Procare Information and Rollout

Hello Heartwood Families!

Beginning on the first day of school, **Tuesday September 7ᵗʰ**, we will be rolling out the Procare app platform. We will be using several features:

- Check in/out
- Messaging
- Calendar and newsletters
- Photo/activity updates
- Classroom observation
- Documents

In order to implement the most seamless transition, I have attached several FAQs and guides for how to use the various features. We believe that you will enjoy this app experience and that it will make many aspects of school life easier, but are always looking for feedback from families, so please come to me with any feedback, both positive and negative. There will be increased connection with your child's classroom and easy communication between families and Heartwood staff. Below you will find a couple notes on the various features. Please see the documents attached to this email for more detailed information and instructions.

Check In/Out:
One of Heartwood's guiding values is increased equity and increased accessibility to a Montessori education for all. In order to increase our equity and ability to accept state assistance and scholarships, it is a requirement that parents must sign their own children in and out daily. The Procare app makes this easy and there are several options for sign in, so you can choose what makes the most sense for you. Attached is a sign in/out guide that explains the details of each option. Your child's teachers will have the QR code available for you to scan if that is the sign in/out option you choose to use.

Is someone other than you picking your child up or dropping them off? No problem! Heartwood staff will utilize our receptionist feature to select which authorized person is doing the drop off or pick up. All authorized people included on your enrollment paperwork have already been added, but you can edit or add to this list at any time through the app. Please check current emergency contacts for accurate information.

If someone else is going to be picking up, we ask that you notify school staff in advance. If someone shows up to pick up your child without previous authorization, you will be called to confirm that they are able to take your child, even if they are on the approved list. Without approval from you, we will not release your child to anyone else. If there is a family member or friend who will regularly be picking up your child and you would like to give blanket approval so that we don't call you every time, please let us know.

Messaging:
In the top right corner of the Procare app dashboard there is a text bubble. You can use this to send messages to Heartwood staff that you would like seen immediately. While guides are engaged with the children, they are unable to respond to email until the end of the day. Assistants will be responsible for utilizing the Procare app and will connect with the guides on any messages sent. Please only use this feature for an urgent note to the classroom that requires an immediate response. If a response can wait, please continue to use email. Emily will also have access to all messages sent through the app, however the quickest way to reach her is by email or phone.

Calendar and Newsletters:
While you will still receive the master school calendar and email newsletters from the director and board, teachers can use Procare to send personal newsletters and add activities or events to the app calendar. All dates from the master calendar will also be accessible through the app calendar.

Photo/Activity Updates:
Another Heartwood strategic goal is to add a toddler community to our school. In order to have a toddler community, we are required to have a means of communicating daily information to families, including meals, toileting, naps, etc. We will not be implementing all of these features to our Children's Houses, but you can expect to receive pictures and updates about your child's day at least once a day. If there is specific information that you would like to receive beyond this, please connect with your guide to discuss.

Classroom Observations:
Procare has allowed us to personalize our classroom observations and assessment tool to meet our needs as a Montessori school. We will use Procare to document observations to be used during parent/teacher conferences twice a year. This allows us to keep all information in one place and easily share it with you.

Documents:
Procare allows both the school and the family to upload documents to your child's profile. If the school requests a signature on a document, you will receive an email to submit. The documents on your child's profile are accessible through the Procare desktop, www.schools.procareconnect.com. Types of documents you can expect are: the parent handbook, school calendar, COVID-19 plan, and any other resource documents that you might need throughout the year. You may also occasionally receive signature request documents, such as the family handbook sign off.

So what do I need to do? Procare has already been configured, so all you need to do is download the app, use the sign-up code that will be emailed to you from Procare, and edit your profile as needed. Please take time between now and the start of school to familiarize yourself with the app and reach out with any questions you may have!

In partnership,

Emily Erickson, Executive Director, and the Heartwood Board of Directors

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Heartwood Montessori School
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