Dufferin-Peel Catholic District School Board

Reporting Absences

How do I report my child's absence?

With **SafeArrival**, you are asked to report your child's absence in advance using any of the following three convenient options:

A. 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.ca). The first time you use the app, select **Sign Up** to create your account. Select **Attendance** then **Report an Absence**.

B. Use the SafeArrival website, htps://go.schoolmessenger.ca. The first time you use the website, select **Sign Up** to create your account. Select **Attendance** then **Report an Absence**.

C. Call the toll-free number **1-844-435-3440** to report an absence using the automated phone system.

These options are available 24 hours/day, 7 days a week. Future absences can be reported at any time.

Frequently Asked Questions

Who can report my child's absence?

- Only student contacts who are in the school's database flagged as Priority 1 or 2, also flagged as Guardian and Access to Records will see the 'Attendance' option when they login to the SafeArrival website or App. The email address you use to login to SafeArrival also must match the email address in the school database.
  - o If having trouble to log in, call your school and ask the Secretary to confirm they have your correct email address associated with your child(ren) and that you are set up correctly as the contact for attendance.
- Anyone that knows the phone number that is in the school database for your child can use the SafeArrival phone system to report an absence. We recommend you create a 4-digit PIN to be used when absences are reported using the SafeArrival phone system.

- o Create your PIN from within the SchoolMessenger website or App, click on the link **Manage your PIN gear settings** at top left corner under the Attendance menu.

Why can't I see attendance options in my SchoolMessenger app account?
- Call your school and ask the Secretary to confirm they have your correct email address associated with your child(ren) and that you are set up correctly as the contact for attendance.

Why can't I see my child(ren) in my account?
- Call your school and ask the Secretary to confirm they have your correct email address associated with your child(ren) and that you are set up correctly as the contact for attendance with SafeArrival.

- Refresh the App by selecting Contacts from the menu and clicking on the refresh icon. Refreshing the App, or logging out and then logging back in is always recommended to resync the data.
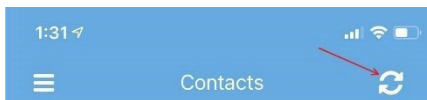
- Use the **SchoolMessenger Attendance tool** to report your child's **absence from their home school** as this is the school where they are assigned to a class.
- If your child spends part of the day with the special education teacher at the home school and they will miss a session with that teacher, you must **phone the home school** and leave a message with the Secretary to advise the teacher your child will be absent.

Can I report absence when we are away on vacation?
- The toll-free phone line can be used from anywhere in Canada or the US. The website and app can be also used anywhere you have Internet access.

Can absences be reported for days when school is not in session?
- Absences cannot be reported for non-instructional days.

Can extended absences be reported through the system?
- Absences longer than 5 consecutive school days must be reported directly to the school. This includes when you are adding a new absence in addition to existing reported absences, would cause the maximum number of **consecutive** school days to be exceeded.

Plans changed and my child went to school. How do I delete the reported absence?
- You can delete a reported absence up to the cut-off time.
- After the cut-off time, the absence cannot be deleted. If the child is at school, the reported absence is ignored. The final student attendance record is in the Student Information System.

What is the cut-off time? Why won't the system let me edit/explain/delete an absence?
- **Elementary Schools:**
  - Cutoff time is at the time the first SafeArrival notifications are completed each day.
  - **Elementary** Parents/guardians can report, edit, explain, or delete absences up to the **cut-off time on the day of the absence**.
- **Secondary Schools:**
  - Parents/guardians can report and excuse an absence all day until **11:00 PM.**
  - Absences for dates in the past cannot be edited, explained, or deleted through the system. Parents/guardians must contact the school.
- **Important Note:**
  - An absence that was **not** reported in advance by the parents/guardians but was entered by the school cannot be deleted by parents/guardians.

How do I report a half-day absence?
- If the student will be away for the morning, report a Late Arrival, with the arrival time being the start of afternoon classes.
- If the student will be away for the afternoon, report an Early Departure, with the departure time being the end of morning classes.

Absence Confirmations

I reported my child's absence. Why didn't I receive a confirmation notice?
- Call your school and ask the Secretary to confirm they have your correct email address associated with your child(ren) and that you are set up correctly as the contact for attendance.
- Check your communication preferences to ensure you have allowed emails. o Login to SchoolMessenger > click on the 3 lines on the top left of the window to open the menu

> click on Preferences > Click on SafeArrival and set the options you want (phone, SMS (text), and/or email)

Why did I receive a confirmation notice when I didn't report an absence?

- Check with other guardians of the student and the student (it's possible/likely they may have reported their own absence).

Absence Notifications

I reported my child's absence. Why did I still get notified of the absence?

- If the reported absence did not cover the time frame when attendance was taken, you will be notified of the absence. For example, if you reported a Late Arrival with the expected arrival time of 9:30 and attendance was taken at 9:45 and the child was still not present when attendance was taken, you will be notified of the absence.

- If the notifications were started before the absence report was received by the system, you may still be notified of the absence.

Why does the system keep calling me about the same absence?

- If no one submits the absence type and reason, the system will keep calling about the same absence for up to 20 minutes.

Why is the system using this phone number/email and SMS to send notifications?

- SafeArrival uses the information provided to the school and stored in the Student Information System and any communication preferences that have been set up using the SchoolMessenger app.
- Call your school and ask the Secretary to confirm they have your correct phone and email address associated with your child(ren).
- Check your communication preferences to confirm how you want to be notified when your child has an **unexplained** absence from school.
    - o Login to SchoolMessenger > click on the 3 lines on the top le of the window to open the menu > click on Preferences > Click on SafeArrival and set the options you want (phone, SMS (text), and/or email). For your child's safety we recommend all three options are turned on and that you respond to the notifications and explain the absence so that the school knows your child is safe.

Tips: When to Use Each 'Absence Type'

- **Full Day:** To be used when your child will not be in school or logging in remotely for the entire school day.

- **Multiple Days:** Only use if your child will not be in school or logging in remotely for more than 1 day.
  If your child will be away for **more than 5 consecutive days, you must notify your attendance office**.

- **Late:** ○ **Elementary Schools:** To be used if your child will be late in the a.m. or will be absent in the a.m.
      but will be attending in the p.m.
    - If your child will be late in the a.m., report it as 'Late' and indicate the time your child is expected to be in school.
    - If your child will be absent during the a.m., but will be attending after lunch in the p.m., report it as 'Late' and enter the start of p.m. as the arrival time. ○ **Secondary Schools:** To be used if your child will be late for period 1 or if they will be absent from
    period 1 but will be attending period 2.
    - If your child will be late for period 1, please report it as 'Late' and indicate the time your child is expected to be in class.
    - If your child will be absent from period 1, but will be attending period 2, report it as 'Late' and enter the start of period 2 as the arrival time.

- **Early Departure:** If your child must leave for the remainder of the school day, please select 'Early Departure' and indicate the time they will be leaving class.

- **Leave & Return:** If your child must leave class but will be returning before the end of the school day, please select 'Leave and Return' and indicate the time they will be leaving class and the time they are expected to return to class.