

SafeArrival

Student Absence Management System

ocdsb.ca/SafeArrival



OTTAWA-CARLETON
DISTRICT SCHOOL BOARD



What is SafeArrival?

SafeArrival is a new system for managing student absences. Families can report absences in advance using a mobile app, website, or toll-free phone line. These options are available 24 hours a day, 7 days a week.

Why are we using SafeArrival?

- Enhances student safety.
- Helps families report student absences easily.
- Helps schools respond quickly to unexplained student absences.
- Makes notifications to families faster.

How to use SafeArrival?

There are three ways you can report student absences:

Important: Use the email address your student's school has on record when creating your account for the app/website.

- 1) **App:** Install the SchoolMessenger app on your mobile device or access it via the OCDSB app. Open the app and select *Sign Up* to register. After registering, select *Attendance* from the menu, then *Report an Absence* and follow the instructions.
- 2) **Website:** Visit go.schoolmessenger.ca. Select *Sign Up* to create your account. Once registered, select *Attendance* from the menu, then *Report an Absence* and follow the prompts.
- 3) **Toll-free Phone:** Call 1-833-202-1417 toll-free to report an absence using the automated phone system and follow the prompts.

Helpful Information:

- If the student is going to be late, select Full Day and then select Late. All students who are going to be late are marked as absent for the full day until they arrive and sign in through the school office.
- Same-day absences for elementary and intermediate schools can only be reported until 30 minutes after the school start time. After that please call the school directly.
- Same-day absences for secondary schools can be reported until 10:30 p.m.
- Absences can be reported in advance for any school day in the school calendar.
- If the student is marked absent and the absence hasn't been reported in advance, our SchoolMessenger system will attempt to contact you multiple times until you confirm and explain the absence. If a designated contact can't be reached, school staff will follow up. To avoid these notifications, please report your child's absence in advance.
- Please ensure your school always has your current contact information so that communication is sent to the correct parent/guardian.