



School Bus Collision/Incident Protocol

School bus collisions and incidents, although rare, are a fact of student transportation. If they occur, a series of actions must take place depending on the severity of the situation. The safety and well-being of our students is the first and foremost priority.

The purpose of this protocol is to provide a consistent methodology in the management of school bus collisions/incidents for HRCE and its contract transportation service providers. The responsibilities for all partners involved have been defined in the procedures below.

Definitions

Motor Vehicle Collision:

A collision is the term used to define a vehicle unintentionally making contact with another vehicle, person, animal, or object.

Types of Collisions:

- Rear-end collisions are traffic accidents that occur when one vehicle makes contact with another vehicle in front of it.
- Side-impact collisions, also known as “T-bone” collisions or “broadsided,” occur when the side of a vehicle is impacted by the front or rear of another vehicle or a fixed object.
- Head-on collisions are when the front ends of two vehicles make contact with each other.
- Single-vehicle collisions occur when only one vehicle is involved. In some cases, a vehicle makes contact with other objects.
- Sideswipe collisions are a result of two vehicles, usually moving in the same direction, coming into contact with each other’s sides.
- Vehicle rollovers occur when a vehicle flips over onto its side or roof.
- Multi-vehicle collisions, also called multi-vehicle pile-ups, occur when any one of the above-mentioned collisions involve three or more vehicles.
- Pedestrian accident is any accident in which a vehicle makes contact with a person who is not in a vehicle.

Types of Incidents:

- An occurrence related to a student, driver, monitor, educational assistant, nurse, parent/guardian or school personnel that can lead to serious consequences, including a medical emergency
- When a Pre-Primary to Grade 2 student is not met at the stop
- A student placed on the wrong bus
- A student dropped off at the wrong stop or school
- Injury (slip, trip, fall)
- A lost student
- Student not on the school bus list/manifest
- Evacuation of the bus
- Any other disturbance to service not related to student behaviour.

Procedure for Service Providers

- Driver of the school bus must notify the service provider's dispatcher of the collision/incident via school bus radio. Dispatcher contacts 911 as required.
- The driver must then follow the steps outlined in the *School Bus Driver Action Guidance Card* prepared by the Department of Education and Early Childhood Development (EECD) and Emergency Health Services (EHS).
- Driver must remain on scene until assistance has arrived and they relieve the driver if required.
- Service provider dispatcher will confirm that 911 has been notified and on route or at the scene.
- Service provider's dispatcher will require some preliminary information from the driver for the collision/incident report, including but not limited to the following:
 - Location of collision/incident
 - Time of collision/incident
 - Number of students on the school bus
 - All relevant information of students' health and well-being
 - Summary of incident
 - Route number
 - Schools serviced by this school bus.
- The service provider's dispatcher will contact the service provider's Manager and provide the preliminary report in the *Preliminary Collision/Incident form*.
- The service provider's Manager will, in turn, contact the HRCE Director of Operations (or designate) and school to provide the preliminary information ideally within 30 minutes of the collision/ incident or as soon as possible.
- The service provider's Safety Officer or designate, once on the collision/incident scene, will provide a list of student names to the school Principal (via phone or email) and HRCE Transportation Team, and then determine if the run/route can continue with or without that driver.
- The service provider's maintenance team or Safety Officer will assess the bus for serviceability prior to operation after a collision/incident.
- Within 24 hours of the collision/incident, the service provider's Manager or Safety Officer will provide a detailed collision/incident report to the HRCE.
- The operator's Operations/General Manager will report all collisions/incidents to the HRCE Director of Operations (or designate) in a monthly update report.

Procedure for HRCE

The *Director of Operations* (or designate) will contact the following:

- Coordinator of Transportation
 - Director of School Administration
 - Coordinator of School Administration
 - School Administration (Admin) Supervisor
 - Transportation Representative School Administration
 - Regional Executive Director
 - Senior Staff Advisor
 - Communications Coordinator and Communications Specialist, Transportation
- The *School Admin Supervisor* will advise the Principal/Vice-Principal to contact the parent/guardian of each student involved and advise them of the collision/incident and the student's condition. See the *Collision & Incident Guidance Script* for Principals for assistance on how to notify parents/guardians.
 - *The Director or Coordinator of School Administration* will confirm that the School Admin Supervisor has been in contact with the school Principal/Vice-Principal.
 - *The Coordinator of Student Services* will initiate the School Crisis Response Team if required.
 - The *Communications Coordinator and Communications Specialist, Transportation* will work together and be responsible for all media inquiries.

School Principal/Vice-Principal Responsibilities:

- The Principal/Vice-Principal must keep an updated list of all students on every bus trip. This includes a list for all regular daily commutes to and from school and school trips. Principals will ensure that BusPlanner Web is accurate for regular daily commutes. In addition, a detailed manifest of all students on school trips will need to be kept at the school.
- Upon being contacted by the School Admin Supervisor (and/or the Service Provider Manager), the Principal or designate will contact the parent/guardian of each student involved in the bus collision (both injured and uninjured) to advise them of the collision/incident and the student's condition.
- If reasonable, the Principal or designate should drive to the scene of the collision/incident to assist if possible.
- If students are injured and hospitalized, the Principal (or designate) will attend the hospital where possible and if applicable. This is to assist parents/guardians and to provide support to students, as appropriate.
- At the first appropriate opportunity, the Principal (or designate) should notify the relevant school staff of the collision/incident and any details.
- The Principal or designate will complete the necessary School Insurance Program Incident Report Form for any injured student.
- In the days after the collision/incident, the Principal (or designate) will ask teachers and parents/guardians to monitor the students to ensure that no problems develop.

- The Principal (or designate) should remind parents/guardians about the coverage of student collision insurance as appropriate.

Teacher Responsibilities (for Trips):

- The teacher on the bus must have a list of all students on the bus. A copy of this list must remain at the school prior to departure for the trip. The list must include all emergency contact information.
- The teacher will inform the school Principal (or designate) of the collision/incident and any injuries as soon as possible.
- The teacher will assist with bus evacuation if necessary.
- The teacher must hold all students at the scene until Emergency Health Services (EHS) arrives. The Teacher should explain to parents/guardians on the scene that EHS is on its way to assess the students. If the parent/guardian insists on removing their child, the teacher is to take note on the student list and notify the school.
- Students may only be permitted to leave with a parent/guardian after an EHS professional has evaluated them. Confirmation of identity must be made of the parent/guardian before allowing students to leave the scene. Teachers must also ensure the safety of the remaining students on the scene.
- If students are injured and require immediate medical attention and/or hospitalization, the teacher will take their direction from EHS.
- The teacher will remain in contact with the Principal (or designate) as appropriate until the scene is completely cleared of students.