

## CONTACT US

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## Transportation Department Wolf Creek Public Schools Bus Driver Handbook



**Wolf Creek Public Schools**  
*Creating Success For All Learners*

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## BREAKDOWN PROCEDURES

Assess the scene – If bus is in a safe location do not move it.  
If bus is NOT in a safe location move the bus or evacuate the bus and keep passengers together in a safe location.

- Put hazard lights and safety vest on.
- Assess your situation and immediately report it to:
  1. Transportation Manager or Assistant.
  2. Bus shop foreman or designate.
  3. After hours – Shop foreman, if unavailable then contact the Transportation Manager or Assistant.
- Report your exact location and number of passengers.
- Assign a bus helper if you leave the bus.
- Put out reflective triangles (30 m day or 75 m low visibility).
- If emergency services arrive they may take control of the scene.
- A rescue bus or other bus may retrieve your students.
- If asked to call the shop, park in a safe location and activate emergency brake before calling.
- Route delays will be posted and schools notified.
- Ensure that everyone is kept safe. Record the names of riders that are picked up at the scene and who picked them up.

"The way a team plays as a whole determines its success. You may have the greatest bunch of individual stars in the world, but if they don't play together, the club won't be worth a dime."  
– Babe Ruth

## EMERGENCY PROCEDURES IF INVOLVED IN AN ACCIDENT

- Activate hazard lights.
- Stay calm and communicate to riders that you're calling for help.
- Call 911 and report location and emergency.
- Put your safety vest on.
- Assess the scene. If your bus is in a safe position do not move it.
- If your bus is NOT in a safe location move the bus or evacuate.
- Keep passengers together in a safe location.
- Reassure riders that help is on the way.
- Administer first aid to passengers, if required.
- Assess your situation and immediately report it to:
  1. Transportation Manager or Assistant.
  2. Bus shop foreman or designate.
  3. After hours – Shop foreman, if unavailable then contact the Transportation Manager or Assistant.
- Discourage riders from calling parents to pick them up at the scene. Suggest they meet them at the school or hospital.
- Compile a list of passengers names, grade, and school and any suspected injury.
- Check seating plan for accuracy at time of incident.
- When emergency service arrives, comply with their requests.
- Reassure your riders and keep safe.
- Take photographs of the scene, property damage, vehicle damage, other drivers information (license, insurance).
- Obtain the information of others involved and potential witnesses.
- Refer any communication to the Superintendent's Office.
- After the incident, debrief with your manager.

## INTRODUCTION AND MESSAGE FROM THE TRANSPORTATION DEPARTMENT

As a Wolf Creek Bus Driver, you play an important role in the success of students in our division. We appreciate the work you do and look forward to a successful school year!

This handbook is a resource for bus drivers, providing general information about the duties, expectations, and responsibilities of their role. More specific and detailed information about the day to day operations of the Transportation Department can be found in the Standard Operating Procedures Handbook (SOPs). Drivers are asked to familiarize themselves with the SOPs and ensure full compliance in their day to day tasks.

In addition to the SOPs specific to our division, drivers should refer to the Wolf Creek website, which provides specific information related to Board policies and procedures. These can be found on the general website or on the Transportation Services page.



## ATTITUDE OF PROFESSIONALISM

Wolf Creek Public Schools values its employees and holds bus drivers to a high standard of excellence in the jobs that they perform. As an employee of WCPS, each driver represents the school division and has a responsibility to conduct themselves professionally both on and off the job. Professional conduct includes:

- A friendly and positive demeanor
- Personal hygiene/cleanliness
- Appropriate clothing and footwear
- Maintaining a clean bus

A positive attitude and a cheerful manner are necessary to do your best job as a bus driver.

Your attitude affects:

- How you drive
- Your **relationship** with students
- Your **relationship** with parents
- Your **relationship** with your supervisor
- Your **relationship** with the public

**For many students, their bus driver is the first person they communicate with at the start of each day - never underestimate your significance! A friendly smile and a sense of humor can go a long way to starting a student's day off right!**



## FIELD TRIP ASSIGNMENT

Requests for field trip transportation are submitted to the Transportation Office and then coordinated and assigned to drivers by a Field Trip Coordinator/Dispatcher. Bus drivers should advise the Field Trip Coordinator of their availability so that they can be added to the roster. Every attempt is made to distribute field trips evenly among drivers.

Pre and post trip inspections are required for all field trips and the standard driving rules and standard operating procedures remain in effect.

