



NIPISSING-PARRY SOUND STUDENT TRANSPORTATION SERVICES

Section Transportation – Student Safety	Revised 2021-04-20
SS – 004 Collision or Incident Procedures	
General Statement	<p>In the event that a school-purpose vehicle (SPV) is involved in a collision or incident, a series of communications and actions must take place depending on the seriousness of the collision or incident. The safety and well-being of students is the first and foremost priority.</p> <p>These guidelines are intended to cover vehicles servicing any of the Nipissing-Parry Sound Student Transportation Services' (NPSSTS) four (4) member school boards: the Near North District School Board, <i>le Conseil scolaire public du Nord-Est de l'Ontario</i>, the Nipissing-Parry Sound Catholic District School Board, <i>le Conseil scolaire catholique Franco-Nord</i>, as well as any other vehicles under contracts arranged through the NPSSTS.</p> <p>NPSSTS Operators are mandated to provide their drivers with safety programs that include but are not limited to first aid, CPR, defensive driving, evacuation and collision procedures.</p> <p>Schools are also to follow the related guidelines of their respective school board.</p> <p>Parents/Guardians shall refrain from attending the scene of a collision or incident unless specifically requested to do so in order to permit emergency responders and others to perform their duties unencumbered.</p>
Guidelines	<p>Collisions or incidents may happen despite everyone's best efforts to provide students with safe transportation. As the NPSSTS regards student safety as its chief priority, these guidelines and operating procedures are adopted to ensure that when a collision or incident does occur, students receive the attention they require and all stakeholders promptly respond in a helpful and professional manner.</p> <p>These guidelines are intended to cover collisions or incidents causing injuries to students while riding on the school bus or SPV, injuries to students during the loading and unloading of the school bus or SPV, and collisions between a SPV and another vehicle or object, with or without students onboard.</p> <p>Collision or Incident – Definition</p>



