

WELCOME

Welcome to the Carroll Hills Programs. The purpose of this handbook is to help you to understand the transportation services which Carroll Hills Programs provide.

Please look over this handbook carefully with a parent, guardian, staff member, or advocate of your choice. If you have any questions or need help in understanding any part of this handbook, contact the transportation supervisor, Tonya Hawk or Superintendent, Matt Campbell, to assist you (330-627-7651).

All services offered by Carroll Hills Programs are based on the wants, desires, and needs of the passengers that are served. Carroll Hills shall strive to provide services which are least restrictive to the individual and include structure to make sure opportunities exist for work, recreation, social, physical, and emotional development to the people we serve.

All services provided through the Carroll Hills Programs are available without prejudice to age, race, religion, national origin, sex, or physical or mental handicap. Delivery of services is provided upon results of unbiased comprehensive evaluation and individual needs assessment of all individuals.

TRANSPORTATION RULES

Transportation to and from CHS is provided by the County Board of DD and managed through Carroll Hills Schools. The following are rules for on the vehicles which all passengers are to follow:

1. Loading and unloading will be done at the predetermined locations unless approved through the Transportation supervisor.
2. There will be no eating or drinking on the vehicle
3. There will be no cell phone use on the van or bus
4. Passengers will sit in the seat assigned by the Driver
5. Noise on the van or bus must be kept at a minimum for safety so the Driver can hear.
6. There will be no throwing or passing of objects while the vehicle is in motion
7. There will be no throwing objects out of windows or extending any body parts out of the windows.
8. Crossing in front of the van/bus will be done 10 steps in front of the vehicle and only after the driver has given the appropriate signal
9. Passengers will not bring any object that is determined to be dangerous or harmful including but not limited to: guns, knives, (play or real), any object that obstructs view such as balloons etc. anything flammable, any kind of animal
10. Objects carried on the vehicle must be able to rest on the passenger's lap unless special permission is given by the driver. All objects not carried on the passenger's lap must be able to be secured. The Highway Patrol indicated in accidents unsecured objects can become flying objects that can cause serious harm.
11. **NO SMOKING OR USE OF ANY TOBACCO!**
12. There will be random checks of book bags as children board the school owned vehicle
13. And any additional rule that the driver deems necessary for the safety of all passengers

PROVISION OF SERVICES

The Carroll County Board of DD will provide transportation services in accordance to Section 5126.05 of the Ohio Revised Code for eligible consumers in the Carroll County Board Program subject to adopted priorities of the Board and subject to its Waiting List Policy, in accordance with the Ohio Revised and Administrative Codes. The Program utilizes Passengers who have special adaptations or need specified on their IEP will have these needs met while being transported, if appropriate.

PASSENGER BEHAVIOR AND DISCIPLINE

PASSENGER BEHAVIOR

The driver of the van/bus is responsible for the behavior of his/her passengers. The passengers have specific responsibilities, and the driver will ensure adherence to these responsibilities. Recommendations to ensure minimum problems are:

1. Assignment of seats
2. Familiarity with passenger's names
3. Communications with passenger/caregivers when necessary

DISCIPLINE

- A. Requests for the discipline of specific students should be made by the appropriate supervisor. State the nature of the act and the remedy requested. Behavior report forms will be available from the Transportation Office. **USE THESE FORMS TO YOUR ADVANTAGE.**
- B. Specific Procedures:
 1. Advice and counseling. Make the students aware of your concern about his/her behavior. Document
 2. Communication with caregivers. Document
 3. Referral to supervisor
 4. Letter to passenger/caregiver from Superintendent advising of possible removal
 5. Recommendation for the removal will be made to the Superintendent or the Designee
 6. Removal according to Board Policy

SUSPENSION, EXPULSION OR IMMEDIATE REMOVAL FROM VAN/BUS (These rules are based on the Ohio Administrative Code)

- A. The provisions of O.R.C. 3313.66 shall apply to suspension, expulsion and immediate removal of a passenger from van/bus riding privileges
- B. The Superintendent, or Superintendent Designees are authorized to suspend or remove riding privileges of students.
- C. Immediate removal of a passenger from transportation must be given notice as soon as practicable of a hearing which must be held within 72 hours of the removal. The notice shall also include the reason for the removal. Immediate removal is authorized when the enrollee's presence poses danger to persons or property or a threat to the safe operation of the van/bus. Length of time removed from ridership shall be in accordance with board policy
- D. Suspension of riding for rule violation or conduct not considered a danger to persons or property or a threat to the safe operation of the van/bus may not exceed ten (10) days. Suspension of riding privileges by the Superintendent, or Superintendent Designee shall be in accordance with O.R.C. 3313.66 and county board policy related to due process
- E. Expulsion of a passenger from riding privileges shall be by the Superintendent and in compliance with paragraphs (B),(D), and (E) or O.R.C. 3313.66
- F. Van/bus drivers shall report in writing to the appropriate administrator all rule violations or conduct that justify immediate removal, suspension, or expulsion

