



LETHBRIDGE SCHOOL DISTRICT No. 51

HUMAN RESOURCES

433 - 15 STREET SOUTH

LETHBRIDGE ALBERTA

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Substitute Employee FAQs

Question: I have two pin numbers and a password. Where do I use them?

Answer: When using the telephone system (LADS).
When you register, you will register using your employee number when prompted in both places. You may change the PIN number to a number that you remember. This number needs to be a minimum of four digits.

When using the web system (ADW).

When you log onto the website, you will use your Active Directory user name (which Human Resources has supplied to you). This is 6 letters of your last name and 2 of your first for a total of 8. This will be used in both the username and password.

Question: I can't remember my pin number.

Answer: First, check your Substitute Quick Reference Pamphlet as you may have written it there. Then call the emergency line for assistance during office hours (Kay Allison at 403-380-5297 or Stacey Wichers at 403-380-7391). You may be asked a security question before the information will be provided to you. You may also go into My Info, Change Phone, or Change PIN.

Question: I don't own a cell phone and I attend night school classes. How will I be able to accept jobs?

Answer: Ask a friend or relative to accept jobs on your behalf. Remember to change your second phone number in LADS to that of your friend or relative. As long as the person accepting your job writes down the Dispatch Job ID you can call into LADS later to review the details of your job and listen to the recorded message.

Question: What if my child answers the phone when LADS calls and then hangs up. Will LADS call me back?

Answer: It will be considered a hang up but it will try your second number if you have entered one in LADS. The exception is that if you are being called due to continuity issues or you are the requested employee, LADS will continue to call you (every 30 – 60 minutes) until either you are contacted or the evening dispatch end times are reached.

Question: My phone is busy when LADS calls. Will LADS call me back?

Answer: The answer to the above question applies here also.

Question: If I accept a half-day dispatch, will I still get called for another dispatch?

Answer: The LADS system always starts by dispatching the full day absences. Then it moves on to dispatching half-day absences. You may receive a call for a second dispatch for the same day right up to the morning of your assignment.

Question: I am a secondary Teacher Substitute. Why did I get called for a Kindergarten class absence?

Answer: The LADS system always attempts to dispatch you for an absence in your qualification area. However, there may be days where it is very difficult to fill a particular absence due to the subjects that must be taught, the number of absences logged or unavailability of replacements. In those situations the district still needs to ensure coverage for the absence so any available replacements may be asked to accept the dispatch.

Question: I am already booked to work a full day on Tuesday. Why does LADS continue to call me for jobs on Tuesday?

Answer: Listen to the details of the dispatch.

You may be receiving a dispatch call to return to the class you were in on Monday. This option is designed to preserve your "Continuity of Work in the Classroom". If you accept this dispatch, meaning that you will return to the class you worked in on Monday, LADS will cancel your Tuesday dispatch. LADS will then dispatch the Tuesday job to another employee.

Question: Why is it so necessary to book myself as unavailable? Why can't I just turn off my phone and not answer when LADS calls?

Answer: Until the absence is filled, LADS must call each available employee with the specific subject, grade, or requirement being requested. Each time you are called for a dispatch that you do not accept, you go to the bottom of the rotation list. By marking yourself as unavailable you will remain at the top of the rotation list thus increasing your opportunity to receive a dispatch when you become available.

Question: Once I have accepted a dispatch, I don't have to leave my phone on, do I?

Answer: Yes you should leave your phone on. Assignments do change or may be cancelled early in the morning, so LADS or the Dispatch Clerks need to be able to contact you. Also, you may receive dispatch calls in the same evening for different upcoming days.

Question: If I have accepted an assignment and wake up sick that morning, what do I do?

Answer: The system is open 24 hours a day, however, if you are canceling a job and it is **less than 90 minutes** prior to the start time of your assignment; call the school as they will be expecting you. Leave a message on their answering machine. Also, call the Emergency Line (Stacey Wichers at 403-380-5297 or Amber Ruest at 403-380-5302 and *leave a message if outside of office hours*) to inform the Human Resources Department of your illness. You should also call LADS and mark yourself as unavailable for the day so that you do not receive any dispatch calls during the early morning call-out time.