Drivers are responsible to submit a field trip pay sheet to the Transportation Office following each field trip.

## STANDARD OPERATING PROCEDURES

This manual does touch on and refer to some, but not all, of our Standard Operating Procedure and it is in no way comprehensive. We are guided by WCPS policies as well as Alberta Education, Alberta Transportation and Transport Canada for our operational procedures.

Please review your package of SOP's which was updated for the 2022-2023 school year. As SOP's are updated you will only receive the updated SOP's to replace the outdated copies in your package. A copy will also be provided to each shop.

It is your responsibility to be aware of the Transportation Department's operating procedures.

Feel free to access the Wolf Creek website to review the Division's Policies and Procedures that apply to student transportation.



## STUDENT MANAGEMENT

Student management is an important aspect of being a bus driver and has a tremendous impact on the busing experience for both students and drivers.

- Get to know your students and greet them by name.
- Use Student Responsibility Cards
- Clearly explain the rules of the bus and the consequences if the rules are not followed. Do not threaten consequences that cannot be followed through on.
- Handle discipline fairly and consistently.
- Be respectful at all times.
- Use appropriate language.
- Reward positive behaviour.
- Use a seating plan.
- Establish and maintain a relationship with school administrative staff.
- Use available student management resources, including talking to other drivers about strategies that have worked for them as well as using the Student Misconduct Form when needed to report improper behavior to school administrators.
- In circumstances where student discipline becomes a concern please refer to SOP # TTSSOP0024.
- Contact the Transportation Manager to discuss ideas, thoughts and strategies around dealing with student issues.



## OPEN DOOR POLICY

Wolf Creek Public Schools has an obligation to ensure that you are treated fairly on the job. Everyone, from time to time, has an idea, question, or occasional problem relating to his/her job or to the organization in general. We encourage you to communicate these thoughts.

When you have an idea, problem, or concern, please speak with your immediate supervisor. If further follow up or resolution is required, feel free to discuss matters with the Transportation Services office staff – our door is always open!

## PROFESSIONAL DEVELOPMENT

Wolf Creek Public Schools believes it is important to provide training and development opportunities for all employee groups. Aside from the regular, MELT, S Endorsement, and First Aid training, two days are set aside throughout the school year to offer PD opportunities to bus drivers, with the first one being the annual driver start up meeting. Drivers are paid to attend the PD sessions and they are considered mandatory to attend.

## IMPORTANT MEETINGS TO ATTEND

In addition to the annual Driver Startup Meeting which is held at the end of August each year, bus drivers are invited to attend monthly shop meetings. The intent of these meetings is to disseminate and discuss information, strengthen relationships within the team and address any issues that may arise. Please contact the Transportation Services office for the meeting schedule.



## MEETING PROTOCOLS

The purpose of the regular monthly shop meetings is to have meaningful discussion around important issues that pertain to bus drivers and to build cohesiveness as a team. All drivers, both regular and spare drivers are encouraged to attend.

To ensure the meetings are worthwhile and successful, here are some ground rules to keep in mind:

### 1. Show up on time and come prepared

Be prompt in arriving to the meeting and returning from breaks. Be prepared to contribute and come to the meeting with a positive attitude. If you request an item to be placed on the agenda, be prepared to speak to it.

### 2. Stay mentally and physically present

Be present and attend meeting business only. Listen attentively to others and don't interrupt or have side conversations. Treat others with the same respect you would expect from them.

### 3. Contribute to the meeting

Share your ideas, ask questions and contribute to discussions. Share your unique perspectives. If you state a problem or disagree with a proposal, offer a solution.

### 4. Allow everyone to participate

Share time so that all can participate. Be patient when listening to others and do not interrupt. Respect the thoughts and values of others and listen with an open mind.

### 5. Close Decisions and identify action items

All decisions and action items should be clearly communicated. Pending issues should be noted and scheduled for follow up as needed.

### 6. Record Outcomes

Meeting notes will be kept and distributed by way of Wolf Creek email so everyone remains in the loop about decisions.

All information available to division bus drivers or department staff is confidential. It can only be used for the purposes for which this information has been gathered. Information collected about students and their families cannot be shared outside the transportation department. Distributing confidential information can have ramifications that might include discipline up to and including termination. Drivers are privy to confidential information about students and families. Families are asked to provide confidential information about students that enable the driver to better serve or transport that student. Medical or personal information gathered for this purpose is to be kept in strict confidence.

All route sheets with student information on them must be kept secure.



