

SCHOOL REACH-Instant Parent Contact

In our effort to improve communication between parents and school, **St. Francis School is instituting a telephone broadcast system that will enable school personnel to notify all households and parents by phone 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 School Reach, a company specializing in school-to-parent communications.

When used, the service will simultaneously call all listed phone numbers in our parent contact list and will deliver a recorded message from Sister Carol or another school employee. The service will deliver the message to both live answer and answering machines. No answers and busies will be automatically retried twice in 15 minute intervals after the initial call.

Here is some specific information you should know:

- **Caller ID:** The Call ID will display 662-453-9511, which is the main number for St. Francis School
- **Live Answers:** There is a short pause at the beginning of the message, usually just a few seconds. Answer your phone as you normally would; “hello” and hold for the message to begin. **Multiple “hello’s” will delay the message.** Inform all family members of this process who may answer your phone.
- **Answering Machines:** The system will detect that your machine has answered and Will play the recording to your machine. The maximum number of rings before hang-up is 5. **Make sure your machine answers after 4 rings or you may miss the message.**
- **Morning and Day Calls:** In the event a cancellation decision is made the night before, or in the early morning hours, the broadcast message will be sent to home phone numbers only. In the event a cancellation decision is made mid-day, the broadcast message will be sent to home and cellular numbers. General announcements would be sent only to home numbers.
- **Message Repeats:** At the end of the message you will be prompted to ‘press one’ 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.