- G. Suspension or immediate removal of handicapped adults may require a modification of the above procedures and shall be accomplished in accordance with the law

RULES THAT ARE TO BE OBSERVED BY STUDENTS RIDING VANS/BUS

1. Students must leave or board the van/bus at locations to which they have been assigned unless they have parental and administrative authorization to do otherwise.
2. Students must refrain from eating and drinking on the van/bus
3. Students must sit only in their assigned seats. (If seats are assigned by driver)
4. Students must be absolutely quiet at railroad crossings and other places of danger as specified by the driver
5. Noise on the van/bus should be kept to a minimum. Students may talk quietly if the driver permits
6. Students are not permitted to change seats
7. Students must not throw or pass objects on, from, or into the van/bus
8. Students must not hang any object or part of their body outside the van/bus window
9. Students should cross the street at least ten steps in front of the van/bus upon signal of the driver
10. Students are not permitted to transport animals, glass materials, weapons, or anything that could be considered dangerous
11. Students may carry a student size backpack which is to include their lunchbox and anything else they choose to bring on the van/bus. These items must be contained inside the backpack and held on their lap
12. The state Highway Patrol encourages us to minimize the possibility of airborne objects in the event of an accident or sudden stop. Therefore, students may be asked to put lunches, book bags, etc. in a designated area on the van/bus where they can properly be secured.
13. Positively no smoking or the use of any tobacco product allowed on the van/bus
14. Students should load promptly on the van/bus when dismissed from the school
15. Students must comply with driver's instructions

VAN/BUS COMPLAINT PROCEDURES

IF you have concerns which have not been resolved, please follow the steps below to obtain a rapid solution.

1. Initially bring your concern to the attention of the van/bus driver
2. Call the Transportation Office (627-7651) if the problem persists.

PARENT/CAREGIVER RESPONSIBILITIES

1. Parents/caregivers/residential facilities must provide to the program and van/bus driver, medical information related to students known to have medical problems which may require driver attention
2. Waiting time procedures are the responsibility of students/caregivers
 - a. Students must wait in a location clear of traffic and away from the van/bus stop
 - b. Behavior at van/bus stop must not threaten life, limb, or property of any students
 - c. **Drivers are instructed to stop – sound the horn—and wait two minutes.** If the caregiver or student has not made an appearance by that time, the van/bus will drive on and continue the route. **In instances when the van/bus is running ahead of schedule, the driver shall wait for passengers until the regularly scheduled pick-up time**
Drivers will be running their entire route this year, we will not be making adjustments for when students are called off. Be aware the bus will still stop, even though the student was called off.
 - d. **Communication at the bus stops should be kept to a minimum in order to keep our routes on their daily time schedules. ALL COMMUNICATION MUST GO THROUGH THE OFFICE AT THE SCHOOL, not through the bus driver or aide to school staff.**
 - e. When a student is sick or not attending school for any reason, **it is requested that you notify the transportation office (330-627-7651) as soon as possible and limit texting or calling the bus aide. All communication is to go through the office.** In instances when the student leaves school sick during the day you are asked to contact the school office notifying them upon return to the program.
 - f. Caregivers are asked to be home at 3:00pm or the proper time when their student is scheduled to arrive home. The driver should have the name, address, and phone number of someone close by to call in case of unforeseen emergencies. Please note: Most students are capable of disembarking from vehicles and entering their own homes without supervision. It is the responsibility of the Transportation Department if a student should not be permitted to disembark without a clearly visible person to meet them. Such situations should be discussed in the IEP team meetings and procedures agreed upon. It is the caregiver's responsibility to help their student from the van/bus if he/she is unable to do so without assistance. The driver is not permitted to leave the van/bus for this purpose
 - g. In emergency situations, when a student should be dropped off at a location other than home, written permission, except in an extreme emergency, shall be sent to the Transportation Supervisor, who will attempt to make the necessary arrangements (contacting the driver). For obvious safety reasons, because callers often cannot be readily identified, telephone calls asking for changes in pick-up or drop-off points will not be permitted under normal circumstances. In the event of an accident the students would be released to the parents by the Superintendent or appointed designee. If there was a natural disaster (tornado, school evacuation of other sorts) students would be released to parents by the School Principal or appointed designee.

NOTE: Vans/busses shall receive and discharge all students on the residence side of the highway unless permission is obtained from the Transportation Supervisor.

