

Dear Families of Medicine Hat High School,

At Medicine Hat High School, one of our greatest priorities is ensuring that all our students attend school each and every day.

MHHS uses **SchoolMessenger** (Safe Arrival) as our absence reporting system. The system is meant to reduce the time it takes to verify student attendance, make it easy for you to report your child's absence and easy for staff to respond to unexplained student absences.

For the system to work properly, we need accurate demographic information. The system will only recognize phone numbers in our school database. Please contact the school if updated information is required.

With **SchoolMessenger**, you are asked to report your child's absence in advance using any of these 3 convenient methods:

1. Call the toll-free number 1-833-219-9070 to report an absence using the automated phone system.
2. Use the **SchoolMessenger** website, <https://go.schoolmessenger.ca>. The first time you use the website, select the **Sign Up** to create your account. Select **Attendance** and then **Report an Absence**.
3. Using your mobile device, download and install the **SchoolMessenger** app from the Apple App Store or the Google Play Store. The first time you use the app, select Sign Up to create your account. Select **Attendance** and then **Report an Absence**.

As part of our *Attendance Matters* campaign we are gathering more accurate attendance data at our schools. You will be asked to enter one of the following codes:

**AH** – Absent (Health) – Your student is out of school because of personal **physical or mental health or injury**, including health-related **appointments**.

**AF** – Absent (Family) – Your student is out of school for **religious or family reasons**. Family reasons include **lack of child care** for a parenting student, **care for a sick relative**, **legal proceedings** and **bereavement**.

**AT** – Absent (Unavoidable) – Your student is out of school because of **transportation, weather, or infrastructure barriers**.

**AV** – Absent (Vacation) – The student is out of school because of **family vacation** or involvement in **extracurricular activities that are not sponsored by the school**.

In addition, we will use the **SchoolMessenger** automated notification system to contact parents whose child is absent when the absence was not reported in advance. The

automated notification system will attempt to contact parents/guardians at the main phone number that was provided to the school until a reason is submitted for the absence.

If you report your child's absence in advance using the **SchoolMessenger** toll-free number, website or mobile app, you will NOT receive these notifications.

Thank you,  
Dean Brown  
Vice Principal  
MHHS