



请找人为您翻译这个重要的通告

New *SafeArrival* System
Starting Monday, April 10th, 2017

Ray Shepherd Elementary School

1650-136 Street, Surrey, B.C. • V4A 4E4 • Phone: (604) 531-1471 • Fax: (604) 541-8039

Monday, April 3, 2017

Dear Parent/Guardian,


At Surrey Schools, one of our greatest priorities is ensuring that all of our students arrive safely to school each and every day. As a part of our safe arrival process, a daily absence check is conducted by office staff and often involves:

- Checking phone messages left by parents regarding sick calls for students
- Phoning parents whose child is absent but no notification has been made to the school
- Recording all absences in the attendance system

This process can be inefficient and time consuming for schools and for parents.

To enhance our existing absence check procedure, Surrey Schools is introducing *SafeArrival*, a new, more efficient student absence or late arrival reporting system as part of a pilot project with your child's school. This new system will reduce the time it takes to verify student attendance, making it easier for you to report your child's absence and easier for staff to respond to unaccounted student absences.

SafeArrival will allow parents to report their child's absence quickly and conveniently in one of three ways:

1. **Parents can call into an automated interactive telephone system via a toll-free number (1-844-423-1073) through which absences can be reported.**
2. **Parents can log into a website, sd36.schoolconnects.com, and authenticate their Portal account to report absences and update contact information.**
3. **Parents who have authenticated their accounts and have either an iOS or Android device can download the *SafeArrival* app (all one  word) to report absences.**



****Please note: to report an absence using the website and app parents must authenticate their accounts first through sd36.schoolconnects.com.**

The system will be available 24/7. Future absences can be reported at any time.

In addition, we will also be introducing an automated notification system to contact parents who have not reported their child absent. The automated notification system will contact parents at multiple contact numbers until one of the designated contacts is reached. If our system is unable to reach a designated contact after 20 minutes, office staff will follow up.

By reporting your child absent in advance using *SafeArrival*, you will NOT receive a call.

We will start using our new absence reporting system on **Monday, April 10th, 2017**. **As of April 10th, all absence and late arrival reporting must go through *SafeArrival*.**

For more information on how *SafeArrival* works, feel free to watch the following video:

https://www.youtube.com/watch?v=fE82RWB_i9g

Thank you for your patience and cooperation during this transition period to better ensure the safety of all our children.

Sincerely,

Ms. J. Howard