

Student Absence & Late Reporting / Safe Arrival App

September 2025 Instructions

Ensuring students arrive safely at school each day is one of our top priorities. It is the parents/guardians responsibility to inform the classroom teacher AND the school office if their child will be late, away or will leave early. Students who arrive late or leave early must sign in/out at the school front office.

Absence reporting can be sent by email to covecliff@sd44.ca, can be reported by phone 24 hours a day to the **absence line 604-903-3426**, or via the Safe Arrival system – outlined below. **Early pickups** need to be communicated to the classroom teacher – do not use Safe Arrival.

The school office will call home, for students whose whereabouts are not know by 9:00 a.m. If there is no response at home, a call will be made to the parent's cell or workplace to make certain the child is safe. Please keep all contact information current so we can contact you in an emergency.

Safe Arrival, which is part of the [SchoolMessenger](#) platform, is designed to enhance our existing absence-checking procedures by making it easier for you to report your child's **absence** (e.g. illness, vacation, appointment), reducing the time it takes school staff to verify student attendance, and making it more efficient for staff to respond to unreported student absences.

With Safe Arrival, you will be able to report your child's **absence (not early pick up)** *in advance* using any of these three options, which are available to you 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.