
Procedure Section:	Transportation
Procedure Title:	Lost Student
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School Principal or Designate

ENSURE THE TRANSPORTATION OPERATOR(S) HAS CURRENT EMERGENCY TELEPHONE/CELL NUMBERS.

Every school day there must be someone available at the school telephone or a cell phone until all your transportation vehicles would have been emptied of students should the transportation operator have an emergency situation or need to return non-deliverable students.

Make sure the RCJTC has your current emergency and cell phone number(s).

Initially when it is discovered that a student is missing from the vehicle on arrival at stop (i.e., JK/SK student's parent, guardian or designate is at stop, but student they came for is not on vehicle) then:

Individual Responsibilities When It Has Been Determined That a JK or SK Student Is Missing

The school principal or designate shall:

- Have people at the school check day care facilities, washrooms and classrooms for the missing student.
- Check with the student's homeroom teacher for information on whether the student left early, etc.
- Check with loading zone supervisor to see if student was put on the bus.
- Be in constant contact with the RCJTC and transportation operator during this process.
- Get information on description of student and clothing they were wearing.
- Upon location of the student make sure all involved, including RCJTC and transportation operator, are notified immediately to call off their searches.

Transportation Operator

ENSURE YOU HAVE CURRENT EMERGENCY TELEPHONE/CELL NUMBERS FOR ALL YOUR SCHOOLS AND THEIR PRINCIPALS AND THE SCHOOL IS AWARE OF THE TIME THAT THE LAST ROUTE CLEARS.

Initially when it is discovered that a student is missing from the vehicle on arrival at stop

(i.e. JK/SK student's parent, guardian or designate is at stop, but student they came for is not on vehicle) then:

- Dispatcher at transportation operator's office to radio other vehicles servicing school to determine if student is on the wrong vehicle. Dispatcher to contact school to see if student is there. Dispatch or school should also contact student's home as there are cases where designate is not advised that a student is picked up by another parent/guardian, etc.
- If the student has been located at school or on another vehicle, let the driver know so they can advise parent, guardian or designate at stop to contact the school.

If a student not located at school CALL POLICE
Insert Local Police Telephone # or 911 Here

CALL RCJTC AT 613-732-8419

Then follow step-by-step responsibilities:

When Determined from Telephone Call of Parent/Guardian That Student Did Not Arrive Home:

- Contact driver immediately if they are still on vehicle via radio or, if after run is complete, at home etc. to see if they have any knowledge of missing student, i.e. do they recall if the student was on the vehicle, what stop were they dropped off at.
- Contact school immediately for them to determine if student is still there, or was loaded onto another vehicle, or if alternate arrangements had been made for student to be picked up from school (i.e. other parent/guardian, doctor appointment, etc.).

Individual Responsibilities When It Has Been Determined That a JK or SK Student Is Missing:

The transportation operator shall:

- Advise all other drivers to keep the radio clear except for emergencies.
- Stay calm and talk to the driver in a clear and concise manner, to help allay fears that any students remaining on the vehicle or the designate may have. Keep in mind they can hear the radio conversation from both sides.
- Send a second vehicle to the location to be prepared to finish the run with the remaining students should it become necessary.
- Advise the school and RCJTC of the situation.
- If there are still school(s) that this route would normally cover after this run, contact those schools to advise the route is running late and make sure to have these covered as quickly as possible.
- Have the student list for the stalled route open and contact parents/guardians of students still on the vehicle that it will be running late.

- In the case of a student having gotten off other than their normal stop as reported by the bus patrol/other students on the vehicle, check to see if the school has not already done so and the student is older than JK/SK, judge by the student list if any of the riders previous to the missing student's stop could be a 'friend' the student may have gotten off with, without the driver being aware. Give this information to the school to follow up. It is frequently easier for the transportation operator to get a quick idea on this due to the student list being setup 'per vehicle' with all relevant information being close at hand.
- Update RCJTC on an "as able" basis and ensure they are advised when the student is located.
- Transportation operator should send someone, preferably in a vehicle (to identify themselves easily) to start from drop off and go to previous stops for any sign of student.
- Make sure transportation operator is coordinated with school and police in the search.
- Upon location of the student, transportation operator to make sure all involved (including RCJTC) are notified immediately to call off their searches.
- **In the case of a student dropped off at an incorrect stop or without the presence of the parent, guardian or designate of a JK/SK student, a Lost Student Report must be completed and sent to RCJTC within four (4) working hours of the conclusion of incident.**

Driver

Initially when it is discovered that a student is missing from the vehicle on arrival at stop (i.e. JK/SK student's parent, guardian or designate is at stop, but student they came for is not on vehicle) then:

- Immediately radio to your dispatcher to advise them of missing student.
- Pull over in safe area close to drop off stop to await instructions.
- While dispatch is contacting school, driver should be asking bus patrols and students on board for information on missing student- did the pupil get on board? Or get off at previous stop? etc.
- If student located at school, driver to advise parent, guardian or designate at stop. Let the parent, guardian or designate be aware they need to contact the school for any further information.

Individual Responsibilities When It Has Been Determined That a JK or SK Student Is Missing:

The driver shall:

- After contacting Base to advise the situation, pull the vehicle over in a clear area, turning off the Master switch, and put on parking brakes. Ensure radio is on.

- Ask your bus patrol(s) if they recall the missing student's activities, if they recall the missing student boarding at the school or did anyone see the student get off previous to their normal stop?
- Attempt to determine when the student became missing.
- If there is a parent, guardian or designate at the stop awaiting the arrival of the student, make sure any communicating is done in a calming manner, not to add any anxiety to the situation. Advise them that normally missing students are located quickly either at the school or to have gotten off at a friend's stop and that everyone, including police if required, is already working to find the student quickly. Keep their focus on the student having stayed at school, or if they could have gotten off at a friend's stop.
- Do not allow the parent, guardian or designate to physically board the vehicle. This can just create havoc among any children on the vehicle.
- If there are students still on board, have the patrols check all seats and under the seats. There was a case where the missing student was under the seat (because he was eating and knew he should not be).
- If the vehicle is empty, driver to check all seats as well as underneath the seats.
- If in the case another vehicle has been dispatched, the driver of the original vehicle should give to route list to the new driver.

Related RCJTC Policy

- P.01 Transportation Policy
P.03 Safety Policy

Related RCJTC Administrative Procedures

- AP.03.11 Event of a Lost Child

Related RCJTC Forms

- F.01.11 Lost Student Report