

Dear Parents and Guardians,

As a follow up to the email you received on August 31, 2017, I am writing to provide you with an update on the backorders that *ISW Uniforms* experienced at the beginning of the school year.

We have been in steady contact with ISW over the past couple of months as they worked to fill the backorders and replenish their store shelves with inventory.

We are happy to report that the school uniform orders received before September 8, 2017, have now been filled. Many of these orders have already been picked up; however, some items are still sitting at the store, waiting to be collected.

There are still a small number of backorders outstanding for purchases made after September 8th. ISW staff are working to fill these orders as quickly as they can.

How will I know when my child's uniform order has arrived?

As school uniform items arrive at the ISW stores, they are embroidered if needed, and packaged or set aside if some uniform pieces are still outstanding on the order. **Once the entire order has been received, ISW staff are calling parents** to let them know that their order is ready to be picked up at the store.

What if you have not received a call?

If you **placed your order before September 8th**, and have not yet received a call, **please contact your ISW store by phone or email.** Here is the contact list:

<https://www.iswuniforms.com/contact/>

If your call is not picked up when you phone, **please leave a message with the details of your order** and one of the customer service staff members will return your call.

ISW Stores and Hours of Operation

A reminder to parents to **make sure you are calling or visiting the ISW store that supplies uniforms for your school.** [Click here for the list of store locations and schools they service.](#)

All ISW stores are open as follows:

Tuesdays	9:30 a.m. – 5:30 p.m.
Wednesdays	9:30 a.m. – 5:30 p.m.
Thursdays	9:30 a.m. – 7:00 p.m.
Fridays	9:30 a.m. – 5:30 p.m.
Saturdays	9:30 a.m. – 5:30 p.m.

PLEASE NOTE: **All ISW stores are CLOSED on Sundays and Mondays.**

Students Expected to Be in Full Uniform Effective November 6, 2017

My email on August 31st indicated that students impacted by the backorders would be allowed to attend school in partial uniform until ISW was able to fill the uniform orders. Now that the bulk of backorders that were in place at the start of the school year have been filled, **we will resume our expectation that all students be in full uniform, beginning Monday, November 6th.**

Schools have been provided with a list of the outstanding backorders, and exceptions will be made for the few students who are still missing uniform pieces.

More Information

For more information about ISW Uniforms and our school uniform policy, please visit our Board's website at: <https://bit.ly/ISW-Uniforms>. If you have any questions, please feel free to contact me at: 905-632-6314, ext. 127.

We are sorry for the inconvenience and frustration this situation has created for many of our families. We are grateful for your ongoing patience and understanding as ISW strives to replenish their inventory. We will continue to work closely with our uniform provider to help them service our families and meet the needs of our school communities.

Sincerely,

Camillo Cipriano
Superintendent of Education

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