



Oct. 15, 2021

Dear Queen Mary Parents/Guardians,

**This notice contains important information. Please read it completely, and ask for help if you need assistance.**

Ensuring students arrive safely at school each day is a top priority for all schools in North Vancouver. This school year, all elementary schools in the North Vancouver School District will be using a new student absence reporting system called *SafeArrival*, as a means of enhancing existing absence-checking procedures. *SafeArrival* was piloted in NVSD schools last year, and 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

Queen Mary will start using this system on **Monday, October 25<sup>th</sup>**.

#### **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
  - o **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
  - o **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.

## **Next Steps**

Starting on Monday, October 25th please start using the *SafeArrival* system to report absences instead of contacting the school directly. If the absence has not been reported in advance via the *SafeArrival* system, our school office staff will

use *SchoolMessenger Communicate* to let you know if your child is absent. If there is an urgent matter or if your access to SafeArrival is not yet set up or working, you can still call-in absences to the school office!

Thank you for your patience and cooperation as we implement this new system. If have any questions or require assistance, please call or email the school:

Queen Mary Office Phone: 604-903-3720

Queen Mary School Email: [queenmary@sd44.ca](mailto:queenmary@sd44.ca)

Sincerely,

Jennifer Wilson

Principal,

Queen Mary Community Elementary