

Chilcotin Road Elementary  
School District No. 27 (Cariboo-Chilcotin)

709 Lyne Road  
Williams Lake, BC Canada  
V2G 3Z3

*Home of the Roadrunners*

Phone: (250) 392-5455  
Fax: (250) 392-6606

Dear Parents/Guardians,

One of our greatest priorities is ensuring that all our students arrive safely to school every day. To improve our safe arrival process, we are adding a new system that will make it easier for you to report – and respond to – school absences of your student.

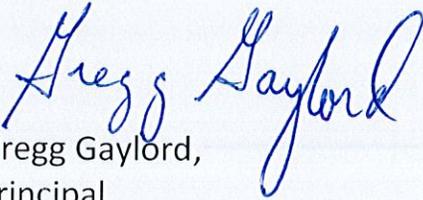
The new student absence reporting system will let you use a **mobile app**, a **web site**, or an **interactive toll-free phone line** to report an absence *in advance*. As a result, it will take the school less time to verify student attendance, and less time to begin to notify parents and guardians of absences that were unexpected or unplanned. This time savings makes it faster and more efficient to account for all students and their safety.

If your student is marked absent and the absence hasn't been explained in advance, our new SafeArrival system will be able to rapidly contact you by automated phone call, email, or mobile app push notification to get a reason for the absence. Calls and contacts will continue until you choose an option to explain the absence. We look forward to all families taking part.

Starting on October 15 we ask that you use one of the three new methods – School Messenger App (free), Web and Mobile Web, or Toll Free Phone to inform the school if your child will be away from school. It will be no longer necessary to contact the school via a telephone call.

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

Sincerely,

  
Gregg Gaylord,  
Principal

## Frequently Asked Questions

# SafeArrival for Families FAQ

### 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.com>).
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.com](https://go.schoolmessenger.com)

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. Call the toll-free, interactive telephone system.
2. 1 (833) 582-6944
3. 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

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 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.

***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.***