

SCHOOL BUS EMERGENCY PLAN

Lincoln County School District & Mid Columbia Bus Company

This Emergency Plan addresses a variety of emergency situations involving school buses. It applies to regular school bus routes as well as student activity trips. Use this information to help you assess the emergency situation and determine the courses of action that will best address the threat or hazard you are facing.



Assess the Situation: Consider the circumstances, type of emergency, severity or risk level, etc.

Make a Plan: Decide to continue with caution, modify your route, lockdown, evacuate, etc.

Take Action: Follow emergency protocols indicated in this plan.

JUNE 2015

IN LIFE THREATENING SITUATIONS

Bus Drivers are empowered to deviate from the roles described in this plan including the order of these actions, whenever doing so is likely to reduce the risk of serious injury or death.

TRANSFER

SHELTER-IN-PLACE

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LOCKDOWN

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PHONE NUMBERS
ON BACK ↓

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IN LIFE THREATENING SITUATIONS

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TRANSFER

In certain emergency situations, you may be required to transfer students from your bus to another bus in order to complete a route or get students to school or to a reunification site. Situations that may require transferring students from one bus to another include, but are not limited to mechanical failures, vehicle crashes, students on the wrong bus, or bombs.

Action Steps: If you are in a situation which requires a bus transfer, follow these procedures:

- If possible, stop the bus in a safe location and attempt to leave sufficient room for the transfer bus to park in front of your bus.
- Secure the bus: shut off the motor, set the brake, & remove the keys. Activate 4-way flashers if required.
- If you are unable to get the bus off the road, the transfer bus should pull up behind you and activate their Child Safety Lights until the transfer is complete.
- Notify Bus Dispatch and provide them with your exact location and your direction of travel.
- Make the decision to evacuate or keep the students on the bus. If it appears safe to do so, keep your students on the bus unless you need to evacuate for safety reasons.
- If you choose to evacuate, follow Evacuation procedures.
- When the transfer bus arrives, tell students they are required to move to that bus in a single file and orderly manner.
- Both Drivers are to stand by their doors and maintain visual contact with each other until the transfer is complete.
- Follow Student Accountability and Release procedures.

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TRANSFER

SHELTER-IN-PLACE

When hazardous materials (hazmat) contaminate the environment outside the school bus, it may be necessary to try to temporarily seal off the school bus from the outside to prevent exposure to a contaminant in the air. This is called a ***Shelter-in-Place*** protocol. Depending on the situation you may need to either seal off your bus from the contaminants or move your bus away from the hazardous materials. Our most probable hazmat threat in the community is from an accident involving a tanker truck carrying hazardous materials, or from an explosion at the mill or on the bay front. However, you also may need to implement a *Shelter-in-Place* procedure if there is a swarm of bees, a severe dust storm or volcanic ash.

Action Steps: If you become aware of a hazardous materials spill near your bus, follow these procedures:

- Call Bus Dispatch.
- Close all windows and doors.
- Close all outside air vents. Turn off all heating or ventilation systems.
- If feasible, move the bus away from the hazardous materials (up-hill and up-wind if possible); or prepare to implement an evacuation procedure, if that is your best option.
- Request immediate medical attention if anyone exhibits symptoms such as shortness of breath, dizziness, fainting, unexplained coughing, or headaches.
- Stay in contact with Bus Dispatch for further guidance.

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SHELTER-IN-PLACE

COMMUNICATIONS ~ MEDIA

EMERGENCY COMMUNICATIONS

Timely communications are essential during school bus emergencies in order to summon the appropriate help to assist with the emergency. Each situation is different. Some emergencies only need the help of Bus Dispatch while others require help from first responders. Here are some options to consider:

- During regular business hours, using the bus radio to contact Bus Dispatch may be your quickest option. The radio is at hand and can quickly be accessed, even while you are driving. Bus Dispatch can quickly call 911 on your behalf if needed.
- However, if the emergency situation warrants it, bus drivers can bypass this step to call 911 directly. Keep in mind that in some emergency situations, getting first responders activated rapidly is essential. And in certain medical emergencies, the 911 dispatcher may need to speak directly with the bus driver.
- If you are driving for an activity trip during non-business hours when Bus Dispatch is not readily available, using a cell phone may be your only option. You might consider if it is feasible to stop and retrieve a personal cell phone if one is available. You may also ask a passenger to make a 911 call or to let you use their phone.
- Refer to the emergency phone list in the back of this emergency plan or in the driver's compartment for after-hours Bus Dispatch contact numbers.
- Type 20 Activity Bus Drivers will need to contact their school administrators (in addition to 911 when necessary) for all bus emergencies.

MEDIA

If there is a school bus emergency, do not talk to any member of the media unless requested to do so by the *Lincoln County School District* Superintendent or by the *Mid Columbia Bus Company* Manager. Do not allow the media to interview students under your supervision.

Action Steps: If you are approached by the media, say:

- *"A company spokesperson will be commenting on the situation."*
- Refer all media inquiries to the: LCSD Superintendent's Office at 541-265-4403 or to the Bus Company Manager at 541-265-4445.
- The Superintendent's Office will designate a spokesperson for the emergency who will give regular updates to the media, as needed.
- The spokesperson will only release information approved by the police/fire Incident Commander, in instances when they are involved.
- Remember that students have legal privacy rights and bus drivers should not discuss medical or other concerns of a student with any unauthorized person.

