

## ***School Delay, Cancellation, and Early Dismissal Procedures, Notification System for Emergencies and Routine Messages – ONE CALL NOW***

Lancaster City Schools

As the winter weather season approaches it is sometimes necessary to delay the start of school, cancel school, or in rare instances dismiss students early. The Lancaster City School District communicates these notices as soon as the decision is made. Please be aware of the means in which we will notify you:

1. We send an email through our PowerSchool System to each email listed in the “custodial parent” field.
  - a. Please make sure that the email you have on file with your student’s information is current
  - b. You can’t sign yourself up or add anyone to this list. All primary contacts will receive the email.
  
2. Our emergency notification system, **One Call Now**, is utilized to call the phone number of our students and staff members. If you receive a phone call, this message should be considered the official notification.
  - a. You may add other notification methods and phone numbers to your account by visiting the Lancaster City School District’s website at <http://www.lancaster.k12.oh.us>
    - ❖ Click on the link for One Call Now (Self-Update-Portal), in the **Parents/Guardians** Menu-> One Call Now
  - a. Your primary phone numbers have automatically been loaded into the One Call Now system from our student information database. **It is important that anytime you make a change to your primary home or cell phone number to communicate the change with the school building secretary.** These changes are updated nightly
  - b. You may choose to **receive text messages** instead of a phone call. To do this you must Opt-in. To Opt-in you should first make sure that your cell phone number is listed as a primary contact home phone or cell phone number on the information you provided to the school building secretary.
    - ❖ **Send the text message “Alerts” to 22300, which is the SMS identifier for One Call Now. This will opt you in to receiving text messages.**
  
    - ❖ **To remove your phone from text messages, send the text message “Stop” to 22300.**
  - c. There are two types of notifications that will be sent using the One Call Now system.
    - **Emergency Notifications** – these will be sent in the event of school closings, delays, or emergency circumstances.
    - **Routine Notifications** – these may be sent by your building principal, transportation department or other staff for reminders, announcements, or general information.

- e. If you would like **your number removed** from our One Call Now system, please follow the steps below.
- ❖ From the district website, <http://www.lancaster.k12.oh.us>, click on Parents/Guardians, select One Call Now Opt-Out. (You can link directly to the Opt-Out at: <https://www.onsolve.com/platform-products/critical-communications/one-call-now/opt-out/>)
  - ❖ Fill out the form and submit it.
  - ❖ **Please remember that this will remove your contact information from ALL our emergency and routine calls.** If you have students in multiple buildings, this opt-out will remove your contact information from all building call lists.
3. We post a notification to our **Facebook page**:  
<https://www.facebook.com/LancasterCitySchools>
4. The announcement will be posted on the **Lancaster City Schools website**  
<http://www.lancaster.k12.oh.us>
5. We notify **local radio and TV stations**.
6. We place a recorded message on the district's hotline number **(740) 687-7300, Option 9**.

Our decisions to cancel, delay, or dismiss school early will always be made with the safety of our students in mind.

**Please keep in mind that you may need to make arrangements for your children in the event of school delays, cancellations, or early dismissals. Now is a good time to talk with your children to prepare them for these events and make sure they understand where they should go during these times. Note that early dismissals will only occur under the most extreme circumstances.**

## SCHOOL NOTIFICATIONS

(CLOSINGS/DELAYS/BUS INFORMATION AND MORE)

**LCS Provides a Variety of Methods for Notifications:**

- **\*One Call Now - Sends a Phone Call/Text/Email to the Contact Provided in the Student System**
- **LCS Facebook - [facebook.com/lancastercityschools](https://www.facebook.com/lancastercityschools)**
- **LCS Website - [www.lancaster.k12.oh.us](http://www.lancaster.k12.oh.us)**
- **\*NEW - PowerSchool email list - Automatically signed up**
- **Radio and TV Stations - Will Air and Post**
- **Recorded Message - (740) 687-7300 Option 9**

**\*MAKE SURE YOUR CONTACT INFORMATION IS CURRENT SO YOU DON'T MISS OUT ON IMPORTANT NOTIFICATIONS!**