



Section <b>Lost Child</b>	Page 1 of 4
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<p><b>Statement</b></p>	<p>In the event that a child transported by Student Transportation Services of Waterloo Region, Inc. is deemed lost, everything must be done to find the student rapidly and calmly. A series of different steps for locating the child must be followed in order to minimize delays and pressure on the people involved.</p>
<p><b>Premise</b></p>	<p><b><u>Responsibilities of the School and Student Transportation Services of Waterloo Region Inc. (STSWR)</u></b></p> <p>Ensure that the list of emergency phone numbers for all students is kept up-to-date, based on the Trillium database. Using this database, STSWR must provide the school bus operator with an up-to-date list of emergency phone numbers for all students.</p> <p><b><u>Responsibilities of the School Bus Operator</u></b></p> <p>Make changes to the lists of emergency phone numbers provided by STSWR, and ensure that these lists are kept up-to-date.</p>
<p><b>Procedures</b></p>	<p>Steps to Take When a Child is Declared Missing:</p> <p><b><u>Responsibilities of the School Principal or Designate:</u></b></p> <ol style="list-style-type: none"> <li>1. contact the person in charge when the students boarded the bus, to check whether the missing child did indeed get on the bus;</li> <li>2. if answer to 1. is yes, ask the student's teacher, or the person in charge when the students boarded the bus, to provide an accurate description of the child's clothing that day and forward this information to the school bus operator and STSWR;</li> <li>3. if answer to 1. is no, ask the school staff to check the school premises, including the washrooms and schoolyard, to see whether the child is still at school and may be hiding;</li> <li>4. ensure that the school bus operator and STSWR have the correct emergency phone numbers to locate the parents and guardians;</li> <li>5. in the event that the child could have been dropped off mistakenly at a different bus stop, provide the school bus operator with the names of the child's friends who reside in the area;</li> </ol>



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	<ol style="list-style-type: none"> <li>6. stay at school and remain in constant contact with the school bus operator and STSWR until the child is found;</li> <li>7. if the child is found, immediately make direct contact, in person or over the phone, with STSWR and the school bus operator, in order to notify them that the child has been found, so that the search can be stopped.</li> </ol> <p><b><u>Responsibilities of the School Bus Operator:</u></b></p> <ol style="list-style-type: none"> <li>1. as soon as a child is declared missing, contact the driver of their route to confirm whether the child got on their bus and which stop the child got off at and the approximate time they were dropped off.</li> <li>2. If the driver cannot confirm that the child was on the bus, contact the drivers of all other routes serving the student's school to determine whether the student may have boarded the wrong bus.</li> <li>3. contact the school immediately so that the staff can check whether the child is at school;</li> <li>4. contact STSWR to inform the manager that a child is deemed missing;</li> <li>5. contact the family to find out whether the child is at home or whether someone else came to pick up the child from school without informing the appropriate authorities;</li> <li>6. if the child is found at school, notify the parents that their child is still at school and that they must pick him/her up;</li> </ol> <p><b>If the child still cannot be found after the first school, bus and neighbourhood search has taken place (phone calls made to the school and the parent or guardian of the missing child), notify the police immediately (911) and follow their instructions;</b></p> <ol style="list-style-type: none"> <li>7. if practical, order the bus driver to remain wherever he/she is, and send a second bus to finish the route. Notify the parents and guardians of the other students that their child will be late;</li> <li>8. if not practical for the bus driver to remain wherever he/she is, ask them to finish their route and stay in contact with their dispatcher. They should remain available after their route is completed;</li> </ol>
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	<ol style="list-style-type: none"> <li>9. ask all of the bus drivers to keep the radio lines open and to use them only in case of an emergency;</li> <li>10. speak calmly to the bus driver and explain the procedures to follow. Bear in mind that the students aboard the bus can hear the conversation. Keep a calm tone of voice to avoid creating panic aboard the vehicle;</li> <li>11. ask all of the bus drivers in the area to remain available after their routes, if need be;</li> <li>12. in the event that the child was dropped off by mistake at the wrong bus stop, ask the school if the child has a friend who lives in this area and contact the friend's family, if applicable;</li> <li>13. send someone, preferably by bus so that he/she will be easily identified, to retrace the trip in the reverse direction, from the point where the child was deemed missing. Examine the surroundings at each bus stop;</li> <li>14. maintain contact with the school principal, STSWR and the police during the search;</li> <li>15. immediately notify the school principal, STSWR and the police if the child is found, so that the search can be stopped;</li> <li>16. contact STSWR within 24 hours of the incident, explaining the facts and reasons for the incident.</li> </ol> <p><b><u>Responsibilities of the Bus Driver:</u></b></p> <ol style="list-style-type: none"> <li>1. as soon as a child is reported missing, immediately notify the school bus operator's dispatcher by radio. Give the exact location of the bus;</li> <li>2. move the vehicle to a safe place and wait for the dispatcher's instructions. Bring the vehicle to a complete stop and keep the radio transmitter turned on;</li> <li>3. ask the students to remain in their seats and inspect the bus, looking under the seats, to determine whether the child is hiding;</li> <li>4. ask the students on the bus for information on the missing student:             <ul style="list-style-type: none"> <li>• was he/she really aboard the vehicle?;</li> <li>• did he/she get off before his/her stop?;</li> </ul> </li> </ol>
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	<ul style="list-style-type: none"><li>• what was he/she wearing?;</li></ul> <ol style="list-style-type: none"><li>5. if the child is found at school, the bus driver shall inform the parent or guardian waiting at the bus stop and ask him/her to contact the school principal in order to retrieve the child;</li><li>6. remain calm when speaking to the children aboard the vehicle and, if applicable, when speaking to the parent or guardian who was waiting for the child at the bus stop;</li><li>7. refuse to allow any adults, including parents and guardians, to board the vehicle. Do not let the other students get off the bus, except for safety or emergency reasons unless given clearance by the dispatcher to continue on with your run ;</li></ol> <p><b><u>Responsibilities of STSWR:</u></b></p> <ol style="list-style-type: none"><li>1. maintain contact with the school bus operator, the school and, if applicable, with the police and parents or guardians, until the child has been found.</li></ol>
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