

TURRIFF ACADEMY TELEPHONE INFORMATION SERVICE

GUIDANCE FOR PARENTS

Aberdeenshire schools now have a telephone information service which can be used if there is a risk of closure due to adverse weather. This allows parents to listen to a recorded message from the Head Teacher.

When severe weather warnings are received your school will endeavour to keep the system updated. It is an enhancement to the present service and does **not** replace existing methods of giving out information, such as radio broadcasts, described in the schools Adverse Weather Guidelines.

There are other features of this service which may be available for your school. These are described below. (Note that this is an 0870 service and charges are slightly higher than normal. However there is no queuing and an adverse weather call should last less than 1 minute.)

How to use the service

- Dial Aberdeenshire Council's access number - **0370 054 4999**
- Now enter your own school's pin number - **02 11 40**

You have two attempts to enter the pin number and you will be disconnected after a second failed attempt. If this happens, check the number and redial. If you still have a problem check with your school.

- You will hear the school's name. Ensure that this is correct before going on
- You will now be taken to the MAIN MENU where you will be given 4 options:

Press 1 to hear your school's message about the adverse weather for example whether or not the school is to close or if transport arrangements have been affected.

Press 2 to send the school a NON-URGENT message e.g. that you cannot attend a PTA meeting. **Do not** leave an urgent message as the school cannot guarantee to pick up the message soon enough for action. For urgent messages, speak to someone directly.

Press 3 to hear general information messages. The school may use this as an additional way of informing parents about school events e.g. PTA Events, Parents Nights, School Concerts etc. Parents may hear up to ten messages with the most recent played first.

Press 4 to enter the pin number for another school within the authority. Parents may have children who attend different schools. This option allows you to move from one school's messaging service to another without having to dial in again.