



January 26, 2021

Dear Parents/Guardians and Students:

Re: SchoolMessenger Notification

As a District, we are always striving to improve communications with our students and their families. During the COVID-19 pandemic, we have learned there is a critical need for fast, accurate, and responsive communications to help keep our community healthy and safe. Emergencies and unforeseen events can happen from time to time, and when they do, they often require urgent messages to be sent to our school community. The District is excited to be rolling out a new tool called SchoolMessenger to all schools across the District to help enhance communications for students and parents/guardians. Some schools in the secondary and middle school level are already using SchoolMessenger. We look forward to expanding its function at these schools.

What is SchoolMessenger?

- A notification service for parental outreach, **emergency broadcasts, school information, student attendance alerts**, secure file delivery, and other communications for education.
- A safe and secure service that enables schools to communicate in a timely matter, and ensure messages are received without delay or issues caused by email filtering or blocking.
- A service which makes use of recorded **phone messages, emails, and text messages (optional to opt-in)** to relay important information to students and parents/guardians.
- A service which makes use of contact information found on MyEDBC (provincial information system) to relay messages (No action required to receive the service except for text message notifications requires parents/guardians to opt-in).
- A service that will NOT replace other communication methods. (e.g., parents/guardians can continue to access and connect with administrators via phone, email, and TEAMS meetings as usual).

When will SchoolMessenger be in place?

- Schools will begin testing the service with their school communities as soon as possible.
- Each school community will be communicating their own schedule for testing and information about what parents can expect.
- Once testing is completed, the service is expected to operate fully by the end of February.

What do families need to do in preparation for the new notification service?

- Read this information to get familiar with the service and know what to expect. An infographic about the tool is attached and also found on our District website [here](#).
- Ensure your contact information on MyEDBC is up to date (email addresses and phone numbers). Please contact the school to make changes.
- If contact information is up to date, you will automatically receive phone and email messages.
- If you want to take advantage of the text message notification service (optional), please follow the attached instructions. If you have already opted-in by responding to an earlier text message sent by the District, no further action is needed. Instructions to opt-in are also found on our District website [here](#).
- Review messages sent during testing phase and provide feedback to the school if you experience any issues.

What are attendance alerts and when will they be sent?

The school will be sending home a message to alert students and parents/guardians of any unexcused absences related to their child. Students are expected to attend all assigned classes. If a student's absence from class has not been permitted or communicated to the school by their parent/guardian, the school will send an attendance alert to the child's primary contact and/or secondary contact. In general, these attendance alerts are sent at approximately 9:30 a.m. for elementary schools and after period absences for secondary schools (time dependent on school schedule). This alert aims to ensure a student is safe and secure and is meeting their education expectations.

As is the case with any new system, there may be some unexpected challenges or adjustments needed to be made in the coming weeks. We ask for your patience as we work together to get the service running smoothly. Thank you for your ongoing support. If you have any questions or concerns, please contact your school administrator.

Sincerely,



Gord Stewart

Superintendent of Schools

Cette notification est importante. S'il vous plaît demandez à quelqu'un pour la traduire afin d'être bien informé(e) à propos de l'école.

معلومات هامة. نرجو منكم ان تطلب من شخص ما لترجمتها لكي تكون على دراية جيدة بالامر.

这是一个很重要的通知。请找人翻译它的内容，这样你就可以及时知道学校的情况。

ਇਹ ਇੱਕ ਜ਼ਰੂਰੀ ਸੂਚਨਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ ਤੁਸੀਂ ਇਸ ਦਾ ਕੋਈ ਪਾਸੇ ਅਨੁਵਾਦ ਕਰਵਾ ਲਵੋ ਤਾਂ ਕਿ ਤੁਹਾਨੂੰ ਸਕੂਲ ਸੰਬੰਧੀ ਜ਼ਰੂਰੀ ਜਾਣਕਾਰੀ ਪ੍ਰਾਪਤ ਹੋ ਸਕੇ।

이것은 중요한 공지사항입니다. 이것을 번역할 수 있는 분에게 부탁해서 여러분이 학교에서 공지하는 것에 대하여 정확하게 인지할 수 있기 바랍니다.

Đây là một thông báo quan trọng. Xin vui lòng nhờ người dịch để bạn có thể biết thêm những thông tin về trường học.

Este es un aviso importante. Por favor consiga que alguien se lo traduzca para que usted pueda mantenerse bien informado sobre la información de su escuela.

Ito ay isang mahalagang notisya. Mangyari po lamang ay magkaroon ng taong tagasalin ng wika upang ikaw ay maging batid tungkol sa impormasyon ng paaralan.

