

CLASS Business Unit:	Student Transportation
Operating Procedure:	Accessibility Standards for Customer Service
Reference:	STS-PRO-016-2013
Adopted:	December 3, 2013
Revised:	December 6, 2019

1.0 Scope

It is the policy of CLASS to provide an environment in its facility that builds independence, dignity, integration, and equality of opportunity for all our customers, students, parents/guardians, the public and our staff. Further, CLASS is committed to providing students with disabilities the same opportunity of access to our services in the same location and in a similar way as these services are available to all others we serve.

2.0 Level of Service

- CLASS and its member Boards are fully supportive in securing a safe environment for all students.
- CLASS shall provide integrated school transportation for all students. Where the provision of integrated school transportation is not possible or not the best option for the student with a disability due to the nature of the disability or safety concerns, CLASS shall provide appropriate alternative accessible transportation for students with disabilities.

3.0 Individual Student Transportation Plans

CLASS shall establish, implement, maintain, and document policies and procedures for the transportation of students with special needs. Special Education Coordinators/Consultants will consult with parents or guardians of students with disabilities that require:

- Identification of students requiring specialized transportation.
- Individual student transportation plan established for each student with a disability;
- Use of assistive devices, service animals and support persons;
- Individual boarding, securement, and debording plans that detail student assistance needs be established for each student with a disability; and
- Identification and communication of roles and responsibilities of the

provider, operator, parents/guardians, school staff, and students.

- Individual Student Transportation Plan will be attached to the student record within the routing software.

4.0 Procedures

Students with identified special needs will be transported on school buses and specialty vehicles in accordance with recommendations as provided by the Special Education Coordinators/Consultants. These transportation requirements will be outlined in each student's individual transportation plan.