

MISSING CHILD PROTOCOL

LETHBRIDGE TRANSIT / LETHBRIDGE SCHOOL DISTRICT 51 / HOLY SPIRIT CATHOLIC SCHOOLS

In the event that a child is missing either from the school or from home, the following procedures should be followed by the coordinator or supervisor.

School phones:

- Get Full name of child and drop off location area
 - Route number
- Radio the driver to check if the child is on the bus.
- Radio all buses for that school to check if the child got on the wrong bus.
- Check the bus in the yard if the driver is done already.
- Phone driver at home.
- Maintain contact with the school throughout the search.
 - School to continue to look & contact Police as per their procedures
- DO NOT LEAVE UNTIL THE CHILD IS FOUND. (Coordinator/Supervisor)
- Coordinator to contact the Front Desk (Transit), the Front Desk Clerk will notify the 311 call centre

Parent phones:

- Get contact info of the parent and the child's full name
 - Drop off location area & Route and school
- Radio the driver to check if the child is on the bus.
- Phone the school to see if the child is still at the school or was picked up by someone.
 - If you can't get ahold of school, call the School Board Contact to call the principal, they have extra contact numbers
- Radio all buses from that school to check if the child got on the wrong bus.
- Check the bus in the yard if the driver is done already.
- Phone the driver at home.
- Maintain contact with the school throughout the search
 - Contact Police if required
- DO NOT LEAVE UNTIL THE CHILD IS FOUND. (Coordinator/Supervisor)

Child left on the bus:

- Driver to notify Coordinator
- Coordinator to phone the parents/guardians and make contact
- Driver finish the route and return to the stop when finished.
- Coordinator Notify the school/school board
- LAST RESORT, Notify Police non-emergency line 403.328.4444

With all incidents please inform Transit Receptionist and On-Street Coordinator in case they receive a call. Follow-up communication with Transit Supervisor on event details.