

Western Reserve Local School District

3765 US 20 • Collins, Ohio 44826 • Phone: 419-660-8508 • [www.western-reserve.org](http://www.western-reserve.org)

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Dear parents, relatives, friends and community of Western Reserve,

We have always believed that any way in which we can improve communication between our school system and our community is a win-win situation for everyone involved. Therefore, Western Reserve Local School District is pleased to share that we will continue incorporating One Call Now, an automated parent notification service, into our system of communication that will allow us to contact thousands of parents within minutes.

How Does One Call Now Work? One Call Now allows school personnel to keep you updated quickly and efficiently with personalized messages and helps you, as a parent, stay actively involved in your child's education. As a parent, if you choose to participate in One Call Now, you may select two ways to be contacted. They are:

**Routine notification** – these are calls that do not directly deal with the safety of students or staff. These calls may include, but are not limited to: information on upcoming events or the cancellation of a school activity that your child is involved in, school closings or delays, absenteeism, delays in school transportation, etc. When we have inclement weather and have to close or delay school those calls will begin being placed at approximately TIME in the morning. Also, the primary\* number will receive all of the same calls that the emergency number receives. I would also like to point out that One Call Now offers a texting service that we hope to merge into our system as we gather phone numbers and incorporate them into our database.

**Emergency notification** – these are calls made only during critical incidents in which a child's or staff member's safety is in immediate jeopardy. These calls may include, but not be limited to, lockdowns, evacuations and relocations. If you designate a number as emergency it will not receive notification of school closing or delays.

\*At least one phone number given to the school has to fall into the category of Primary Notification.

If you choose to participate in One Call Now, for it to work effectively and efficiently it is important that each school in our district has updated phone numbers and email addresses. During our initial set up we are asking each family to provide one phone number per family. Eventually each child enrolled in our school system may have up to six phone numbers that link to his or her parents, grandparents, child-care provider, etc. Also, on our school website you will find a link to One Call Now that will allow you to add extra numbers to our database. Under departments and then technology, you will find further sign up information and the One Call app to download! If at any time you have any questions, please feel free to reach out to the front offices of your child(s) respective building.