

John English Junior Middle School

Automated Attendance System

FREQUENTLY ASKED QUESTIONS

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 or lates and also help to send messages to the parent 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.

5. 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.

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

Yes. If one doesn't confirm receipt, the system will continue to call the other person.

7. What phone numbers will be called and in what order?

The order of contact will be:

- i. Priority 1..... Home
- ii. Priority 1..... Cell
- iii. Priority 2..... Home (unless it is the same home phone number)
- iv. Priority 2.... Cell
- v. The system does not call on business phone numbers.

8. Can I change the priority contacts?

Yes, please call the office at **416-394-7660** and they will adjust the priority contacts in the Student Information System.

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

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

10. 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.

11. What time will the callouts happen?

- a. The morning call out will occur at approximately 9:30 a.m.
- b. The afternoon call out will occur at approximately 1:00 p.m.
- c. The evening call out (for late students) will begin at 6:00 p.m.

12. 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.

13. 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 at 9:30 a.m. If there is a long line and you get your admit slip after 9:30 a.m., you will receive both a safe arrival call and an evening call.

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

No, you will not receive a call.

15. What if I have a question that isn't answered in the FAQ's?

You can phone the school at 416-394-7660 and ask for help.