

# CHATHAM-KENT LAMBTON ADMINISTRATIVE SCHOOL SERVICES



Procedure:	Issue Management
Reference:	STS-PR-012-2011
Adopted:	April 26, 2011
Revised:	

## **Bus Incidents/Accidents and Student Incidents**

In the event of a school bus being involved in an incident/accident while transporting students or a student is involved in a serious incident, the following procedures shall be followed:

- It is the responsibility of the school bus operator to call 911 if necessary for the event.
- It is the responsibility of the school bus operator to contact Student Transportation Services with details of the incident or accident.
- It is the responsibility of the school bus operator to contact the schools affected by the incident.
- It is the responsibility of Student Transportation Services to prepare a report to be sent out to Senior Administration.
- If appropriate, it is the responsibility of the school administration to notify the affected families of the incident.

## **Problem Solving**

To ensure that problems or concerns are given prompt attention, the following schedule defines the appropriate contact depending on the nature of the concern.

<b>Nature of concern:</b>	<b>Contact</b>
Student Discipline	School Principal
Student Safety	Student Transportation Services/School Bus Operator/Principal
Loading Problems	Student Transportation Services
Stop Change/Additions	Student Transportation Services

<b>Requests For:</b>	<b>Contact</b>
Courtesy Seats	Application on: <a href="http://www.schoolbusinfo.com">www.schoolbusinfo.com</a>
Bus Passes	School Principal

<b>General Information:</b>	<b>Contact</b>
Policy/Procedure	Student Transportation Services
Driver Concerns	School Bus Operator or Student Transportation Services
Lost Items	School Bus Operator
Vehicle Related Problems	School Bus Operator