

FREQUENTLY ASKED QUESTIONS

Why do schools have Safe Arrival Programs?

Student Safety is of utmost importance and parents need to be notified as soon as possible if their children have not arrived at school. The Safe Arrival Program complies with the *Education Act*, and related Ministry of Education policies in respect of student attendance in order to maximize students' academic success and well-being.

Why are you moving to an automated call-out system?

Automation will allow our families to be contacted in a timely manner allowing us to confirm absences much sooner than using a manual system. This system reports allows us to better track student absences/lates and also help to send messages to the parents/guardians regarding their child's attendance in a timely manner.

Can I opt out of the Safe Arrival Program?

NO, the Toronto District School Board recognizes that regular attendance is essential to the safety, academic success, and well-being of all students.

Is there something I can do to prevent receiving calls from the automated system?

YES,

- Ensure your child attends school every day on time.
- Notify the school in advance when your child will be absent.
- Have your child enter school with his/her classmates at the back of the school so s/he arrives in class by x:xx a.m. in the morning and by xx:xx p.m. after lunch.

My child has two people listed as Priority 1. Will both people be contacted?

Yes, IF they are both listed as Guardian and have Access to Student Records.

If both people are contacted, will they both have to confirm receipt of the message?

Yes, if one does not confirm receipt, the system will continue to call the other person.

What phone numbers will be called and in what order?

The order of contact will be:

- Priority 1..... Home
- Priority 1..... Cell
- Priority 2..... Home (unless it is the same home phone number)
- Priority 2.... Cell

The system does not call business phone numbers.

Can I change the priority contacts?

Yes, please call the office at your school and they will adjust the priority contacts in the Student Information System.

Can I have my child's babysitter contacted instead of me?

No. Only parents/guardians listed in the Student Information System will be contacted.

If I don't answer the phone, will a message be left on my voicemail?

Yes, however the calling process will continue until a live person confirms receipt of the call.

What time will the callouts happen?

- The morning call out will occur at approximately x:xx a.m.
- The afternoon call out will occur at approximately x:xx p.m.
- The evening call out (for late students) will begin at x:xx p.m.

What if I arrive at school after 9:15 a.m.?

You will receive a safe arrival phone call. You will also receive a phone call informing you of your child's tardiness that evening.

What if my child is late for school because of the weather?

Unfortunately, the callout time is not adjustable. Regardless of weather conditions, the calls will still begin in the morning. If there is a long line at the office, students will still receive their admit slip but parents/guardians will still receive a safe arrival call and an evening call.

What if my child's bus is late dropping them off, will I still receive a call?

No, you will not receive a call.

What if I have a question that is not answered in the FAQs?

You can phone your school and ask for help.