








RAS Family Portal (LineLeader) Family Engagement Guide (for FLs)

Family Engagement

for Field Leaders (SPMs/AMs/SAMs)

Field Leaders, you will need to send out Notifications on the following.

| I want to... | ... so I'll use... | ... and it'll say... |
|---|--|--|
|  <p>inform families of a contagious illnesses in the program</p> | <p>Notifications </p> | <p>Hi everyone,</p> <p>We hope this message finds you well. We wanted to inform you that we've recently become aware of a case of <contagious illness> within our program. We understand this can be concerning, but please rest assured that we are taking all necessary steps to address the situation promptly and thoroughly.</p> <p>Our team is working to ensure proper treatment and prevention measures are in place. We're also conducting thorough inspections and cleaning of our facilities to minimize any risk of further spread.</p> <p>We encourage you to remain vigilant and check your child for <common symptoms of disease>. If you have any concerns or questions, please don't hesitate to reach out to us. Your child's well-being is our top priority, and we're committed to keeping you informed and supported throughout this process.</p> <p>Thank you for your understanding and cooperation.</p> <p>Best regards,</p> |
| <p>notify families of a program/electives/camp closure</p>  | <p>Notifications </p> | <p>Please use the QR code for our templates.</p>  |
|  <p>notify families of a location change</p> | <p>Notifications </p> | <p>Hi families,</p> <p>We're reaching out to inform you about an important update regarding our upcoming <type of camp> camp.</p> <p>We're changing the location of this year's <type of camp> camp to <insert new location> which we've carefully selected to provide all the necessary amenities and facilities for a successful camp.</p> <p>We understand that this change may require adjustments to your plans, and we apologize for any inconvenience it may cause. If you have any questions or concerns, please do not hesitate to reach out to me directly at <your email address and phone number>.</p> <p>Thank you for your understanding and continued support. We are looking forward to an amazing camp experience at our new location.</p> <p>Best regards,</p> |



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If there's an issue with non-payment and Customer Ops has notified you, we have three tiers of communication.

| I want to... | ... so I'll use... | ... and it'll say... |
|--|---|--|
| send a preliminary message informing them of a past due balance. | Notifications  | <p>Hi <family member>, it appears there's an issue with your account.</p> <p>We've tried to process your latest invoice, but the recent payment didn't go through. Please visit rightatschool.momentpath.com or log in to the Right At School app to make the payment for your invoice. You can also call us at 855-287-2466 to process the payment over the phone.</p> <p>Thank you!</p> |
| send a follow-up message about a past due balance. | Notifications  | <p>Hello <family member>, we've tried contacting you about an outstanding invoice.</p> <p>Please visit rightatschool.momentpath.com or log in to the Right At School app to make your payment today. You can also call us at 855-287-2466 to pay over the phone. If payment isn't received within 10 business days, your child may be temporarily removed from our roster until the payment is made.</p> <p>Thank you for your cooperation.</p> |
| notify families of students being unenrolled due to failed payments. | Notifications  | <p>Hello <family member>, your student has been removed from our program due to non-payment. Unfortunately, they won't be able to return until the outstanding balance is settled in full.</p> <p>To re-enroll your student(s), please contact us at rightatschool.com/contact or call us at 855-287-2466 to speak with a representative. Thank you.</p> |

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