

# TORONTO STUDENT TRANSPORTATION GROUP

## FALL/WINTER PARENT NEWSLETTER

Providing access to education services for the Toronto Catholic and Toronto District School Board

January 2021

### Transportation 101

Transportation services have resumed Fall 2020 for eligible students returning to in-person learning. Resources are always available for families on our website to navigate information and services by the TSTG. Inclusive in the resources, is a 'New Parent Guide to Transportation,' this is located on our main website in the bottom left corner under [Information](#).

### Transportation Safety– COVID-19 Measures

The TSTG prioritizes safety of student transportation. Working with schools and school bus operators, the TSTG monitors and assists with the safe operation of school buses in the City of Toronto, servicing the TDSB and TCDSB. Some of the protocols we have included are:



Requiring all students (K-12) wear non-medical face coverings (with the exception of students with medical conditions or special needs).



All bus drivers will wear a medical mask and/or face shield while students are boarding or de-boarding the bus



Assignment of seats for students. Aiming to ensure students who are siblings or are in the same cohort are grouped together. (Parents: please remind your child it is important to sit in their assigned seat)



Enhanced cleaning of high touch surfaces (e.g., seats, inside hand railing, interior windows, walls, etc.)



**Our transportation staff are currently working remotely and minimal staff in office. We are currently accepting applications for changes and continuing to support any requests for changes as determined by our transportation policy.**

### Reducing the spread of COVID-19—Before Boarding the Bus

Screen your child at home before sending them to school. If your child feels sick, stay home. Other symptoms include: fever, cough, difficulty breathing, runny nose or red eyes, sore throat, loss of taste or smell, nausea and diarrhea. Staying home when feeling sick is one of the ways to reduce the spread of COVID-19.

When waiting or lining up for the bus, please maintain social distancing. This means staying 2 metres apart, close to three Canadian geese, from other individuals.

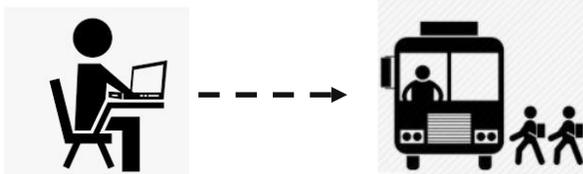
### Kindergarten Packages

This year Kindergarten Packages will be delivered electronically. Parents please expect to receive this email from your school near the end of January or early February.



## Students—Virtual Learning, Returning to Bussing?

In order to accommodate students who were on bussing but opted for virtual learning, our department has NOT removed these students from transportation services; however, we have modified their status to “suspended from bussing.” This method will allow for parents/students to place students back on their original services, provided our department has been given sufficient notice (approximately 5 business days). In late winter, however, we will start to remove these students and families will have to re-apply for transportation service.



## Parent Portal

Signing up on the parent portal, <http://busplanner.torontoschoolbus.org>, is the best way to stay updated on your child's bussing information. A significant number of students have moved from in person learning to virtual learning, and as a result this may impact the number of students on bussing and modify your child's pick up or drop off time.



The easiest way to stay updated on your child's bussing info is through our online portal. Signing up is easy—you need your child's date of birth, OEN number and home address. Other advantages to signing up on the online portal include being notified of any delays to your child's route.

Carrier's continue to post delays to routes, and these emails will come to your inbox advising of any delay over 10 minutes.

## Masks



Everyone has a role to play in reducing the spread of COVID-19. The Toronto Student Transportation Group is taking additional efforts to support students in special education. We understand some students may not be able to wear a mask or may have a medical/special circumstance that requires an accommodation. Please inform the principal of your child's school to communicate to the Transportation department for any requests to accommodate.

## Reminders!

- If changes have to be made to your child's information (i.e. child is moving, new home address, etc.), parents must contact the school; school bus drivers are not authorized to accept changes from parents.
- TSTG continues to follow all measures provided by the Province of Ontario on safe school transportation services. Students in regular programs are anticipated to continue virtual learning and return to school **February 10th, 2020.**

## Handwashing!

One great measure to protect ourselves and reduce the spread of COVID-19 is by handwashing. Please wash your hands with warm water and soap before and after using the school bus!

## Have Questions?

- Check out our website at [www.torontoschoolbus.org](http://www.torontoschoolbus.org) where you will find helpful information regarding Transportation policies and procedures, bus company contact information, and answers to most of your transportation questions or contact our office directly at
- 416-394-4287.

## Complaints

If the service does not meet expectations or something is wrong please e-mail us at [complaint@torontoschoolbus.org](mailto:complaint@torontoschoolbus.org) so that we can look into the issue and make things right.