SafeArrival Tools

June 17, 2024

Dear Parents/Guardians,

One of our greatest priorities is ensuring all students arrive safely at school each day.

To enhance our existing absence-checking procedures, we are introducing *a new,* student absence reporting system called **SafeArrival**. This system will reduce the time it takes to verify student attendance, make it easy for you to report your child's absence and easy for staff to respond to unexplained student absences.

As of today, you will be asked to report your child's absences using any of these 3 convenient methods:

1. Using your mobile device, download and install the **SchoolMessenger app** from the Apple App Store or the Google Play Store or from https://home.schoolmessenger.ca. The first time you use the app, select **Sign Up** to create your account. Select **Attendance** then **Report an Absence**. **See the attached Parent's instruction guide**.

   OR:

2. Use the SafeArrival website home.schoolmessenger.ca. The first time you use the website, select **Sign Up** to create your account. Select **Attendance** then **Report an Absence**.

   OR:

3. Call the toll-free number **1-833-784-0364** to report an absence using the automated phone system. *Please save this number to your contacts, as it is the number that will contact you, if you did not call in your child's absence.*

These options are available 24 hours/day, 7 days a week. Future absences can be reported at any time.

Note #1: *You must use the email and phone number on file with the school. If you update either of these, you will need to re-register for the system to recognize you.*

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Note #2: *Please save 1-888-784-0364 into your phone contacts, as this will be the number to contact you, if you did not call in your child's absence.*

If after trying the three listed absence reporting options above, you are unsuccessful, please contact the school office directly at **250-733-2307** to report an absence.

Automated notifications starting in September (usual process until end of June)

We will use the **SchoolMessenger Communicate** automated notification system to contact parents whose child is absent when the absence was not reported. The automated notification system will attempt to contact parents at multiple contact points until a reason is submitted for the absence. If our system is unable to reach the designated contacts, office staff will follow up. The system will use the email and phone number(s) provided by you to the school. You will also be notified by the App if you have downloaded and installed it on your phone.

If you report your child's absence before the attendance cut off using the **SafeArrival** toll-free number, website or mobile app, you will NOT receive notifications.

How are we launching the program

Starting **today,** please report absences using **SafeArrival** instead of sending notes or calling/emailing the school.

Starting in September, you will be automatically contacted by the SafeArrival system should you not report an absence. If you have children attending other schools, please continue to report absences using the existing procedures unless you have been notified of SafeArrival implementation.

Thank you for your patience and cooperation as we implement this new system.

Sincerely,

Ian Zibin
Principal