

## **AUTOMATED ATTENDANCE SYSTEM FREQUENTLY ASKED QUESTIONS**

### **1. Why do TDSB schools have Safe Arrival Programs?**

Student Safety is of utmost importance and parents need to be notified as soon as possible if a child is missing. The Safe Arrival Program is mandated by the Ministry of Education. Automation will allow our families to be contacted in a timely manner allowing us to confirm absences much sooner than using a manual system.

### **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 TDSB.

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

**Yes.** Please ensure your child attends school every day on time. Notify the school in advance when your child will be absent. Ensure that your child arrives at school by 8:30 am or 12:10 pm

### **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?**

Priority 1..... Home

Priority 1..... Cell

Priority 2..... Home (unless it is the same home phone number)

Priority 2.... Cell

The system does not call business phone numbers.

### **8. Can I change the priority contacts?**

Yes, please call the school office at **416-396-6450** to adjust the priority contacts

### **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?**

- The morning call out will occur at approximately 9:45 am
- The afternoon call out will occur at approximately 1:00 pm
- The evening call out (for late students) will begin at 6:00 pm

### **12. What if my child arrives at school after 9:45 am and 12:30pm?**

If you have not advised the office prior to the absence, you will receive a safe arrival phone call. You will also receive a phone call informing you of your child's tardiness that evening.