

Hamilton-Wentworth Student Transportation Services

Operational Procedures



Title: MISSING STUDENT
Procedure: HWSTS-OP-0113-10
Adopted: August 31, 2010
Revised:

1.0 Scope

HWSTS is committed to ensuring the safe delivery to school and return home of all consortium student riders. In extreme situations where the whereabouts of a student rider becomes questionable, HWSTS Management will cease all activities and direct all available staff of its energies and resources towards locating the student and communicating with all stakeholders.

Children may be reported missing for a variety of reasons:

1. They may board the wrong bus at the school
2. They may get off the bus at the wrong stop location
3. They may get off the bus at the wrong school
4. They may never board the bus at all

In all instances the cooperation of all stakeholders is necessary to safely locate the child. The initial call may be reported to the school, the school bus operator or to HWSTS. The flow of information will be determined by that initial report.

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2.0 Responsibility

2.1 The HWSTS Staff are responsible to:

- Act as information / communication hub for all stakeholders in the event of any situation in which a student may be missing
- Take immediate action towards clarifying situation details, gathering all alternative student contact information and reaching out to stakeholders & student contacts in efforts to find student.
- Maintain open communication lines throughout the investigation / search between all stakeholders
- Exhaust all reasonable efforts to find the student in collaboration with all stakeholders
- Notify HWSTS Administrative Team and Board Senior Administration of any situation whereby a student is not found within a reasonable time / and or police have been involved in the search

2.2 The HWSTS Service Providers and Schools are responsible to:

- Immediately notify HWSTS of any situation in which a student may be missing
- Liaise with all pertinent stakeholders and work towards a resolution of the situation
- Exhaust all reasonable efforts to find the student in collaboration with all stakeholders
- Keep all pertinent stakeholders updated
- Involve Police as appropriate

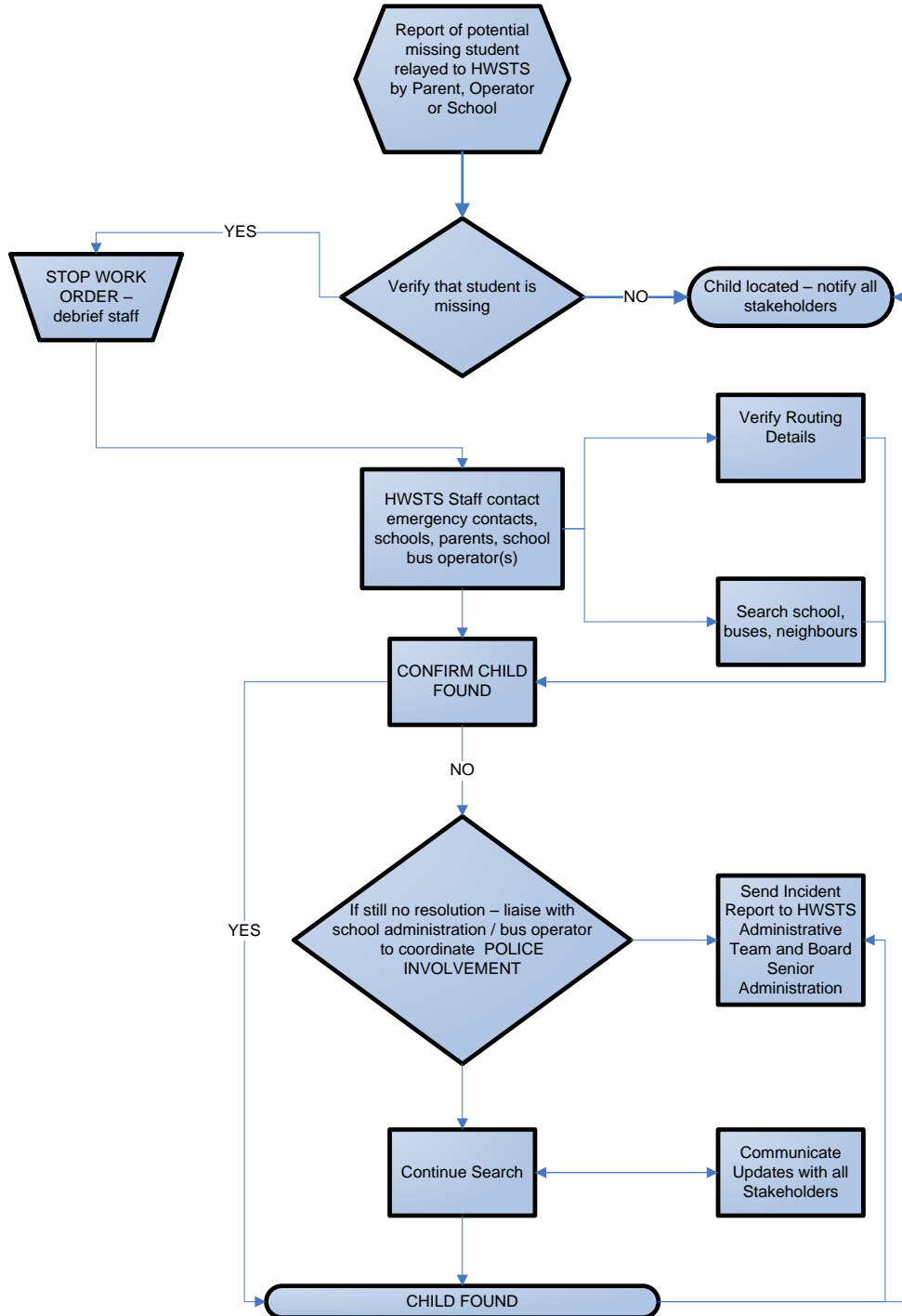
2.3 The Partner Board School Administrators are responsible to:

- Notify HWSTS of any situation in which a student may be missing
- Liaise with all pertinent stakeholders and work towards a resolution of the situation
- Exhaust all reasonable efforts to find the student in collaboration with all stakeholders
- Keep all pertinent stakeholders updated
- Involve Police as appropriate

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3.0 Procedure



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4.0 Definitions

Term	Definition
Missing Child	A student who is under the age of 18 years; whose location has not been determined; and who has been or will be reported as missing to the police
HWSTS	Hamilton-Wentworth Student Transportation Services Consortium
HWSTS Staff	All partner Board staff designated to the Consortium to support student transportation operations.
Partner Boards	The two Boards listed on the HWSTS agreement – the Hamilton-Wentworth Catholic District School Board and the Hamilton-Wentworth District School Board