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	<p>For the purposes of these guidelines, collision is defined as any event that involves one or a combination of the following, whether on a highway, as defined in the Highway Traffic Act or on private property:</p> <ol style="list-style-type: none"> 1. Contact with another vehicle; 2. Contact with a fixed object; 3. Contact with a pedestrian, bicycle, or animal; 4. Undercarriage contact with a driveway, inclined entrance, roadway, etc.; 5. A non-collision accident such as overturning the vehicle, or running off the road; 6. A roll-away collision from a parked position; 7. An injury to a passenger due to acceleration, deceleration, stopping, turning, other vehicle movement, or faulty operation; and 8. Contact between any vehicle and any student or any other person while the student or any other person is crossing the road when the school bus flashing red signal lights are required to be operated. <p>Exception – any of the above taking place in the operators' compound when not involved in the transportation of students. Refer to the operators' specific policies and procedures in the event of these occurrences. Communicate any anticipated delays as you would for any other circumstances.</p> <p>School-Purpose Vehicle – Definition</p> <p>For the purpose of these guidelines, school-purpose vehicle is defined as any vehicle on contract with NPSSTS to transport students. This includes but may not be limited to a school bus, taxi, or van.</p> <p>Collisions or incidents levels</p> <table style="width: 100%;"> <tr> <td style="width: 20%;">Level 1</td> <td>Students onboard – Injuries sustained by any occupant of any involved vehicle or pedestrian</td> </tr> <tr> <td>Level 2</td> <td>Students onboard – No apparent injuries</td> </tr> <tr> <td>Level 3</td> <td>No Students onboard</td> </tr> </table> <p>References</p> <p>Appendix A Collision Reporting Checklist</p> <p>Appendix B Collision Reporting Flowchart</p>	Level 1	Students onboard – Injuries sustained by any occupant of any involved vehicle or pedestrian	Level 2	Students onboard – No apparent injuries	Level 3	No Students onboard
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<p>Operational Procedure</p>	<p>Level 1 Students onboard – Injuries sustained by an occupant of any involved vehicle, or pedestrian</p> <p>Responsibilities of the Driver:</p> <ul style="list-style-type: none"> a) Evaluate the need to evacuate the bus. In most collisions, the safest place to be following an incident is within the vehicle. If required, initiate evacuation procedures; b) Inform dispatch that a collision has occurred so that collision protocols can be initiated; c) Assess the passengers' condition; d) Continuously scan and assess the situation for any change in hazards; e) Ask the School Bus Monitor (where applicable) or a responsible student to gather and keep students together in a safe area of the bus until Emergency Responders arrive; f) Contact the Dispatcher/Operator to: <ul style="list-style-type: none"> i. Inform the dispatcher of the time and location of the collision or incident; ii. Request that police be dispatched; iii. Request that Emergency Medical Services (EMS) be dispatched; iv. Provide details regarding any known injuries and update the dispatcher with respect to injuries as required; v. Communicate all necessary information including the names of all students onboard at the time of the collision or incident; vi. Request a replacement vehicle, if required. g) Assist the injured student(s); and h) Follow the instructions of the police and EMS attendants who will take control of the situation. <p>Responsibilities of Students onboard:</p> <ul style="list-style-type: none"> a) If the driver is injured and cannot do so, call 911 and report the collision. b) Remain calm and follow the directions of the Driver, emergency responder or other responsible adult taking charge where the Driver cannot do so; c) Older students should assist younger students in following those directions; d) Report any injury, no matter how minor, when asked to do so; and e) Provide assistance to those who need help subject to ability to do so.
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	<p>Responsibilities of the Dispatcher:</p> <ul style="list-style-type: none"> a) Call 911 and request that emergency services be dispatched to the scene of the collision or incident; b) Immediately inform the NPSSTS by calling the emergency cell phone or the Executive Director or designate (need to speak directly with someone), about the details of the collision or incident (consult check list in Appendix A), including the students' and the driver's condition; c) Dispatch a replacement vehicle and arrange for the remaining route to be covered; d) Notify the Operator/Manager of the incident and follow any other internal procedures as required; and e) Continuously update the NPSSTS with information as it is received. <p>Responsibilities of the Operator/Manager:</p> <ul style="list-style-type: none"> a) Attend the scene as required; b) Assist the Driver and students as required; c) Update the Dispatcher with information as it is received; d) Assist Emergency Services as required; e) Collect information and photographs pertaining to the details of the collision; f) Notify the affected schools of the collision or incident, including the names of the students onboard at the time of the collision, any reported injuries and/or delays as soon as possible, using the most expedient and appropriate means at hand, subject to all circumstances; g) If the vehicle is equipped with camera surveillance, remove the video card and store in a safe area; h) Ensure that all reporting requirements are met; and i) Submit a Collision Report to the NPSSTS office as soon as possible and within 24 hours at the latest, via fax or general e-mail. <p>Responsibilities of the Nipissing-Parry Sound Student Transportation Services (NPSSTS):</p> <ul style="list-style-type: none"> a) Calls to the NPSSTS regarding collisions should be received on the emergency mobile phone located at the workstation dedicated to emergencies. b) The NPSSTS staff member who answers the call shall: <ul style="list-style-type: none"> i. Refer to and complete the COLLISION- INCIDENT CHECKLIST FOR NPSSTS & COLLISION NOTIFICATION; ii. Obtain as much information as possible;
