How to Report a Child's Absence from School

 (e.g., for illness, appointment, vacation)

Ensuring students arrive safely at school each day is a top priority for all schools in North Vancouver. All elementary schools in the North Vancouver School District use a student absence reporting system called *SafeArrival*, *which is* part of the SchoolMessenger platform.

This system is designed to:

- Make it easier for parents/guardians to report a child's absence (e.g. illness, vacation, appointment)
- Allow parents/guardians to report, in advance, as many days of absence as they need
- Improve safety for students by reducing the time it takes school office staff to verify student attendance
- Make it more efficient for the office staff to respond to unreported student absences

SafeArrival: **How to Use – App/Website/Phone**

There are three ways to use *SafeArrival* to report your child's absence in advance (available 24 hours/day, 7 days a week):

SchoolMessenger app
- Use your mobile device to download the SchoolMessenger app, available at the Apple App Store, the Google Play Store or go.schoolmessenger.ca
- The first time you use the app, select **Sign Up** to create your account
  - *Important*: Use the same email address your school has on record
- Select **Attendance**, then **Report an Absence**

SchoolMessenger website
- Open your browser and go to go.schoolmessenger.ca
- The first time you use the website, select **Sign Up** to create your account
  - *Important:* Use the same email address your school has on record
- Select **Attendance,** then **Report an Absence**

Automated phone system
- Call the toll-free number 1-833-259-7295 and follow the prompts to report an absence

SafeArrival: Further Information and Resources

- **Video**. Click HERE to watch a short video that demonstrates how to use *SafeArrival* to report your child's absence.
- **Guide**. Click HERE to download the *Using the SchoolMessenger App for SafeArrival* guide. The guide explains how to sign up, log in, report and modify an absence, and how to manage PIN settings.

SchoolMessenger Communicate

As part of *SafeArrival*, if your child is absent and this is not reported in advance, the school will use *SchoolMessenger Communicate* to contact you. This is an automated notification system, also part of the *SchoolMessenger* platform. The

automated notification system will make three attempts to contact you in different ways (email, text, phone) until a reason for the absence is submitted. If the automatic system is unable to reach the designated contacts, school staff will follow up personally.

The three attempts to contact you will happen in this sequence:

Attempt #1: Email/push notifications (*SchoolMessenger* app)
- Upon receipt of an email/push notification, you will have five minutes to respond using *SafeArrival* (app, website or toll-free number).
- If five minutes pass with no response, a SMS text message will be sent

Attempt #2: SMS text message
- You must OPT-IN to receive a text message; *FOLLOW the instructions found HERE*
- You will have five minutes upon receipt of the SMS text message to respond using *SafeArrival* (app, website or toll-free number)
- If five minutes pass with no response, an automated phone call will be made

Attempt #3: Phone call
- Automated phone calls will be sent up to four times
- you will be able to respond using *SafeArrival* (app, website or toll-free number)

Once the automated notification cycle above is complete, you will be unable to respond using *SafeArrival*, and must contact the school directly regarding the unreported absence.

Important notes:

- You will NOT receive automated notifications for an unreported absence if you report your child's absence in advance using *SafeArrival* (app, website or toll-free number)

- You can set your notification preferences in the setting using the app or website

- ***You must opt in to receive SMS text message notifications*** (*regardless of preference settings*)

    - *FOLLOW the instructions found HERE*

- As an additional layer of security, you may choose to require a 4-digit PIN be entered before an absence can be reported or explained when using the SafeArrival phone system. Refer to page 9 of the *Using the SchoolMessenger App for SafeArrival guide* for more information.

Sincerely,

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