

ADORATION SUBSTITUTION PROCESS

November 1, 2022

Requesting a Substitute Adorer

Adorers who cannot meet their weekly commitment(s) must take responsibility for getting their hour(s) covered. These steps should be taken **sequentially** before turning the request over to the **We Adore Him** system for resolution:

1. Contact family members & friends; they are not required to be registered adorers, but they must sign in under the requestor's name.
2. Contact adorer(s) with the same adoration time
3. Visit [My Dashboard](#), scroll to [Commitments](#) section and click 'view other adorers'
4. Contact adorers immediately before and after their hour to determine if one can stay another hour **or** come earlier **or** split the hour with another
5. If nothing can be worked out in steps 1-4, notify the system of your substitution request(s) by clicking the [Request Substitute](#) button on [My Dashboard](#)
6. Adorers are notified when **We Adore Him** system finds a substitute, but until then, they must understand that they are responsible for their hour.

Volunteering as a Substitute Adorer

Adorers are encouraged to serve as substitutes within their personally available times. Adorers can be: 1) a regular weekly adorer; 2) a substitute adorer; or, 3) both a weekly and a substitute adorer. The system was recently updated to permit adorers to give a more refined delineation by hour and day of their available hours to substitute. It culminates in a very readable weekly display. Go to the [My Dashboard](#) page, click [Edit My Account](#) and enable the [Notify Me of Substitute Requests](#) field. Perhaps the most thorough and visual method to choose available substitution times is by clicking **Select All** and clear all checkmarks; then proceed to place checkmarks by all times and days of availability. Be as generous as possible, remembering that no substitution times will be assigned without permission. *When finished with all checkmarks, CLICK UPDATE on bottom right of page to record preferences.*

Claiming a Substitution Request

Adorers will be contacted by the **We Adore Him** system only when an [adoration substitution request](#) falls within the times/days they have identified as typically being available. The system will contact all potential substitute adorers in a randomized sequence by their preferred method (text or email) in 20-minute intervals. When adorers get notified about a request, they should respond to it with either *accept or decline*. If accepted, the search is immediately discontinued, and the substitute's name will replace that of the regular adorer in the system. It will also show on the iPad.

If declined, the adorer will not be contacted again for that same request. If there is no response, the system proceeds to the next adorer until all have been contacted.

If no one claims the request, the system refers it to an administrator for '*manual*' intervention and resolution. The *manual* intervention consists of contacting all adorers (a 2nd or 3rd time) who have not previously declined the request. As soon as someone accepts the request, all adorers and the requestor will immediately be notified that it has been accepted, and the search will be closed.