- h. If no parent/caregiver is present to receive the student, the student will be transported back to school. At this time the parent/caregiver will need to pick the student up at the school.
- i. **If the parent/guardian would choose to have a secondary pickup/drop off location- the locations need to stay permanent. Example: Child is to be dropped off at Location A in mornings and Location B in afternoons. This cannot change on a daily basis. If this needs to change, child must be a parent pickup for those days.**

TRANSPORTATION OF ROUTINE MEDICATIONS AND EMERGENCY MEDICATIONS

1. All emergency medications including but not limited to epi-pens, Diastat, glucagon, vagal nerve stimulator magnets, and inhalers, will be transported and made easily accessible to the transportation aide, who may be a delegated medication administration staff person, by handing it to them prior to the passenger getting on the bus/van. All medications will be in a current, updated container labeled with the passenger's name, medication, dosage and times to be administered. The individual/parent/guardian/residential provider will hand all medications to the transportation aide prior to boarding the bus/van. Both the parent and transportation aide must sign the clipboard regarding the change of possession of all medication.
2. **If the passenger requires an emergency medication and they do not have it with them they will not be permitted on the van/bus. The passenger will be instructed to return home and get the needed medication or they will not be able to be transported. All other medications going to the Nurse for routine administration will be secured in the transportation aide book bag that the aide has in their possession at all times.**
3. If the passenger does not have the prescribed medication or equipment, he/she will not be transported, they will be directed to return home, staff will then notify the CHS office and request contact be attempted and the home be made aware of the situation. If there is no contact, it has been decided by the medical staff that the passenger will remain home.
4. On the return trip home, the aide will check to be sure the medication is available before leaving the school and return the medication to the passenger upon disembarking the vehicle. The same process will take place as far as the change of possession of all medication from the transportation aide to the individual/parent/guardian/residential provider.

**Any questions regarding this matter, please call the school and talk to our Nurse.
(330)627-7651**

EMERGENCY WEATHER PROCEDURES

The safety of each passenger is our number one concern during winter when there is snow or ice on the roads. Decisions on whether or not to work on a particular day will be based on the availability of safe transportation.

On mornings when the condition of the roads is questionable, program officials will check roads and consult with officials from various agencies such as the State Highway Patrol, the Sheriff's Office, the County Garage, and State Highway Garage. A decision will be made as early as possible. A call will be made by the 1 call system to all students.

Since the vans/buses travel over the entire county, please remember even though most of the county has safe and clear roads, there may be isolated areas of poor conditions. In this case, parents/caregivers should exercise good judgment in sending students to catch the van/bus. If a van/bus doesn't come and you transport your student to Carroll Hills, you should also provide private transportation home. This is in the best interest of your passenger since the van/bus may not be able to get through certain roads in the evening

As soon as a decision is made to close the program on these days, a call will be made by the 1 call system to all families, providers, staff and students to notify them. Radio stations will also be called. We ask that you stay tuned to one of those stations listed rather than call homes of administrators. Listen very carefully to the 1 call message.

Please Note: Radio and television stations do make errors from time to time in their presentation of closing information in weather emergencies. Even though information has been provided regarding a Carroll Hills Program call-off or delay, the station may not air the information in time. Please tune to an alternate station to be certain in questionable weather situations if you do not hear expected call-off information. When conditions dictate, the program may be called off a day in advance.

RADIO AND TV STATIONS

WHBC AM 1480 – Canton
WTOV TV-9 –Steubenville
The Repository

FHBC FM 94.1 – Canton
WJW Fox 8 – Cleveland

****There will be snow routes established and if this affects your child's stop, you will receive a letter by the 1st of November regarding this situation.**

INTERRUPTED VAN/BUS SERVICE

If your van/bus is delayed or does not arrive at all, please follow the steps below:

DELAYED VAN/BUS

1. If you have not been called and the van/bus is 20 minutes late, call the Transportation Office (330-627-7651). Your van/bus may have experienced mechanical difficulties or become disabled by snow, mud, or high water
2. Never permit your passenger to remain outdoors in bad weather for more than 15 minutes waiting for the van/bus
3. Keep in phone contact with a stop prior to your student's stop, if possible, to ensure being ready when a late van/bus does arrive.
4. If the van/bus was unable to pick up your passenger due to the condition of your road caused by weather, do not bring your student to the school unless you are going to pick them up at the end of the day. This is in the best interest of your passenger since the van/bus may not be able to get through certain roads in the evening.

ADDENDUM

We only pick up at a driveway entrance, lane, entrance, or other designated location unless previously approved by the Transportation Supervisor or Coordinator.

All vans are required to pull completely off of the road for pick up and drop offs. They will pick up and drop off door to door and/or in driveways or other safe locations.

****If the individual passenger does not need transportation, do not tell the driver, call into the office and either report or leave the message on the answering machine.**