

HWDSB

Dear Families,

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

To strengthen our procedures for absences, we will be deploying **SafeArrival**, a student absence reporting system that will make it very easy for you to report absences. It will also allow school staff to respond quickly and thoroughly to all unexplained absences. Our goal is to continue to have all absences explained and all student accounted for each day, knowing that they are all safe.

With **SafeArrival**, families report a child's 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 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 confirm and explain the absence. If this system cannot reach the designated contacts, office staff will follow up.

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

Starting April 23, 2019, please report absences in advance using **SafeArrival** instead of sending notes or calling/emailing the school. On this date, 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 questions, please speak with your school office or principal. Find more resources on SafeArrival at bit.ly/safearrivalHWDSB and on your school's website.

Thank you for your patience and cooperation as we implement this new system.

HWDSB

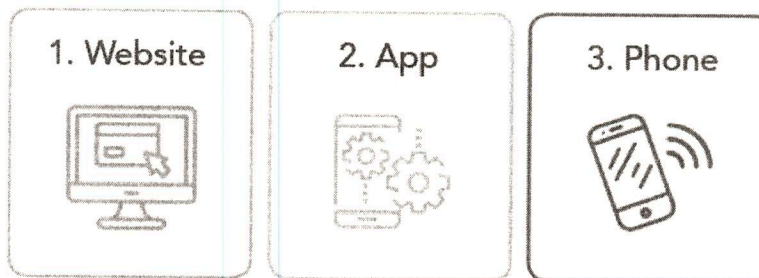
SafeArrival

what elementary school families need to know

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

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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.