

Section Security	Number of pages 3
Title Missing Child Procedure	Effective date August 28, 2012

Statement	In the event that a child transported by CTSE is declared missing, every effort must be made to locate the student quickly and calmly. A series of steps must be taken to find the child in order to reduce delays and pressure on those involved.
Responsibilities	<p>School administration and CTSE must :</p> <ul style="list-style-type: none"> • Ensure that all students' emergency phone lists are maintained at all times in the School and BusPlanner databases. Using these databases, CTSE must provide operators with a list of emergency phone numbers for all students. <p>School bus operators must :</p> <ul style="list-style-type: none"> • Maintain run lists including emergency contacts telephone numbers provided by CTSE.
Procedure	<p>Steps to follow when a child is declared missing</p> <p>School administration must :</p> <ul style="list-style-type: none"> • stay calm; • ask the school staff to check the school's premises, including the toilets, school yard, daycare or extracurricular service of the school, to make sure that the student is not hiding somewhere; • check with the person responsible when boarding the students if she has seen the missing child actually boarding the school vehicle; • ask the student's teacher or the person responsible for boarding, to provide a precise description of the clothes the child wore on that day and disclose the information to the operator and CTSE; • ensure that the operator and CTSE have the right emergency phone numbers of the parents or guardians; • in the event that the child could have been mistakenly dropped at another stop, provide the operator with the name of student's friends who live in the area; • remain at school and stay in constant contact with the operator and CTSE until the child has been found; • if the child is found, immediately notify CTSE and the operator that the student has been found so that the research ceases;

Procedure (continued)

The operator must :

- stay calm;
- as soon as a child is missing, contact the driver all the other school vehicles of that same school to check if the child would not have taken the wrong vehicle;
- immediately communicate with the school so that the staff can check if the student is still on the premises;
- 1. contact CTSE to advise the management that a child is declared missing;
- contact the family to find out if the child is not there or if someone else has picked up the student without notifying the school authorities;
- if the child is found at school, notify the parents or guardian that their child is in the school and that they must go and get him;
- if the child is not found after the first research (telephone calls to the school, parents or guardians of the missing child) immediately notify the emergency services (911) and follow their instructions;
- require all drivers to keep the radio waves available and to use them only in emergency situations;
- speak calmly to the driver and explain the procedure to be followed; remember that students in the vehicle may hear this conversation; keep a calm tone in order to avoid creating a panic on board;
- keep in touch with the school, CTSE and police officers during research;
- within 24 hours of the incident, give CTSE a written report explaining the facts and reasons for the incident;
- fill the *Accident/Incident Report*.

The driver must :

- stay calm;
- as soon as a child is missing, immediately notify the dispatchers by radio; give the exact location where the bus is;
- move the vehicle in a safe place and wait for the dispatcher to be instructed; stop the vehicle completely and keep the transmitting radio on;
- students to sit in their place and inspect the vehicle looking under the seats to check if the child is hiding;
- ask students on board the following information about the missing student:
 - was he really on board the vehicle?
 - did he leave the vehicle before his regular stop?
 - what was he wearing?
- if the child is found at school, notify the parent or guardian who waits at the stop to contact the school's management to go and pick up his child;
- keep a calm tone with the children on board the vehicle and, if applicable, with the parent or guardian waiting for the child at the stop;
- refuse any adult to get onboard the vehicle, including parents or guardian of students; do not let other students get off the vehicle, except for safety or emergency reasons.

CTSE must :

- stay calm;
- keep in contact with the operator, the school, the parents or guardians and, if applicable, the police until the child is found;
- take all the information in writing;
- inform the school management;
- inform the senior management responsible for the transport of the school

Procédure (suite)	board concerned; <ul style="list-style-type: none">• inform parents and guardians of students on board that their children will be late;• keep a free phone line;• send media calls to the Director of education office of the school board concerned;• prepare a letter that will be sent to parents and guardians, if applicable.
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Review dates :
June 19, 2012
March 20, 2019