

## Important Information - Frequently Asked Questions

### What is Queen Mary's Bell Schedule?

8:45	Entry Bell
8:47	Instruction Begins
10:30 – 10:50	Recess
12:10 – 1:00	Lunch
*2:12	Dismissal (*Wednesday only)
3:00	Dismissal (Mon., Tues., Thurs., Fri.)

### How can I safely drop off and pick up my child?

We encourage families to use active transport (walking, biking, rolling, etc.) to school. If you must drive in a car, parking is available on the streets immediately surrounding the school. These streets can be busy at drop-off and pick-up times, so best option is to park a block or two away and walk to/from the school with your child - a good form of exercise to start and end the day!

Please use the “drop-off and pick-up” zone in front of the school appropriately – it extends the length of the sidewalk. This area is for stopping **for very short times to drop off or pick up a child**. As per the bylaw, **parking is NOT allowed in this area** – drivers must stay with their vehicle when stopped in this drop-off zone.

Please **DO NOT use the school parking lot** for drop off, pick up OR to turn around. The school parking lot is for staff use only.

Please remind children to **ONLY** cross streets at stop signs/lights and designated crosswalk areas – for their personal safety!!

### What do I do if my child will be absent?

Please use *SafeArrival* system to report an absence (illness, appointment, vacation, etc.)

- **Students who arrive late must sign in at the office before going to their classroom**
- **Students who need to leave during school hours must sign out at the office and sign back in if they return later the same day**

### 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](http://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](http://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

Attendance is taken in classrooms at 8:47 and 1:00 each day. If a child is not in class when attendance is taken, and we do not have prior notification of their absence, we will proceed as follows (in this order):

1. Check the sign-in list to see if the child arrived late and confirm absence with the teacher
2. Attempt to contact parent through home, cell, or business number
3. Call emergency numbers that have been provided
4. Failing to reach these contacts, we will notify the police

***\*\*Please ensure that you have provided our office staff with up-to-date telephone numbers for your home, cell/work, and names and numbers of emergency contacts.***

**What do I do if I would like my child to come home for lunch?**

**What if I need to pick my child up before regular dismissal time or take them out of school for an appointment during the school day?**

***Children must stay on the school grounds from the time they arrive at school until dismissal after school unless they are going to their own homes for lunch.***

If your child routinely goes home for lunch, please make sure your teacher is aware of this routine and have your child sign out and back in at the office.

We do not allow students to leave school grounds during the day for any reason (aside from teacher-arranged field trips) unless we have received prior written notification or written consent from a parent that includes:

- The reason the child is needing to leave school/be away from school
- The date(s) and time(s) the student will be absent
- The name of the adult that is responsible for picking them up and returning them to

school (if returning the same day)

Please have your child provide this information to the classroom teacher so the teacher can have your child prepared for pick-up.

Please call the main office if you need to pick up your child/children if they are leaving at any time during the school day.

### **What should I do in the event of a major emergency?**

Queen Mary Community School has a number of procedures in place to handle emergencies from minor to major emergency situations. These procedures are continually updated and protocols have been developed for critical incident interventions. All staff members are conversant with these protocols. In the event of a major emergency the school is prepared to care for your child if you are unable to reach the school.

If there ever is a major emergency we ask for your help in the following ways:

- Please do not telephone the school-phone lines must be available for emergency calls.
- Please walk to school and do not drive. The school access routes and entrances must be clear for emergency vehicles.
- A student will ONLY be dismissed to the parent/guardian or designated emergency contact as indicated on school emergency contact forms. The parent or designated guardian must report to the office or Command Centre to sign out the child.
- Turn on your radio for instructions and news reports.
- Prepare at home. Make your children aware of safety issues and what to do in the event of an emergency. Have emergency kits in your home and vehicle.

Information on earthquakes and first aid is available in the white pages of the telephone book or through the North and West Vancouver Emergency Office.

### **Can my child bring personal devices and toys to school?**

Yes! However, the school is not responsible for loss, theft, or damage. Students have access to the school's iPADS and laptops. If bringing their own, please make sure the teacher is aware.

Students are not to use personal cell phones during the school day unless a staff member gives them permission to do so. Cell phones must be kept on silent mode. Parents should contact the school directly if they need to reach their children.

If personal devices and toys brought from home become a distraction or are misused/used inappropriately, parents/guardians will be contacted and arrangement made to address the situation, which could include leaving items at home.

**If you have any additional questions, or suggestions for information to add to this list, please let me know!**

**Thanks!**

**Jen Wilson, Principal**

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