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	<ul style="list-style-type: none"> iii. Generate an incident number in Marval and complete and send the COLLISION NOTIFICATION form; iv. Notify the Executive Director, Operations Manager and Safety Officer as soon as possible; and v. Provide the school principal(s), Director(s) of Education, NPSSTS' Board of Directors members and Members Boards' Communication Officers with a synopsis of the collision or incident as soon as possible and provide ongoing relevant updates as necessary. vi. Remain available to deal with the situation until advised that another member of the staff has assumed responsibility and control of the incident. <p>c) Subject to the severity of the incident, the Executive Director or, in his/her absence the Operations Manager shall assume or delegate the following responsibilities:</p> <ul style="list-style-type: none"> i. Attend the scene and assist the Operator/Manager; ii. Attend at the hospital until either a school staff representative, parent or guardian arrives; <p>d) All inquiries from the media shall be directed to the NPSSTS's Executive Director, or to the respective Director(s) of Education or designate.</p> <p>e) The Executive Director or designate shall conduct a post-collision review upon receipt of the report from the Operator and ensure <i>that appropriate follow-up measures are taken.</i></p> <p>Responsibilities of the School Principal:</p> <ul style="list-style-type: none"> a) Upon receiving a notification from the Operator, communicate the collision or incident information to: <ul style="list-style-type: none"> i. To parents or guardians of all students onboard the vehicle at the time of the collision; and ii. To parents or guardians of all students assigned to that bus route who were not onboard the vehicle at the time of the collision. b) Follow the related guidelines or policies of their respective school board with respect to student injury and/or crisis management; c) Where students who were apparently uninjured are subsequently transported to the school, ensure that school staff are aware and monitor their health and well-being and report any complaint of injury or illness; d) Inform the NPSSTS' Executive Director or designate of any pertinent information and new developments; and e) All inquiries from the media shall be directed to the NPSSTS's Executive Director, or to the respective Director(s) of Education.
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	<p>Level 2 Students onboard – No Apparent Injuries</p> <p>Responsibilities of the Driver:</p> <ul style="list-style-type: none"> a) Assess the passengers’ condition, keeping in mind the severity of the collision (i.e. force of impact, potential for injuries, proximity of seated student to impact area and damage); b) Ensure continuous safety of all passengers; (or ensure all passengers are safe and continuously out of immediate danger/not at risk of further danger); c) Contact the Operator to: d) Inform the dispatcher of the time and location of the collision or incident; e) Request that police be dispatched; f) Request EMS if it is felt that the potential for injuries, though none reported immediately, necessitates their attendance; g) Communicate all necessary information including the names of all students onboard at the time of the collision or incident (and that there are no injuries); and h) Request a replacement vehicle, if required. <p>Responsibilities of the Dispatcher:</p> <ul style="list-style-type: none"> a) Call 911 and request that emergency services be dispatched to the scene of the collision or incident; b) Immediately inform the NPSSTS by calling the emergency cell phone or the Executive Director or designate (need to speak directly with someone), about the details of the collision or incident (consult check list in Appendix A), including the students’ and the driver’s condition; c) Dispatch a replacement vehicle and arrange for the remaining route to be covered; d) Notify the Operator/Manager of the incident and follow any other internal procedures as required; and e) Continuously update the NPSSTS with information as it is received. <p>Responsibilities of the Operator/Manager:</p> <ul style="list-style-type: none"> a) Attend the scene as required; b) Assist the driver and students as required; c) Update the Dispatcher with information as it is received; d) Assist Emergency Services as required;
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	<p>e) Collect information and photographs pertaining to the details of the collision;</p> <p>f) Notify the affected schools of the collision or incident, including the names of the students onboard at the time of the collision, any reported injuries and/or delays as soon as possible, using the most expedient and appropriate means at hand, subject to all circumstances;</p> <p>g) If the vehicle is equipped with camera surveillance, remove the video card and store in a safe area;</p> <p>h) Ensure that all reporting requirements are met; and</p> <p>i) Submit a Collision Report to the NPSSTS office as soon as possible and within 24 hours at the latest, via fax or general e-mail.</p> <p>Responsibilities of the Nipissing-Parry Sound Student Transportation Services:</p> <p>a) Calls to the NPSSTS regarding collisions should be received on the emergency mobile phone located at the workstation dedicated to emergencies.