



Policy Code – Version: T8 – V2	
Policy Name: Reporting of Accidents	
Approved by motion of Board on	18/10/2010
Cross Reference T10 – Stakeholder Responsibilities; T14 – Transportation Services	
Related Forms Operator’s Report of Accident	

Policy Statement

1. All transportation accidents involving Ottawa Student Transportation Authority operated vehicles or vehicles under contract to provide student transportation service (includes excursion and after-school activities) must be brought immediately to the attention of the General Manager (or designate) of the Ottawa Student Transportation Authority.
2. The Ottawa Student Transportation Authority shall establish and uphold procedures for the reporting of accidents involving school vehicles or students of member school boards.

Procedure

1. An “accident” occurs when:
 - a. a vehicle comes into contact with another vehicle or stationary object;
or
 - b. A vehicle involuntarily leaves the road
2. **Reporting Requirements:**
 - a) Serious Accident or Accidents involving injuries:
Any serious accident and/or accident where injuries are reported involving contracted vehicles will immediately be reported to the Assistant General Manager of the Ottawa Student Transportation Authority.

The Assistant General Manager (or designate) will provide notice of the accident to the following:

- a) General Manager of the Ottawa Student Transportation Authority;
- b) Transportation Coordinator for school involved;
- c) OSTA staff;
- d) Designated Communications Office staff of both member boards;
- e) Designated Supervisory Officers of member boards;
- f) Health & Safety personnel of the member board involved in the accident;
- g) Ontario School Boards' Insurance Exchange (OSBIE).

In accordance with member school board policies, student injuries received during transport must be reported to OSBIE by school Principals. The OSTA is responsible for advising OSBIE of any motor vehicle accidents, or accidents involving contracted vehicles that may or may not result in property damage.

- b) In the absence of the Assistant General Manager, the General Manager and Transportation Coordinator for the school involved will be notified. The General Manager will be responsible for providing notice of the accident in accordance with Administrative Procedure #1(a) above.

c) Minor Accident

In the event of a minor accident or a minor accident where no injuries are involved, the OSTA staff person receiving notification of the accident will document the facts provided by the operator in an email, detailing the following information: i) Date; ii) Time; iii) Location of accident; iv) Bus company involved; v) School serviced; vi) Brief description of the minor accident/incident.

This email will be distributed as soon as possible upon notification of the incident to the following:

- a) General Manager
- b) Assistant General Manager
- c) OSTA Staff
- d) Communication Staff at both member Boards
- e) Principal of the school involved
- f) Superintendent of Education/Instruction of the school involved
- g) Health & Safety personnel of member Board involved in the accident/incident
- h) OSBIE

d) Operator Reporting Requirements:

Contracted operators will notify the Ottawa Student Transportation Authority as soon as possible of any accidents (serious or less so) involving contracted vehicles.

Operators under contract to the Ottawa Student Transportation Authority will be responsible for providing notice to school Principals and the Ottawa Student Transportation Authority as soon as possible of any accident resulting in injury to a student, including:

- i. While crossing the road to or from a school purpose vehicle;
- ii. While entering or leaving a school purpose vehicle;
- iii. While travelling on a school purpose vehicle.

When a minor accident occurs on the way to a school and the route is able to continue to the school, or a replacement vehicle transports the passengers to school, it is imperative that the driver or company official notifies school officials accordingly in order for the school to assess the overall situation and contact parents where appropriate.

When a minor accident occurs on the trip home, the operator will contact the parent/guardian and advise that a minor accident occurred. This requirement can be accomplished in one of the following manners:

- a) To the parent/guardian at the stop location, provided the parent/guardian is known and such action would not create confusion with respect to the overall notification procedure (e.g. , usually small number of student passengers, rural, etc.);
- b) Through a telephone call to the home based on the student passenger manifest (the Ottawa Student Transportation Authority will be provided a list of students where contact could not be made);
- c) By returning the students to the school, where appropriate (e.g., proximity/time allowance etc.) At the discretion of the school Principal, students may be returned home by the bus or parents may be requested to pick-up their children at the school.

The operator will be required to provide written follow-up to the Ottawa Student Transportation Authority within 18 hours of such an occurrence with an official Accident Report.

All official accident reports must include a covering letter on company letterhead (signed by an authorized company representative) outlining the particulars of the accident, and a detailed accident report document that provides specific details of the accident (see Appendix for sample "Operator's Report of Accident" form). Operators who have a similar form that captures all of the necessary information may be permitted to submit their own form with the covering letter, subject to the prior approval of the General Manager of the OSTA.

Communication with Parents and Guardians

- a) Major Accidents/Injuries/Incidents with Safety Risk – On the way to school

The Principal, or Designate, is responsible for contacting the parent/guardian of each student on the bus, of those who have suffered injuries and/or of those who may have suffered a traumatic experience due to a major incident.

b) Major Accidents/Injuries/Incidents with Safety Risk – On the way home

The Operator is responsible for contacting the parent/guardian of each student on the bus, of those who have suffered injuries and/or of those who may have suffered a traumatic experience due to a major incident.

- c) Should either the Principal (or Designate), or the Operator, require assistance, or if OSTA deems that additional communication is necessary, OSTA will communicate directly with parents/guardians, as necessary.
- d) Communication with parents/guardians will occur as soon as possible after the accident or incident has been reported by the driver, with further follow-up calls, if necessary.