

USD #365- Garnett Parent Notification Service

Dear Parent,

In our effort to improve communication between parents and school, January 23, 2012, USD #365- Garnett is implementing a parent notification system that will enable school personnel to notify all households and parents by phone, text, and email within minutes of an emergency or unplanned event that causes early dismissal, school cancellation or late start. The service may also be used from time-to-time to communicate general announcements or reminders. This service is provided by SchoolReach, a company specializing in school-to-parent communications. USD #365- Garnett will continue to report school closings due to snow or weather on regional radio and TV stations and will use this system as an overlay to the public announcements.

When used, the service will call all phone numbers in our selected parent contact lists and will deliver a recorded message from a school administrator. The service will deliver the message to both live answer and answering machines. No answers (phones ringing over 40 sec.) and busies will be automatically retried twice in fifteen minute intervals after the initial call. The service will also deliver text and email messages to designated phone numbers and email accounts. You may select to opt out of these options.

PLEASE NOTE THE FOLLOWING:

1) This requires NO registration by the parent on the SchoolReach website.

2) All information and contact numbers are strictly secure and confidential and are only used for the purposes described herein.

Here is some specific information you should know:

- **Caller ID:** The Call ID will display 855-955-8500, which is the main number for the Message Retrieval Line.
- **Live Answers:** There is a short pause at the beginning of the message, usually a few seconds. Answer your phone as you normally would; "hello" and hold for the message to begin. Multiple "hellos" will delay the message. Inform all family members who may answer your phone of this process.
- **Answering Machines:** The system will detect that your machine has answered and will play the recording to your machine. The phone will ring for up to 40 seconds. Make sure that your machine answers after four rings or you may miss the message.
- **Message Repeat:** At the end of the message you will be prompted to 'press any key' to hear the message again. This is very helpful when a child answers the phone and hands it to a parent, who can then 'repeat' the message in its entirety.
- **Attendance:** If your school is using SchoolReach for daily attendance, you will be notified each day that your child misses a required number of classes. To minimize these calls, make sure to inform the school when you KNOW your child will miss classes on a given day.

Please make every effort to provide the school with current and accurate phone and email information any time there is a change to ensure that you do not miss important information. This may be done through the Power School Parent Portal.

What to do if you think you've missed a SchoolReach voice message.

If you ever feel you may have missed a SchoolReach voice message or just want to check to be sure, you can dial our Message Retrieval Line. From whichever phone(s) you want to check for messages to, dial toll-free: **855-955-8500** and follow the prompts to hear any/all messages sent through SchoolReach over the last 30 days. Please contact the school if you suspect your phone number is not being called by the system or if you ever have a change of number.