



School District No. 20 (Kootenay-Columbia)

2001 Third Avenue, Trail, BC V1R 1R6
Tel: (250) 368-6434 Fax: (250) 364-2470

September 4, 2018

Dear Parents and/or Guardians of J Lloyd Crowe Secondary School:

To enhance our existing student absence-checking procedure, we are introducing **a new, more efficient** reporting system at JL Crowe Secondary School called **SafeArrival**. This new system will be implemented across the district over the coming months, but is being piloted at JLC ONLY at this time. **SafeArrival** will reduce the time it takes to verify 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**, you are asked to report your child's absence in advance using any of these 3 convenient methods:

1. Using your mobile device, download and install the **SchoolMessenger app** from the Apple App Store or the Google Play Store or from the links at <https://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 is 1-833-284-2716 to report an absence using the automated phone system.

These options are available 24 hours/day, 7 days a week. Future absences can be reported at 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 at multiple contact points until a reason is submitted for the absence. If our system is unable to 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.

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. If you need any assistance, please contact JL Crowe at jlcrowe@sd20.bc.ca or 250-368-5591.

Sincerely,

A handwritten signature in black ink, appearing to read "Marcy VanKoughnett".

Marcy VanKoughnett
Assistant Superintendent