Connecting with schools and families via
SchoolMessenger

Families will receive fast, accurate, and responsive communications to help keep our community healthy and safe.

Notification System for Parental Outreach

Emergency Broadcasts
School Information
Attendance Alerts



Safe and Secure Messaging Service

Recorded Phone Messages
Email Messages
Text Message (Opt-In Optional)



TALK TO YOUR SCHOOL ADMINISTRATOR TO LEARN MORE.

Parents and Guardians

You can take advantage of our Text Messaging Service

Our school utilizes the SchoolMessenger system to deliver text messages, straight to your mobile phone with important information about events, school closings, safety alerts and more.

You can participate in this free service* just by sending a text message of “Y” or “Yes” to our school’s short code number:

For **CANADA-BASED** numbers: **978338**

For **US-BASED** numbers: **61569** (see next page for QR code)

You can also opt out of these messages at any time by simply replying to one of our messages with “Stop”.

SchoolMessenger is compliant with the Student Privacy Pledge™, so you can rest assured that your information is safe and will never be given or sold to anyone.

For **CANADA-BASED** numbers:

**Opt-In from
your mobile
now!**



**Just send “Y”
or “Yes” to
978338.**

(For Canada-based numbers).



*if your number is Canada-based.

For **US-BASED** numbers:

**Opt-In from
your mobile
now!**



**Just send “Y”
or “Yes” to
61569.**

(For US-based numbers).

i Information on SMS text messaging and Short Codes:

SMS stands for Short Message Service and is commonly referred to as a “text message”. Most cell phones support this type of text messaging. Our notification provider, SchoolMessenger, uses a true SMS protocol developed by the telecommunications industry specifically for mass text messaging, referred to as “short code” texting. This method is fast, secure and highly reliable because it is strictly regulated by the wireless carriers and only allows access to approved providers. If you’ve ever sent a text vote for a TV show to a number like 46999, you have used short code texting.

*Terms and Conditions – Message frequency varies. Standard message and data rates may apply. Reply HELP for help. Text STOP to cancel. Mobile carriers are not liable for delayed or undelivered messages. See schoolmessenger.com/txt for more info.

Parents et Tuteurs

Vous pouvez tirer parti de notre Service de Messagerie Texte

Notre école utilise le système SchoolMessenger pour envoyer sur votre téléphone portable des messages contenant des renseignements importants comme des événements, les fermetures de l'école, les alertes de sécurité et bien plus.*

Vous pouvez utiliser ce service gratuit* en envoyant un message indiquant «Y» ou «YES» au numéro abrégé de notre école:

Pour les numéros **CANADIENS**: 978338

Pour les numéros **AMERICAINS**: 61569 (voir la **page suivante pour le code QR**)

Vous pouvez aussi vous désabonner du service en tout temps, simplement en répondant «Stop» à nos messages.

SchoolMessenger est conforme à la [Student Privacy Pledge™](#), vous pouvez donc avoir l'assurance que vos renseignements sont en sécurité et ne seront jamais donnés ou vendus à qui que ce soit.

Pour les numéros **CANADIENS**:

**Abonnez-vous
Maintenant à
partir de votre
téléphone!**



**Envoyez «Y» ou
«Yes» au
978338**

**(Pour les numéros
Canadiens.)**



**Pour les numéros Canadiens.*

Pour les numéros **AMERICAINS**:

**Abonnez-vous
Maintenant à
partir de
votre
téléphone!**



**Envoyez «Y»
ou «Yes» au
61569
(Pour les numéros
Américains.)**

i Informations sur la messagerie texte SMS et les numéros abrégés:

SMS signifie Short Message Service et est communément appelé « message texte ». Ce type de messagerie est possible sur la plupart des téléphones portables. Notre fournisseur d'avis, SchoolMessenger, utilise un vrai protocole SMS conçu par l'industrie des télécommunications pour la messagerie texte massive, appelé « messagerie sur numéro abrégé ». Cette méthode est rapide, sûre et fiable parce qu'elle est strictement réglementée par les transporteurs de service sans fil et autorise l'accès uniquement aux fournisseurs approuvés. Si vous avez déjà envoyé un vote texte à une émission de télévision à un numéro comme 46999, vous avez utilisé un numéro abrégé.

*Conditions d'utilisation – La fréquence des messages varie. Des tarifs de messages et de données standards peuvent s'appliquer. RépondezHELP pour avoir de l'aide, et STOP pour annuler votre abonnement. Les transporteurs de service mobile ne sont pas responsables des messages retardés ou non livrés. Voir schoolmessenger.com/tm pour en savoir davantage.