

**Management of hazardous or accidental situations during the route**

The purpose of this operational instruction is to identify the main scenarios and management actions in case of dangerous or accidental situations during the routes organised by COSTEV under the following circumstances:

- At the bus stop both in the morning and in the afternoon (it is considered part of the route until the child is entrusted by or to a legal guardian or until he/she gets on or off the vehicle for those over 14 years old or from S1 if authorised by legal guardians)

- On the way

- On the bus yard

Events are recorded in the internal Event Log.

Event	Condition	Entity	Bus monitor	COTSEV office	Families
Road accident <i>with direct/indirect involvement</i>	On the way	Slight	- Notifies the office during the journey - Monitor any pupils involved	- Notifies the parents only if the pupil is directly involved - In case of a delay notifies the School - In case of any damage or checks notifies the bus company for the insurance files	N.A.
Accident <i>sickness of a pupil or transported person</i>	On the way	Slight	- Notifies the office during the journey - Monitor any pupils involved	- Notifies the parents of the pupil involved - In case of a delay notifies the School	N.A.
Accident	On the way	Serious	- Makes sure that no injuries are involved and that the children are all well - If there are injured persons refer to injury scenario - Notifies the office - The bus parks in a safe area and waits for the rescues	- Contacts immediately the family of the any injured persons - Contacts the other families with priority to the event management - If the bus is in the Varese area and if possible, reaches the bus to give support	N.A.

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Event	Condition	Entity	Bus monitor	COTSEV office	Families
Accident	On the bus yard	Slight	- Provides assistance if in the vicinity of the bus and without losing attention to the pupils on the bus of his/her competence		
Accident	On the bus yard	Serious	- Provides assistance if in the vicinity of the bus and without losing attention to the pupils on the bus of his/her competence	<ul style="list-style-type: none"> <li>- Analyses the situation and manages the event</li> <li>- Involves the school as professional psycho-pedagogical support</li> <li>- Contacts the family</li> <li>- Registers the event in the Event Log</li> <li>- Records any feedback</li> <li>- Informs the Board, which defines corrective actions</li> </ul>	- Report to the office asap and report in writing any feedback it deems appropriate concerning the event or situation
Accident <i>Embarking: crying, slipping on the steps... Disembarking: absence of a legal tutor or delegated adult if the case applies</i>	Embarking or disembarking from the bus	Slight	<ul style="list-style-type: none"> <li>- Embarking: provides assistance and facilitates the pupil's embarking in serenity and safety by taking care of timing.</li> <li>- Disembarking: in case of absence of a guardian or delegate for those under 14 years of age not authorised by their parents, call the service coordinator.</li> </ul>	<ul style="list-style-type: none"> <li>- Calls the contact numbers of the family and if they don't answer after the second attempt, gives instructions to the bus driver to go ahead.</li> </ul>	
Psycho-social event <i>Inappropriate behaviour, quarrels...</i>	Any circumstance	-	- If it occurs on the bus, he/she informs the office	<ul style="list-style-type: none"> <li>- Contacts the family</li> <li>- Takes charge of and registers the report in the Event Log</li> <li>- Analyses the situation and carries out the necessary investigations</li> <li>- Involves the school as professional psycho-pedagogical support</li> <li>- Informs the Board, which defines corrective actions</li> <li>- Records any feedbacks</li> </ul>	- Report the event and situation in writing to the office asap

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Event	Condition	Entity	Bus monitor	COTSEV office	Families
Injury	On the way	Slight	<ul style="list-style-type: none"> <li>- Notifies the office</li> <li>- Monitors any pupils involved and reassures them with priority to the rescue of the injured person</li> </ul>	<ul style="list-style-type: none"> <li>- Notifies parents by telephone</li> </ul>	N.A.
Injury	On the way	Serious	<ul style="list-style-type: none"> <li>- Notifies the office and immediately afterwards 112.</li> <li>- The bus parks into a safe area and waits for help</li> <li>- Monitors pupils who may be indirectly involved and reassures them with priority to the rescue of the injured person</li> </ul>	<ul style="list-style-type: none"> <li>- Contacts the family immediately.</li> <li>- If the bus is in the Varese area and if possible, reaches the bus to monitor the pupil and give support</li> </ul>	N.A.
Injury	On the bus yard	Slight	N.A.	<ul style="list-style-type: none"> <li>- Calls the medical service or the school's First Aid Officer</li> </ul>	
Injury	On the bus yard	Serious	N.A.	<ul style="list-style-type: none"> <li>- Calls the medical service or the school's First Aid Officer</li> <li>- Considers calling 112</li> <li>- Contacts the family immediately</li> </ul>	
Near-Miss	Any circumstance	N.A.	<ul style="list-style-type: none"> <li>- Report to the office asap</li> </ul>	<ul style="list-style-type: none"> <li>- Takes charge of and records the report in the Event Log</li> <li>- Analyses the hazardous situation and defines corrective actions and their priority for action</li> <li>- Records any feedback</li> </ul>	<ul style="list-style-type: none"> <li>- Report to the office asap</li> </ul>