It is crucial that all parents read this entire long email WITH their touring son/daughter, and work together to ensure all 3 communication apps (below) are working on their phones. Please consider the tone of this message to convey urgency, and some frustration. Some students have not responded to our reminders, so they aren't getting any of the tour planning and supports we've been providing, and/or some have not been completing our planning assignments posted in Google Classroom. Regardless of the reasons:

We are calling out for parents' support: please personally ensure your son/daughter has all 3 apps working on their phones, and connected to our Europe Tour student communication systems. We'll also give lots of support at OKM as needed, but we also need parents to keep checking and reminding your son/daughter, until you are sure it's done.

The problem is, when tour of this size is running, **we can't afford ANY time to "give reminders".** Students need to be sure they're now connected, so that 100% of the time we give instructions, we will have 100% connection with students, including instant messages. We also need the tools working now, to help get students ready.

For example: here's one of hundreds of scenarios:

TOUR CHALLENGE: Make sure all 105 students are awake in time to make our 5:AM hotel bus leaving for the airport for our flight to Munich.

Solution: Prepare months in advance by having all parents make sure all students have the 3 apps working, NOW, so students feel supported, confident, excited and safe, as all of the systems go to work. All luggage, instruments, gear is packed, inventoried, and ready:

- In the evening on March 9, Mr. Schnellert will message 112 phones in the Vancouver hotel, across 50 rooms over many floors, to ensure all 105 students have read the evening's uploaded packing notes (posted into students' phones via Google Sheets), and confirmed during chaperone room checks.
  We will know all phones have "Notifications ON", and it's tested, so 100% of students will get the messages to come through on locked screens. Nobody has the "Do Not Disturb" feature blocking the messaging.
- Students would click "yes" to the morning's **"Are You Awake and getting ready!?"** survey (to make sure nobody is sleeping through their alarms.)
- Mr. Schnellert expects to see 105 students answer "Yes", right away. If anybody hasn't replied, we will assume they are sleeping through their alarms, and we'll make sure they're up.

PARENTS: please ensure your son/daughter has completed the following:

1. Get the 3 Apps on your phone **ONLY STUDENTS**:
    a. Google Classroom (Class code ebspi6)
    b. Remind. Sign up with BOTH your FIRST and LAST NAMES: (text @72842h to the number (604) 227-2811)
    c. Google Sheets
2. Adjust your phone's settings:
    a. Open up Notifications for all 3 apps above to Display alerts on Locked Screen, show Notifications, and Banners
    b. Know how to adjust "Do Not Disturb" settings
3. IN GOOGLE CLASSROOM RIGHT AWAY (if incomplete)
    a. Phone Survey
    b. Passport Backup

We will test it all on the February 26 launch meeting, so even if students are not at OKM, they can reply (please review the Feb 26 Training Meeting minutes on our website)

As posted in GC, phones will only rely on free wifi that's "supposed to be" in hotels and "most likely available" in most towns, but of course, we have our "tried and true" systems to use if students don't bring a phone, and/or as a Plan B. International data plans aren't needed.

We're happy to support students who may be having tech difficulties, on Monday at lunch. Please bear with us, as we're trying out some new tech, and we're all on a learning curve, so some students are earnestly trying, but not yet connecting. No judgments here - we just need everybody to make sure we're all connected. With only 42 days before travel, getting these tech tools working NOW is crucial for smooth sailing and happy, supported students!

Thanks