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**ÉCOLE JOHN ENGLISH JUNIOR MIDDLE SCHOOL**  
95 Mimico Avenue, Etobicoke, Ontario M8V 1R4 Tel: (416) 394-7660 Fax: (416) 394-3808

**Principal: C. Howe Vice-Principals: A. Parvatam B. Jenkins**

October 28, 2014

Dear Parents/Guardians,

One measure of keeping your children safe is to ensure we can account for any absences or reasons for them being late to school. We would like to remind you that if your child is going to be absent or late for any reason, we ask that you contact the office immediately at 416-394-7660 and press 1 and report the reason for the absence.

If we are not informed about the absence, we will make attempts to contact you to determine the reason for the absence through our Safe Arrival Program. As mentioned in our October newsletter and School Council meeting, we are now moving to an automated call-out system for our Safe Arrival Program.

Beginning soon, parents/guardians of students who have an unexplained absence (one where the school has not been previously notified) will be contacted to verify the reason for the absence.

The system call-out will work as follows:

- Parents/guardians identified in TDSB's Student Information Systems who has access to student records, and emergency contact with priority 1 or 2 will receive a call.
- When you receive the call, you are required to listen to the entire message and follow the prompts accordingly.
- You will be asked if you are aware or unaware of your child's absence.
- If unaware, you will be asked to call the school immediately.
- If you are aware of the absence, you will be asked to enter the reason for your child's absence.

The following options will be provided for you:

1. Illness
  2. Doctor Appointment
  3. Dentist Appointment
  4. Family Matter
  5. Weather (which should not be an excuse for missing school)
  6. Other
- At the end of the message, you will have to press 2 to confirm you received the message.
  - If you do not confirm receipt, you will receive a call on your mobile phone.
  - If there is no response from a Priority 1 contact, this same process will be followed for Priority 2 contacts.
  - If there is no contact with either Priority 1 or Priority 2, this entire process will be repeated 3 times in 10 minute intervals.

This same process will be followed for the afternoon attendance.

In the evening, all parents or guardians of students who were late that day will receive a call informing them of their child's tardiness.

With this in mind, it is important that you keep current contact information on file at the office. Please let the office know immediately if your contact information changes at any time throughout the school year.

We recognize that regular attendance is essential to the safety, academic success, and well-being of all students. Thank you for your continued cooperation to keep your children safe and accounted for.

Some frequently asked questions are:

**1. 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 is mandated by the Ministry of Education.

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

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

**3. Can I opt out of receiving Safe Arrival calls?**

Parents/guardians **cannot** opt-out of these phone calls because they are mandated by the Ministry.

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

**YES**

- i. Ensure your child attends school every day on time.
- ii. Notify the school in advance when your child will be absent.
- iii. Have your child enter school with his/her classmates at the back of the school so s/he arrives **in class by 8:50 a.m.** in the morning and **by 12:35 p.m.** after lunch.

Additional information in the form of Frequently Asked Questions (FAQ's) about our new automated system is available on our school website <http://schools.tdsb.on.ca/johnenglish>

Sincerely,



C. Howe  
Principal