



Billy Green Elementary School

PROUD SCHOOL OF HAMILTON-WENTWORTH DISTRICT SCHOOL BOARD

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Dear Families,

At Hamilton-Wentworth District School Board (HWDSB), one of our greatest priorities is ensuring that all our students arrive safely at school every day.

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

With **SafeArrival**, families report a child's absence in one of three ways:

1. Using your mobile device, download and install the **SchoolMessenger app** from the Apple App Store or Google Play Store (or from links at go.schoolmessenger.ca). The first time you use the app, select **Sign Up** to create your account. Select **Attendance** then **Report an Absence**.
2. Use the SafeArrival website, go.schoolmessenger.ca. The first time you use the website, select **Sign Up** to create your account. Select **Attendance** then **Report an Absence**.
3. Call the toll-free number 844-506-4350 to report an absence using the automated phone system.

These options are available 24 hours/day, seven days a week. You can report a future absence any time.

In addition, we will use the **SchoolMessenger Communicate** automated notification system to contact parents whose child is absent when the absence was not reported in advance. The automated notification system will attempt to contact parents multiple times until parents submit a reason for their child's absence. If this system cannot reach the designated contacts, office staff will follow up.

If you report your child's absence in advance using the **SafeArrival** toll-free number, website or mobile app, you will NOT receive these notifications.

Starting January 15, 2018, please report absences in advance using **SafeArrival** instead of sending notes or calling/emailing the school. **Starting January 15, 2018**, staff will begin using the **SafeArrival** notifications to let you know if your student is absent (when you haven't reported the absence in advance).

If you have children attending other schools, please continue to report absences using the existing procedures for those schools. Thank you for your patience and cooperation as we implement this new system.

Sincerely,

B. Berketa, Principal