSafeBC
UNAV	121	Refuse Assignment (Unavailable)

Casuals have access to leaves/entitlements as provided for in the BC Employment Standards Act. Request for leaves under the Act should be emailed in advance to the CUPE Leave desk for prior approval.

HR-CUPELeaveDesk@sd43.bc.ca

Please see document titled "Expectations for Casual Availability for more information"

Receiving notification of change/cancellation in Dispatch:

If you are called by CADS because the dispatch is being cancelled or closed, you will hear the following message:

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

1. Enter your PIN # followed by the # key, then press **1**.
2. The CADS system will now speak the following message:

"Coquitlam School District is calling to confirm that the dispatch ID _____ has been changed. The last day you are required to work is _____."

3. Press **1** to acknowledge you have listened to the details of the change.
4. Press **2** to review the details of the assignment.
5. Press **4** to replay the absent employee's recorded message.

You must press 1 to acknowledge the change or cancellation before hanging up. The CADS system will repeatedly call you until you do acknowledge the change.