

# Bridgeport Catholic Academy

## Telephone Broadcast Service

August, 2011

Dear Parent,

In our effort to improve communication between parents and school, Bridgeport Catholic Academy is implementing a telephone broadcast system to 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 SchoolReach, a company specializing in school-to-parent communication. Bridgeport Catholic Academy will continue to report school closings due to snow to weather on radio & 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 (phone ringing over 40 sec.) and busies will be automatically retried twice in fifteen minute intervals after the initial call.

### **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 (773) 376-6233 which is the main number for Bridgeport Catholic Academy.
- **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.

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- **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 and 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.

If you have any questions, please contact the school at (773) 376-6223.

SchoolReach, the service provider, uses the best available technology in the industry to detect the difference between human answer and machine or voicemail answer.

Please make every effort to provide the school with current and accurate phone information any time there is a change to ensure that you do not miss important information.

In an important effort to make the best and most accurate use of the SchoolReach Instant Parent Contact system, we are asking that you fill out the following form with the requested necessary information (See next page). After filling this out for each of your children that attend our school please double check for accuracy and return it to us promptly.

Thank You,  
Lillian Buckley

## **Phone Information Form**

The Primary Contact Number will be used to call you every time we send a SchoolReach call, regardless of the urgency of the message.

The Secondary Contact Number will be called at the same time as the Primary Number on calls where the message we are sending is of a more urgent or time sensitive nature to ensure that we get the call to you as soon as possible.

Please consider these numbers carefully and make an effort to keep us informed as soon as possible if either number changes for any reason. Please **print** all you information.

Family Name \_\_\_\_\_

Email \_\_\_\_\_

Primary Contact Number: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Secondary Contact Number: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Child 1: Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Grade \_\_\_\_\_

Child 2: Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Grade \_\_\_\_\_

Child 3: Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Grade \_\_\_\_\_

Child 4: Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Grade \_\_\_\_\_

**This form must be returned by the FIRST day of school.**