



NIPISSING-PARRY SOUND STUDENT TRANSPORTATION SERVICES

Section Transportation – Student Safety	Revised July 31, 2012
SS – 005 Missing/Lost Child	
General Statement	In the event that a child transported by the Nipissing-Parry Sound Student Transportation Services (NPSSTS) is deemed by the parent/guardian, school, bus driver/operator, or the NPSSTS staff to be missing or lost, a series of steps for locating the child must be followed in order to minimize delays and pressure on the people involved.
Statement of Responsibilities	<p>The School and the NPSSTS must:</p> <p>Ensure that the list of emergency phone numbers for all students is kept up-to-date, based on each board's student database, and available to the school bus operators.</p> <p>The School Bus Operator must:</p> <p>Inform the NPSSTS immediately upon becoming aware of the possibility of a child being missing or lost.</p>
Operational Procedure	<p><u>When a Child is Declared Missing:</u></p> <p>The School Principal must:</p> <ol style="list-style-type: none"> 1. Ask the school staff to determine if a parent/guardian, grandparent or other authorized person picked up the child from school. 2. Ask the school staff to check the school premises, including the washrooms and schoolyard, to see whether the child is hiding. 3. Contact the person in charge when students boarded the bus, to check whether the missing child did indeed get on the bus. 4. Ask the student's teacher, or the person in charge when 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 the NPSSTS. 5. If possible, provide the school bus operator with the names of the child's friends who reside in the area. 6. Stay at school and remain in constant contact with the parent(s)/guardian(s), school bus operator, and the NPSSTS until the child is found.



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7. If the child is found, immediately make direct contact, in person or by phone, with the parent/guardian, the NPSSTS, and the school bus operator in order to notify them that the child has been found so that the search can be stopped. Notify law enforcement if applicable.

The School Bus Operator must:

1. Contact the other drivers who serve the same school as soon as a child is declared missing by a bus driver, to check whether the child might have boarded the wrong bus.
2. Contact the school immediately so that the staff can check whether the child is at school.
3. Contact the NPSSTS to inform the General Manager or designate that a child is deemed missing.
4. 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.
5. If the child is found at the school, notify the parents/ guardians that their child is still at school and that they must pick him/her up.

If the child still cannot be found after the first search (phone calls made to the school and the parent/guardian of the missing child), notify the police immediately (911) and follow their instructions.

6. Ask all of the bus drivers to keep the radio lines open and to use them only in case of an emergency.
7. Ask all of the bus drivers in the area to remain available after their routes, if need be.
8. 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.
9. Ask the school if the child has a friend who lives in the area and contact the friend's family, if applicable.
10. 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.



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	<p>11. Maintain contact with the school principal and the NPSSTS during the search.</p> <p>12. Immediately notify the school principal and the NPSSTS if the child is found, so that the search can be stopped.</p> <p>13. Submit a written report to the NPSSTS within 24 hours of the incident.</p> <p>The Bus Driver must:</p> <ol style="list-style-type: none"> 1. Notify the dispatcher by radio as soon as they become aware that a child is missing. Give the exact location of the bus. 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. 3. Remain calm when speaking to the children aboard the vehicle and, if applicable, when speaking to the parent/ guardian who was waiting for the child at the bus stop. 4. Ask the students to remain in their seats and inspect the bus, looking under the seats, to determine whether the child is hiding. 5. Ask the students on the bus for information on the missing student: <ul style="list-style-type: none"> . Was he/she really aboard the vehicle? . Did he/she get off before his/her stop? . What was he/she wearing? 6. If the child is found at school, the bus driver shall inform the parent/guardian waiting at the bus stop and ask him/her to contact the school principal in order to retrieve the child. 7. Refuse to allow any adults, including parents/guardians, to board the vehicle. Do not let the other students get off the bus, except for safety or emergency reasons. <p>The NPSSTS must:</p> <ol style="list-style-type: none"> 1. Maintain contact with the school bus operator, the school and if applicable, with the police and parents/guardians, until the child has been found. 2. Record pertinent information in the Incident Management System.
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