

Coming and Going: Grosvenor Wentworth Park Guide for Families of our Arrival and Departure Procedures 26-27

How do I report Student Absences and how do I use the SafeArrival System?

SchoolMessenger's 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.

- **This is a much safer system than calling the school office directly or emailing the teacher or educator.** Our office can get busy and calls about each absence would very quickly build up. These calls are too important to miss.
- **This is a much safer system than emailing the school office directly or emailing the teacher or educator.** Teachers and ECE's cannot be responsible to consistently verify emails during the day as they are very occupied teaching and caring for your children. If they are absent they won't be checking emails. You can do this in addition to the following process if you feel it necessary.

You are asked to report your child's absence in advance whenever possible using one of these **three convenient methods**:

1. Interactive Toll-Free Phone

- Call the toll-free, interactive telephone system at **1-833-582-6940**
- If the system does not recognize your caller ID, you will be asked to enter a phone number that the school has on record for you
- Follow the instructions to report an absence
- If you have issues with this method you can reach out to our main office.

2. SchoolMessenger Through PowerSchool Online Website

- Log into the [Parent Portal](#) of PowerSchool (click the link)
- If signing in for the first time, follow the instructions at the bottom of the page
- Select the *SchoolMessenger* link from the left-hand menu
- Select *Attendance* from the menu, then select *Report an Absence*

- Follow the prompts
- If you are having issues, you can reach out to our main office

3. Cellphone App **(Recommended)**

- Download the **SchoolMessenger app for Android and iOS** devices
- Sign up using your PowerSchool username (full email address) that the school has on record for you
- Click on *Attendance*
- Follow the prompts
- Here is more information from the HRCE about how to use the safe arrival system <https://www.hrce.ca/families/general-information/safe-arrival>

Absences can be reported in advance, up to the start of the school day on the date of your child's absence. You can only report a maximum of 5 days, more than that you will have to contact the school:

- 24 hours/day
- 7 days a week
- For any school day during the current school year

When an absence is reported or updated, you will receive a **confirmation notice** by email.

What happens if I forget and I don't report my child's absence?

If you don't report your child's absence in advance, **the automated notification system will try to contact you. This may include an email, text message, and phone call.** You will be asked to confirm your child's absence.

If you try to explain an absence using SchoolMessenger, but are then told that it is past the cut-off time (9:30 AM) please **contact the school directly at (902) 457-8422.**

If you do not want to receive notifications when your child is absent, be sure to report their absence in advance at 9:25 AM. If the automated

system cannot reach you, a school staff member will attempt to contact you via phone.

What to do if I am planning to bring my child in late after, for example, an appointment?

If you have a planned absence from school for only the morning (or any part of the day) don't worry. Simply Mark your child as "**Absent**" through one of the 3 methods above in the morning. Later, when your child arrives at school and signs in at the office or with their pre-primary teacher, the first thing our ECE leads and administrative assistants do is make the change in powerschool so everyone will know they are present for the afternoon.

Why do we have to sign-in and sign out in the office or with the ECE lead when arriving late or leaving early?

Signing in at the office or with your lead when arriving after 9:00 is essential. When arriving late, please sign in.

It is essential that parents **SIGN OUT** their students when taking them home early as well.

How do I inform staff about changes to our end of day plans?

Sometimes you want to let us know about a change in your child's afternoon plan. Perhaps you want to let us know, for example, that you will be picking your child up at the end of the day instead of having them travel on the bus and that we should, therefore, not put them on the bus.

For our **P-5 students in our Downing Street campus please**

- PHONE our main Downing Street office at (902) 457-8422 **before 2 PM** to assure we get the message in time for dismissal.

For our **Pre-Primary students in our Kearney Lake Campus please**

- PHONE OR TEXT your lead ECE's cell phone number, **before 2 PM** to assure we get your important message in time for dismissal.

Please be careful not to make last minute changes as we need time to communicate with our staff.

Thank you for all of your support in keeping our students safe,

David O'Brien: Principal

Julie Welsh: Vice Principal

Mai Haggag: Administrative Assistant

Dawn Townshend: Administrative Assistant