

## SafeArrival Letter to Caregivers

November 5, 2020

Dear Caregivers,

To enhance our existing absence-checking procedure, we are introducing **a new, more efficient** student absence reporting system called **SafeArrival**. This new system 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.com>). 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, <https://go.schoolmessenger.com>. 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 1-844-863-2392 to report an absence using the automated phone system.

These options are available 24 hours/day, 7 days a week, except for a brief period from 11:45PM until midnight each night. Future absences can be reported at any time. You do not need to send an additional absence note to school after using the SafeArrival system unless you need to provide additional documentation such as a doctor's note. Doctor's notes, additional documentation, and messages regarding late arrivals or early dismissals can still be emailed:

1. [plesattendance@avongrove.org](mailto:plesattendance@avongrove.org)
2. [agisattendance@avongrove.org](mailto:agisattendance@avongrove.org)
3. [fsemsattendance@avongrove.org](mailto:fsemsattendance@avongrove.org)
4. [aghsattendance@avongrove.org](mailto:aghsattendance@avongrove.org)

In addition, we will use the **SchoolMessenger Communicate** automated notification system to contact caregivers 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. The automated notifications will be sent at the end of the school day until we are able to have a full return to school.

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.

Starting Monday, November 9, 2020, please report absences in advance using **SafeArrival** instead of sending notes or calling/emailing the school.

Also starting on November 9, 2020, staff will be using the **SafeArrival** notifications to let you know if your student is absent (when you haven't reported the absence in advance).

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