



# MEMORANDUM

## Communications Services

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To: All Parents/Guardians Using School Messenger – Safe Arrival Attendance System  
From: Tracey Austin, Manager, Communications and Community Relations  
Date: Tuesday, October 9, 2018  
Re: **Suspending the Use of School Messenger – Safe Arrival Attendance System**

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In order to meet the needs of our busy parents/guardians and to ensure that communication and, most importantly, student safety, remains a priority, our school district began the release of a notification system called School Messenger. School Messenger, composed of Safe Arrival and Communicate, was intended to improve board, school and parent communication; including the automation of attendance.

At this time, our school district has not received the features and product support promised by the vendor. As well, the School Messenger parent APP and website are not functioning as intended. Parents are reporting errors daily and the number of issues we are having with the system is increasing.

**Due to these issues, we are suspending the use of School Messenger beginning Monday, October 15, 2018.**

### **What does this mean for parents?**

The suspension of the use of School Messenger means that the **APP, website** (go.schoolmessenger.ca) and **phone number** (1-844-445-4381) **will no longer be available** to manage your child's attendance.

### **What do I do now when my child is absent, late, or is leaving early?**

Beginning **Monday, October 15, 2018**, when your child is absent, late or will be leaving early, **please call the school directly in advance**. School staff will manage the absence and you will not receive a phone call about your child's attendance.

### **What happens when my child is absent, late or leaving early and I forgot to call the school?**

If you do not notify the school of your child's absence in advance, you will still receive an automated call informing you of the absence. You must then call the school directly to indicate that you are aware of your child's absence and to provide a reason.

We apologize that the *School Messenger – Safe Arrival* attendance reporting system is not functioning as planned and appreciate your patience and understanding while we work on identifying a replacement solution.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tracey Austin".

Tracey Austin

Tracey Austin | Manager of Communications and Community Relations | Privacy Officer  
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