
Procedure Section:	Safety
Procedure Title:	Event of a Lost Child
Procedure Number:	RCJTC AP.03.11
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Date Reviewed:	
Year of Next Review:	

The School and RCJTC must:

Ensure that the list of emergency phone numbers for all students is kept up to date, based on each member boards' student database.

The Transportation Operator must:

Inform RJCTC immediately upon becoming aware of the possibility of a child being lost/missing.

Steps to Take When a Child is Declared Missing:

The School Principal must:

1. Ask the school staff to check the school premises, including the washrooms and schoolyard, to see whether the child is hiding.
2. Contact the person in charge when the students boarded the vehicles, to check whether the missing child did indeed get on the vehicle.
3. Ask the student's teacher, or the person in charge when the students boarded the vehicle, to provide an accurate description of the child's clothing that day and forward this information to the transportation operator and RJCTC.
4. In the event that the child could have been dropped off mistakenly at a different designated stop, and if possible, provide the transportation operator with the names of the child's friends who reside in the area.
5. Stay at school and remain in constant contact with the parents/guardians, transportation operator, and RJCTC until the child is found.
6. If the child is found, immediately make contact with the parents/guardians, RJCTC, and the transportation operator in order to notify them that the child has been found so that the search can be stopped.

The Transportation Operator must:

1. As soon as a child is declared missing by a driver, contact the other drivers who serve the same school, to check whether the child might have boarded the wrong vehicle.
2. Contact the school immediately so that the staff can check whether the child is at school.

3. Contact RJCTC to inform the General Manager that a child is deemed missing.
4. Ask all of the drivers to keep the radio lines open and to use them only in case of an emergency.
5. Ask all of the drivers in the area to remain available after their routes, if need be.
6. 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 designated stop.
7. Maintain contact with the school principal and RJCTC during the search.
8. Immediately notify the school principal and RJCTC if the child is found, so that the search can be stopped.
9. Submit a Lost Student Report to RJCTC within forty-eight (48) hours of the incident.

The Driver must:

1. As soon as they become aware that a child is missing, immediately notify the dispatcher by radio. Give the exact location of the vehicle.
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. Ask the students to remain in their seats and inspect the vehicle, looking under the seats, to determine whether the child is hiding.
4. Ask the students on the vehicle for information on the missing student:
 - Was he/she really aboard the vehicle?
 - Did he/she get off before his/her stop?
 - What was he/she wearing?
5. If the child is found at school, the driver shall inform the parent/guardian waiting at the designated stop and ask him/her to contact the school principal in order to retrieve the child.
6. Refuse to allow any adults, including parents/guardians, to board the vehicle. Do not let the other students get off the vehicle, except for safety or emergency reasons.

RJCTC must:

1. 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.
2. If the child is found at school, notify the parents/guardians that their child is still at school and that they must pick him/her up.
3. Gather as much information as possible on the student (height, weight, clothing that was wearing, frequently visited locations, etc.) from school, family, and transportation operator.

If the child still cannot be found after the first search (phone calls made to the school, family, and the transportation operator), notify the police immediately (911) and follow their instructions.

4. Maintain contact with the transportation operator, the school and, if applicable, with the police, and parent/guardian, until the child has been found.
5. The General Manager, or their designate, will remain in the transportation office until such a time that the child is found.

Related RCJTC Policies

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| P.01 | Transportation Policy |
| P.03 | Safety Policy |

Related RCJTC Administrative Procedures

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| AP.01.11 | Lost Student Procedure |
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Related RCJTC Forms

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| F.01.11 | Lost Student Report |
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