

**SafeArrival** is Red Hook’s newest way for parents/guardians to report student absences. If you choose to use it, it will replace having to submit handwritten notes or contact your child’s school attendance clerk to report an absence. It is a one-stop method for you to report multiple day absences for your student(s) and report multiple students absent regardless of the building(s) they attend. There are three ways to access **SafeArrival**. The details for each method are listed in the table below.

| I am going to report absences:                                      | How You Will Report Those Absences:  | What You Will Need:  | How the System Confirms That Absence You Reported:  | What Happens if You Forget to Report an Absence:  | System Settings:  |
|---|--|--|---|---|---|
| Using the SchoolMessenger website portal for parents/guardians      | <a href="https://go.schoolmessenger.com">https://go.schoolmessenger.com</a><br><br>Select “Attendance” from the menu in the upper left-hand corner of the web portal.  | Access to the internet on a device, and login credentials you create using the email address we have on file for you in our student management system. | You will receive a confirmation notification of the reported absence(s)<br><br>If you did not report the absence and suspect someone not authorized to report absences has used your account, please contact Michelle Lowney at 845-758-2241 ext. 59501 or <a href="mailto:mlowney@rhcsd.org">mlowney@rhcsd.org</a> for assistance. | You will be notified by SchoolMessenger that your student(s) has been marked absent, and that you need to verify that absence.<br><br>If you attempt to report the absence using SafeArrival AFTER the cut-off time for that day, you will need to contact your student(s) attendance clerk directly to report the absence. | You can report absences up to 30 days in advance. You can report up to five consecutive days of absence for your student(s).  |
| Using the SchoolMessenger App on a mobile device (Apple or Android) | Install the SchoolMessenger app (blue icon version) on your mobile device. Create a login ID AND enable a four-digit passcode (strongly recommended for additional security). Use the “Attendance” option from the menu bar. | A login ID and PIN Code (optional). Use the email address we have on file for you when you create your account or the system won’t recognize you!      |   |   | <b>*If you are reporting an early pick-up, you MUST contact the main office at your child’s school to inform them WHO will be picking the child up at WHAT time. This must be done directly with the office staff and not through SafeArrival. This is for your child’s safety and to make sure he or she is ready to go when you arrive.</b> |
| Using the SchoolMessenger Toll Free Number for RHCS D               | Call 1-866-352-0886  | Access to a phone, and a phone number you’ve provided to the school district (land line, cell phone, work phone)                                       |   |   |   |
| None of the above   | Call your student’s attendance clerk and report the absence. Send in a written note explaining the absence when your child returns to school.  | Access to a phone.   | You will be notified by SchoolMessenger that your student(s) have been marked absent, and that you need to confirm that absence by calling the office and/or sending in a note.   |   | Not applicable.   |

### Where to go for help:

If you are having issues with your SchoolMessenger login ID, please email Michelle at mlowney@rhcsd.org or call her at 845-758-2241 ext. 59501. If you have questions about your student's absences, please contact the attendance clerk for your child's school: RHHS – Maryssa Lown at ext. 15020; LAMS – Angela Jones at ext. 26010; Mill Road Intermediate School (grades 3-5) – Cara Jackson at ext. 37000; and Mill Road Primary School (grades PK-2) – Holly Grant at ext. 47000 or JoAnn Karpinski at ext. 47010.

### Allowable Absence Reasons and Types in SafeArrival:

| Absence Reasons: | Absence Types: |                      |              |                 |                |
|------------------|----------------|----------------------|--------------|-----------------|----------------|
|                  | Full Day       | Multiple Day (5 MAX) | Late Arrival | Early Departure | Leave & Return |
| Illness          | X              | X                    | X            | X               |                |
| Appointment      | X              | X                    | X            | X               | X              |
| Missed Bus       | X              | X                    | X            |                 |                |
| Bereavement      | X              | X                    |              | X               |                |
| Religious        | X              | X                    |              |                 |                |
| Vacation         | X              | X                    |              | X               |                |
| College Visit    | X              | X                    |              | X               |                |

### Attendance Matters!

The district recognizes the following absence reasons: Illness, Appointment, Missed Bus, Bereavement, Religious, Vacation, and College Visit. We encourage you to keep planned absences (appointments, college visits, vacation) to a minimum. The New York State Education Department considers students chronically absent if they miss more than 10 percent of school days (regardless of the reason). Research shows that regular school attendance is directly correlated to student academic success. Students who miss more than 18 days of the 180 days in our school year may experience academic difficulties when compared to peers who regularly attend school.

### Keep in Mind

Only those adults identified as Guardian 1 or Guardian 2 on a student's profile in our management system will be able to report absences via **SafeArrival**. If changes need to be made in your parent/guardian profile, please contact Michelle Lowney at ext. 59501 to discuss those changes.

If you have not PRE-REPORTED your child absent on the day(s) they are not in school at the start of the day, you will receive an automated phone call from the district notifying you that your child has been marked absent. You will need to provide a reason for your child's absence when you receive that phone call.

### Highly Contagious Illnesses

Our school nurses keep track of student absences due to highly contagious illnesses (flu, strep, intestinal viruses, etc.). This information is shared with our school custodians so that they can adjust their cleaning protocols if warranted, and with the local health departments when requested. Parents are encouraged to continue to notify the school nurse directly of a suspected and/or confirmed case of a highly contagious illness experienced by their child(ren).