</p> <p>b) The NPSSTS staff member who answers the call shall:</p> <ol style="list-style-type: none"> i. Refer to and complete the COLLISION- INCIDENT CHECKLIST FOR NPSSTS & COLLISION NOTIFICATION; ii. Obtain as much information as possible; iii. Generate an incident number on Marval and complete and send the COLLISION NOTIFICATION form; (added) iv. Notify the Executive Director, Operations Manager and Safety Officer as soon as possible; v. Provide the school principal(s), Director(s) of Education, NPSSTS' Board of Directors members and Members Boards' Communication Officers with a synopsis of the collision or incident as soon as possible and provide ongoing relevant updates as necessary; vi. Remain available to deal with the situation until advised that another member of the staff has assumed responsibility and control of the incident. <p>c) Subject to the severity of the incident, the Executive Director or, in his/her absence the Operations Manager shall attend the scene and assist the Operator/Manager;</p> <p>d) All inquiries from the media shall be directed to the NPSSTS's Executive Director, or to the respective Director(s) of Education or designate.</p> <p>e) The Executive Director or designate shall conduct a post collision review upon receipt of the report from the Operator and ensure that appropriate follow up measures are taken.</p> <p>Responsibilities of the School Principal:</p>
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	<p>a) Upon receiving a notification from the Operator, communicate the collision or incident information to:</p> <ul style="list-style-type: none"> i. To the parents or guardians of all students onboard the vehicle at the time of the collision; and ii. To the parents or guardians of all students assigned to that bus route who were not onboard the vehicle at the time of the collision. <p>b) Where students who were reportedly uninjured are subsequently transported to the school, ensure that school staff are aware and monitor their health and well-being and report any complaint of injury or illness pursuant to school board directives dealing with student illness or injury;</p> <p>c) Inform the NPSSTS' Executive Director or designate of any pertinent information and new developments; and</p> <p>d) All inquiries from the media shall be directed to the NPSSTS's Executive Director, or to the respective Director(s) of Education or designate.</p> <p>Level 3 No Students onboard Applies to traveling to or from a school run or in between school runs while under contract with the NPSSTS.</p> <p>Responsibilities of the Driver:</p> <p>a) Contact the Dispatcher to:</p> <ul style="list-style-type: none"> i. Report the time and location of the collision or incident; ii. Request that EMS and police be dispatched, if required; iii. Communicate all necessary information; and iv. Request a replacement vehicle, if required. <p>Responsibilities of the Dispatcher and/or Operator:</p> <p>a) Dispatch appropriate emergency services to the scene of the collision or incident, if required;</p> <p>b) Immediately inform the NPSSTS by calling the emergency cell phone or the Executive Director or designate (need to speak directly with someone), about the details of the collision or incident (consult check list in Appendix A), including the driver's condition;</p> <p>c) Notify the affected schools, if the route will be significantly delayed;</p> <p>d) Arrange for the route to be covered;</p> <p>e) Ensure that all reporting requirements are met; and</p> <p>f) Submit a Collision Report to the NPSSTS office as soon as possible and within 24 hours at the latest, via fax or general e-mail.</p>
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	<p>Responsibilities of the Nipissing-Parry Sound Student Transportation Services:</p> <ul style="list-style-type: none"> a) Calls to the NPSSTS regarding collisions should be received on the emergency mobile phone located at the workstation dedicated to emergencies. b) The NPSSTS staff member who answers the call shall: <ul style="list-style-type: none"> i. Refer to and complete the COLLISION- INCIDENT CHECKLIST FOR NPSSTS & COLLISION NOTIFICATION; ii. Obtain as much information as possible; iii. Generate an incident number on Marval and complete and send the COLLISION NOTIFICATION form; iv. Notify the Executive Director, Operations Manager and Safety Officer as soon as possible; and v. Provide the school principal(s), Director(s) of Education, NPSSTS' Board of Directors members and Members Boards' Communication Officers with a synopsis of the collision or incident as soon as possible and provide ongoing relevant updates as necessary; vi. Remain available to deal with the situation until advised that another member of the staff has assumed responsibility and control of the incident. c) Subject to the severity of the incident, the Executive Director or, in his/her absence the Operations Manager shall attend the scene and assist the Operator/Manager; d) All inquiries from the media shall be directed to the NPSSTS's Executive Director, or to the respective Director(s) of Education or designate. e) The Executive Director or designate shall conduct a post collision review upon receipt of the report from the Operator and ensure that appropriate follow up measures are taken.
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Appendix A: Collision Reporting Checklist

NPSSTS EMERGENCY LINE: 705-840-6503

Route #		
Location		
Time		
Type of collision (e.g. rear-end, angle, head on, sideswipe, ran off road, etc.)		
	Yes	No
Students onboard	How many:	
Injuries		
Schools affected		
Schools emailed		
Police contacted		
EMS contacted		
Students emergency evacuated		
SPV able to continue		
Second SPV dispatched		
Damage to SPV		
Damage to public vehicle/property		
Delay	How long:	

What was the SPV attempting to do when the collision occurred?



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Appendix B – Collision Reporting Checklist

For quick reference only.
Please refer to
SS – 004 Collision or
Incident Procedures

