

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:

1. SchoolMessenger app (free)

1. If you haven't already provided your email address to the school, please do so
2. Get the app from the Apple App Store or the Google Play Store (or from the links at go.schoolmessenger.ca)
3. Tap **Sign Up** to create your account.
4. Select **Attendance** from the menu, and then select **Report an Absence**.

2. Web and Mobile Web: go.schoolmessenger.ca

1. If you haven't already provided your email address to the school, please do so
2. Go to the website.
3. Click **Sign Up** to create your account.
4. Select **Attendance** from the menu, then select **Report an Absence**

3. Interactive Toll-free Phone (1-844-350-2647)

1. Call the toll-free, interactive telephone system.
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
- Including multiple day absences

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 the communication preferences if you have set them up in the SchoolMessenger app). This may include push notifications to the app, email, SMS text message, 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 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.

Note:

The new SafeArrival program will be in effect as of June 1st, 2018