

# HWDSB

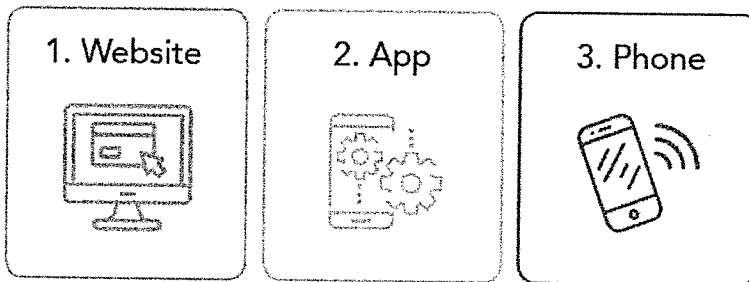
## SafeArrival

### *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](http://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](http://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](http://bit.ly/safearrivalHWDSB) and on your school's website.

curiosity • creativity • possibility

## What is SafeArrival?

SafeArrival is an absence management system that improves student safety and makes it easy for you to let the school know about your child's absence.

You are asked to report your child's absence in advance whenever possible using one of these convenient methods:

### **SchoolMessenger app (free)**

1. Provide your email address to the school.
2. Get the app from the Apple App Store or the Google Play Store (or from the links at <https://go.schoolmessenger.ca>).
3. Tap **Sign Up** to create your account.
4. Select **Attendance** from the menu, and then select **Report an Absence**.

### **Web and Mobile Web: [go.schoolmessenger.ca](https://go.schoolmessenger.ca)**

1. Provide your email address to the school.
2. Go to the website.
3. Click **Sign Up** to create your account.
4. Select **Attendance** from the menu, then select **Report an Absence**

### **Interactive Toll-free Phone: 1-844-506-4350**

1. Call the toll-free, interactive telephone system at 1-844-506-4350.
2. Follow the instructions to report an absence.

Absences can be reported in advance:

- 24 hours/day
- 7 days a week
- For any school day in the school term
- Up to the cut-off time on the day of the absence.

Whenever an absence is reported or updated, you will receive a confirmation notice by email and/or text message (assuming you have provided your contact information to the school).

If you don't report your child's absence in advance, the automated notification system will try to contact you (using your communication preferences if you have set them up in the SchoolMessenger app). This may include push notifications to the app, email, SMS text messages, or phone calls. You will be asked to provide the reason for your child's absence immediately. You may do so using the phone line, website or mobile app.

If an elementary absence is not explained within approximately 20 minutes of the time that the school starts the notification process, school staff will follow up to make sure that your child is safe. If you try to explain an absence using SafeArrival but are then told that it is past the cut-off time, please contact the school directly.

There will not be a follow-up phone call for secondary students and their notification will occur, as it does now, in the evening of a day that had an absence.

***If you don't want to receive notifications when your child is absent, be sure to report your child's absence in advance.***

***If you do receive notifications of your child's absence, be sure to provide the reason as quickly as possible, using one of the methods listed above or during the phone call notification itself.***