## EMAIL COMMUNICATION

Email has become the standard form of communication across the school division and, as such, bus drivers are expected to check and respond to emails on a regular basis. If assistance is required (i.e. to obtain your login information, learn how to access email, etc. drivers are asked to contact the Transportation Services Office).

Every bus driver is required to observe and maintain the FOIP guidelines with respect to the information that they gather about

## FOIP AND CONFIDENTIALITY (AP 180)

students and families in their position as a division bus driver.

The FOIP Coordinator for WCPS is the Secretary-Treasurer who ensures that:

1. WCPS maintains records that demonstrate that the operating requirements of Alberta Learning are being observed.
2. WCPS has a records directory which provides a general list of all records in control of the Division.
3. The records are in compliance with the Act.

FOIP requires that the information collected is used strictly for its intended use. Any other use or disclosure is in breach of the Act.

In terms of relevance for bus drivers, there are two considerations:

1. The information gathered for use as a bus driver cannot be disclosed to anyone other than another person that requires that information to operate the bus.
2. Drivers involved in emergency situations such as accidents or school closures, cannot divulge any information to bystanders or media, including social media. Refer that person to your supervisor or the Principal. The Division employs a Communications Officer for these situations.

## RADIO PROTOCOLS

The two-way radio is a mechanism for communication between drivers, shop, and office staff. If there is a situation on the radio that is emergent please try to keep the channel clear until the issue is resolved. Your radio calls should be brief and to the point but include all relevant information.

## SERVICE TRIPS

When taking a bus in for routine or emergency servicing, bus drivers are asked to complete a Service Trip Sheet and submit it to the respective shop foreman. **The Service Trip Sheet must provide detailed information regarding what the trip is for and the date of the trip.** Service trips are paid at a set rate and are added to the driver's monthly pay. A service trip will also be paid when you come to the Transportation office to review your route and make necessary changes.

## TIMESHEETS

Timesheets must be submitted to the Transportation Services Office on a monthly basis according to the schedule that is in your startup package - please review carefully. All absences, as well as the reason for the absence, must be recorded on the time sheets. Timesheets need to be filled accurately and be legible. **Emailed, Texted or Faxed copies will not be accepted.**

## EMPLOYMENT CONDITIONS

Please see the Employment Conditions Handbook on the Wolf Creek website for detailed information related to pay and benefits, leaves of absence, WCB, and changes in employment status. For clarification on these issues please contact the payroll department.

## DRIVING EVALUATIONS

Wolf Creek Public Schools believes regular and thorough evaluation of Division Staff enhances the quality of education and services. Evaluations must be completed within the first year for all new staff members or an employee in a new position. This may occur more frequently, if requested by an employee, or if deemed necessary by the supervisor. All drivers will be evaluated bi-annually or as required.

## APPROPRIATE DRESS

Bus Drivers are expected to dress in a professional manner and be prepared for emergency situations or adverse weather conditions at all times. *It is important for bus drivers to always wear their safety vest while driving.* Proper footwear appropriate for the weather conditions is required and should consist of closed toed, fitted shoes, with no large or pronounced heel. Personal hygiene is also very important.



## DISTRACTED DRIVING AND CELL PHONE USE

Under both Wolf Creek Public Schools policies and Alberta's Distracted Driving Legislation, all Wolf Creek drivers are **strictly prohibited from the use of any hand held electronic device while operating a school bus.** The Distracted Driving Legislation prevents drivers from the following activities while in transit:

- Using hand held cell phones
- Texting or emailing
- Using electronic devices such as laptops, video games, cameras, video entertainment devices and programming portable audio players (example: MP3 players)
- Entering information on GPS units
- Reading printed materials in the vehicle
- Writing, printing or sketching
- Personal grooming
- Drivers can not wear headsets or earbuds of any type while driving, this includes Bluetooth type ear pieces.

This applies to all vehicles as defined by the Traffic Safety Act and applies to all roads in both urban and rural areas of the province.

**In an extenuating circumstance or emergency situations where a driver needs to make or receive a call on their cell phone, the driver must:**

- Pull over to a safe location
- Engage the park brake
- Remove the keys from the ignition
- Get out of the driver's seat and either stand up in the stairwell area of the bus or step outside of the bus to use the cell phone.

## DRUGS, ALCOHOL, SMOKING AND VAPING

The use of tobacco, vaping products, illicit drugs and alcohol on WCPS property, including school buses, is strictly prohibited.