

## **New communication tools for families**

Our school has introduced several new electronic tools to help communicate need-to-know information to families in a timely and efficient way.

The tools are part of the SchoolMessenger app which allows schools to share important school information with families via text, phone or email message. Our school will use this tool for urgent items like event cancellations or school emergencies but we may also use it for sharing information such as upcoming progress reports, school council meetings or special events.

Registered parents/guardians will receive these messages through contact information that is collected in our student information system. This information is exchanged via a secure connection between the school board and SchoolMessenger. This is the same system that also allows parents/guardians to report their student's absence in advance, or report back to the school regarding an unexplained absence.

Parents/guardians may choose how to receive these alerts by text message, email or phone call with the exception of emergency events or attendance calls which will always be communicated via all contact methods on file with the school. It is important that parents/guardians ensure schools have the most up-to-date contact information at the beginning of the school year. If your contact information changes during the school year, parents/guardians are asked to contact the school with the updated information.

Our new system also allows teachers to communicate directly with families via a group message option. Teachers who choose to use this tool will provide families with a code so they can

sign up for these messages, all available within the SchoolMessenger app or website.

The easiest way to have access to all these tools is to set up a SchoolMessenger account. We encourage you to create a SchoolMessenger account on your desktop, laptop, tablet and/or download the SchoolMessenger app. While an account is not required to use these new tools, it will allow you to review your contact information and communication preferences, and it stores all of your messages in one place.

Learn how to:

- [Set up a SchoolMessenger App account](#): set up your account, review your contact information and communication preferences, join teacher-instant messaging groups, and view all your alerts and messages in one place. [Watch the video tutorial](#).
- [Report a student absence](#): set up your account, report and explain student absences in advance. [Watch the video tutorial](#).
- [Use the Communicate broadcast tool](#): choose how you will receive alerts including how to opt-in for text messaging. [Watch the video tutorial](#).
- [Use the Board mobile app](#): how to choose your schools, see your messages and report and review student absences. [Watch the video tutorial](#).
- [Subscribe to school calendars](#): receive email alerts or download calendars or individual events to your personal calendar

The Board mobile app is the best way for families to stay connected to what's going on. The free LDSB mobile app, which can be [downloaded](#) in the App Store or Google Play Store. The new app allows users to subscribe to their schools of choice and will provide families with instant access to school calendars and news items as well as links to sports schedules, busing information and social media accounts. Be sure to select "push notifications" when you download the app to receive the latest news from our school and the Board.