

Stark County Board of Developmental Disabilities

Transportation Procedure 016 No One Home	Effective: 9/1/2015
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Transportation: No One Home

This Procedure is to be followed when the person (s) who receives the student/individual at the place of residence is not home at the time of drop-off, as required by information on an emergency form, IEP, or ISP.

1. The vehicle operator, upon determining that no one is present to receive the student/ individual, which is required at the drop off site, is not to drop the student/individual off.
2. The Bus-Driver will contact the Bus Garage via the radio and apprise the Radio Operator of the situation.
3. Supported Employment Drivers are to contact the SE Operations Manager for direction.
4. The Radio Operator will contact the Transportation Supervisor in charge and if any questions, communicate with the Driver, for clarification.
5. The Supervisor/designee in charge shall telephone the residence to make certain that no one is present in the home.
6. If no response at the residence, the backup telephone number on the emergency form will be called. If an acceptable response, arrangements may be made for the dropping of the individual off at the emergency back up residence indicated on the emergency form.
7. If there is no response or an unacceptable response after making contact with the backup numbers, the Supervisor/designee may advise the driver to wait, go to the next pick-up, or return the student/individual to a school or workshop as pre-arranged with that site.
8. Based upon the instructions of the Supervisor/designee in charge and with no other option upon the completion of the bus run, the Driver will be instructed to return the individual to the Bus Garage. The bus staff may, depending on the situation, have to wait with that student/individual until they are picked up. Due to the numerous possibilities in the case of an emergency situation such as this, the Supervisor in charge at the Bus Garage must make this decision and coordinate services as necessary.

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Routine Preparedness

1. The Supervisor in charge will keep an updated telephone list of all passengers and their respective providers.
2. The Supervisor in charge will keep an updated telephone list of all management staff available to assist with the emergency.
3. Annually, when the emergency forms are sent out, a letter is to be included to all residential service operators reflecting our concern for and the requirement to have someone be reachable by phone at the residence; no answering machines or no answer.
4. The respective Department Heads will assure the emergency numbers are checked to assure compliance with the requirement.
5. Student/individuals' homes will be contacted when a bus is estimated to be thirty (30) minutes late or more in arrival to the individual's residence as a result of an unforeseen delay. The purpose is to continue effective communication with the providers.

No response/No communication at AM Pick-up

It is the practice of the Transportation Department to make every effort to pick-up on a daily basis, unless otherwise instructed, in a consistent and safe manner. If however, after three consecutive days of making an effort to pick-up the student/individual as agreed to, and there is no indication of anyone at home during the pick-up on those three consecutive days, and no one in the home communicates either verbally or non-verbally, the transportation staff shall inform the front office who will make every attempt to try and discern why there is no one home. The driver will not return to the pick-up location until told to do so by the transportation office.

Ref: Board's Policy 3.01 Statement of Safety