

Introducing SafeArrival - New Student Absence Management System



Ensuring students arrive safely at school each day is our top priority. To enhance our existing absence-check procedure, we are introducing a new, more efficient student absence reporting system from SchoolMessenger called [SafeArrival](#).

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.

This system was launched in select schools earlier and is now being implemented across other OCDSB schools.

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.

When will SafeArrival be implemented?

The system will go live in your student's school on March 18th .

After this date, please use the SafeArrival system to report student absences.

How to use SafeArrival?

There are three ways you can report student absences: App / Website / Toll-free phone

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

1. App: Install the free SchoolMessenger app on your mobile device via [Apple's App Store](#), [Google's Play Store](#), [SchoolMessenger web portal](#) or access it from within 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 4:00 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.

For more information, including detailed usage instructions, frequently asked questions (FAQs), translations and more please visit ocdsb.ca/SafeArrival.