



Jean Vanier Catholic School

109 Georgian Way, Sherwood Park, Alberta T8A 3K9 Phone: 780-467-3633 Fax: 780-467-1584



ELK ISLAND
CATHOLIC
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Seeing Christ in Everyone

February 22, 2016

Safe Arrival: New Attendance Reporting Procedures

We have been asked to pilot a new tool to report your child's absence. Currently you are able to report your child's absence by leaving a message on the school voicemail, or by emailing us via our school website.

This new application to report absences is through SchoolConnects using the Safe Arrival Portal. Your child's safety is of paramount importance to us, and this new application allows us to track missing students much faster in the morning.

This evening you will be receiving an email from Elk Island Catholic Schools, inviting you to create an account for the Safe Arrival portal. Please take the time to review the email as it has specific login information pertaining to your child(ren).

Using Safe Arrival you will be able to report your child's absence the following ways:

- Calling 1-877-246-9970
- Creating an account with Safe Arrival using the credentials supplied in the email you will receive, and report an absence online.
- Downloading the Safe Arrival App using Google Play or the App Store and create an account using the credentials supplied in the email you will receive.

There are some important features to note:

- **First period begins promptly at 8:41** and attendance is taken at that time. If your child is marked unverified, this new system will send out automated phone calls shortly after 8:41 asking parents to verify their child's absence if they have not already done so.



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- We still experience a higher than normal volume of late students every morning. If your child is going to arrive after attendance is taken at 8:41, please make sure you are reporting it as a late/absence using the new system. If your child is late, and we are not aware, you will receive the automated calls until the late/absence is verified.
- If you receive one of these phone calls, it is important to follow the prompts to report the absence. Once complete you will receive a confirmation number. If at any point you try to circumvent the system (i.e. hanging up before you receive your confirmation number), the system will still view the absence as unverified, and you will continue to receive phone calls until you complete the process on the phone.
- In order to prevent the automated phone calls, please make sure you are reporting your child's absence in advance of 8:41 am.
- You will still be able to report your child's absence using the email on the website, or by leaving a message on the school voicemail.

As this is new for us as well, we ask for your patience as we work out how best to use the application for our school. We understand that these automated calls may be frustrating, but we hope that you understand that it is our **first priority** every morning to ensure that all students are accounted for. Using this new tool helps us to expedite this process to ensure the safe arrival of all of our students.

If you have any changes to your contact information (ie. new phone numbers, cell phone numbers) please call or email the school so we can update the records for you.

As we are piloting this new feature, please feel free to email us with your feedback at jv@eics.ab.ca

Thank-you for your continued support.