



SOUTH POINT HIGH SCHOOL

**An ISO 45001:2018 Certified Institution
Affiliated to Central Board of Secondary Education**

Circular No.14/P&G/2021-22

April 28, 2021

Dear Parents / Guardian,

Sub: COVID HELPLINE

The second wave of the COVID pandemic has hit the country very hard and has stretched all health resources thin. People are falling sick everywhere and family members are desperately trying to reach help to their near and dear ones. Simply depending on the government system in such a dire situation is perhaps not enough. Many Good Samaritans and organisations are coming forward and lending a helping hand to the ailing and their families.

South Point, a large educational institution, with thousands of families directly or indirectly connected to it, would like to be of assistance in these trying times through the following facility:

- Any parent or staff-member in need of information on medical resources for themselves, their family members or near and dear ones can post their requirement on the School app, Skolaro.
- Requests, thus received, will be forwarded to all the nearly 25,000 users of the app to come forward with assistance.
- Help may be sought on information such as the availability of hospital beds, ambulances, oxygen, medicines, blood / plasma donors, nursing care services, food supply and isolation / quarantine centres.
- Those users who either themselves or through any organisation, are providing services to COVID patients and their families in distress, may also provide information through this facility, for the benefit of the South Point community.

Steps to follow to post any requirement or any information on the School app:

The manner of using this facility to post any requirement or any information is as follows:

1. Users need to access the school app “Skolaro” through browser (either on computers or mobile devices) and log in using their credentials.
2. They should go to the Helpdesk module and raise a ticket by using the issue “COVID helpline”. Note that the Helpdesk module does not work on mobile apps.
3. Please write the request in details and be very specific for other users to be able to understand it and respond quickly.
4. Users must write their full name and mobile number with the request, so that they can be contacted easily. Please note that in order to maintain the sanctity of the request being raised and for others to feel safe while responding to the same, it is important that users share their own contact numbers.

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5. Please do not post social media forwards blindly, without having first-hand information about the genuineness of the request or the information.
6. A ticket number will get automatically generated by the system, which will later on be marked as “resolved”, once your request has been forwarded to all the other users.
7. We request users that in case they receive any assistance using this facility - to reopen this ticket in the Helpdesk module and share their feedback with all. We will like to send a note of appreciation to the concerned parent / staff who offered help.

All parents and members of staff will now see a new group in the School app, titled “COVID Helpline”. The School will post here all such requests for help or information, as received through Helpdesk. Those who can provide any help are requested to directly get in touch with the person posting the request on the contact number mentioned.

The School will ensure that all posts made on the group are from authenticated users - either parents or staff – yet it cannot take any responsibility for genuineness, urgency or resolution of the request. We are providing this facility to assist all our stakeholders to use our platform and help each other out to overcome the health calamity.

Please note that we will try and post all requests within an hour of receiving them. However, requests coming between 9:00 pm and 8:00 am of the next day, will only be posted on the next day around 9:00 am. Hence, anyone in urgent need of assistance should not fully depend on this platform. Users are requested to enable receiving notifications from the School app, so that they are aware of any request as soon as it gets posted. We would request all users to understand the underlying ethos of this effort and not affect its sanctity in any manner.

Do take care of yourselves and your family members during this crisis and follow all COVID protocols diligently. Stay safe!

Thank you.

Principal