

HWDSB

SafeArrival

what elementary school families need to know

With **SafeArrival**, families report a student absence in one of three ways:

1. 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**.
2. 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**.
3. Call toll-free 1-844-506-4350 to report an absence using the automated phone system. Using this method does not require setting up an account.

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



What's unique for families of elementary school students?

Notice – Elementary school families will be notified by the automated notification system when their child is absent without an explanation.

Explain – The system will attempt to contact families multiple times until parents confirm and explain the absence. If a designated contact can't be reached, school staff will follow up.

Report – As always, parents are expected to report absences as soon as possible – and then you will not receive notification about unexplained absences.

Questions – If you have questions, please speak with your school office or principal. Find more resources on SafeArrival at bit.ly/safearrivalHWDSB and on your school's website.