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COMMUNICATIONS ~ MEDIA

EVACUATION

While students are almost always safer on the bus than off, there are a number of situations in which it may be necessary to evacuate your bus. These include if the bus is stalled on railroad tracks; is leaking fuel; is on fire or is smoking; has rolled or is tipping; or if it has been in a crash with another vehicle which is leaking gas or burning. It also may be necessary to evacuate to reduce student exposure to a traumatic medical emergency on the bus; or if there is a fight or other kind of violence; or if there is an explosive device on the bus; **or any other situation in which the bus driver thinks it is safer to evacuate than to stay on the bus.**

Action Steps: If you are in an emergency situation in which you need to evacuate the bus, follow these procedures:

- Call Bus Dispatch to inform them of the situation.
- Secure the bus: shut off the motor, set the brake and remove the keys. Activate 4-way flashers if required.
- Determine the appropriate evacuation route depending on the situation, such as the front door, side doors, rear exit, roof hatch or windows. If necessary, the windshield and rear glass panels can be kicked out.
- Choose an assembly area at least 100-200 feet from danger, up-wind if feasible. When considering potential assembly areas, keep in mind that if the emergency occurred due to weather or other environmental conditions, other vehicles may lose control in the same place. In addition, vehicles passing by may be distracted by the situation and cause crashes.
- Identify student helpers to stand by the emergency exits and help students get off safely. Assign other helpers to lead students to the assembly area and keep everyone together.
- Instruct students to evacuate and where to assemble. If time is of the essence, instruct students to leave personal belongings on the bus.
- If you are on an activity trip and other adults are on the bus, enlist their help to evacuate students and supervise them at the assembly area.
- Check each seat and floor area to be sure everyone is off the bus.
- Leave the bus last, with the bus emergency packet, first aid kit, and a cell phone if there is one available.
- Gather with your students and keep them together at the assembly area. Supervise them.
- **Do not release students at the scene and do not allow students to leave, including older students.** Follow Student Accountability and Release procedures.
- Do not reenter the bus until cleared by Bus Dispatch or by the appropriate authorities.

JUNE 2015

EVACUATION

LOCKDOWN

CODE YELLOW LOCKDOWN

A Code Yellow Lockdown is a low-level type of lockdown used when you need to **temporarily secure students** on the bus due to an emergency situation. It may be used when a school is in a lockdown and you need to either divert your route away from the school or stage somewhere else temporarily. A Code Yellow Lockdown can also be used any time it is safer to keep students on the bus than to evacuate, such as if there is a missing student; in some kinds of medical emergencies; during certain types of crashes or mechanical problems; if you come upon a landslide, blocked road, or traffic jam; or during a weather-related emergency which requires taking shelter on the bus.

Action Steps: If you need to implement a Code Yellow Lockdown to temporarily secure students in your bus, follow these procedures:

- Call Bus Dispatch for guidance.
- Either continue, modify your route, or find a safe place to temporarily stage or park.
- Inform students of the plan to stay on bus for a period of time.
- Reassure students by giving clear instructions in a firm, calming voice. If a child is not coping with the situation, consider giving them a task.
- Do not allow students to leave the bus.
- Account for all students. Follow Student Accountability and Release procedures.

CODE RED LOCKDOWN

A Code Red Lockdown is used when you need to implement **immediate protective measures** such as taking cover, hiding, and securing students on the bus due to an emergency situation when there is a serious and imminent threat to life. It can be used when there is a dangerous person near or on the bus; if you hear gunshots; if there is dangerous police activity near the bus; if there is a hostage situation; or in any other situation the bus driver thinks immediate protective measures are necessary due to an imminent threat of danger.

Action Steps: If you need to implement a Code Red Lockdown to rapidly take protective measures, follow these procedures:

- Quickly decide whether to try to drive away from the danger or to stay put.
- Secure the door.
- Quickly and authoritatively announce a Code Red Lockdown and instruct students to crouch down in their seats away from windows or on the floor and to be quiet. Have the students use their book bags as cover.
- Contact Bus Dispatch or 911 as soon as is safely possible.
- Do not release anyone and do not admit anyone onto the bus.
- Reassure students if it is safe to do so, and remind them to stay in their crouched-down protective position.
- Re-evaluate periodically as the situation changes.
- Stay in contact with Bus Dispatch for further guidance.

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LOCKDOWN

STUDENT ACCOUNTABILITY & RELEASE

In an emergency situation that prevents a normal bus drop off procedure, such as a bus evacuation, medical emergency, crash, mechanical failure, or a lockdown situation, it is essential to 1) account for all students; 2) supervise all students; and 3) follow procedures for the appropriate release of students.

STUDENT ACCOUNTABILITY & SUPERVISION: Accounting for and supervising students is easiest if you are able to keep students on the bus. If you have to evacuate the bus for safety reasons, determine how to corral students and keep them together. Consider assigning student leaders or a buddy system to assist with accountability. Pick an area outside of the bus and tell your students that is where they must stay. ***“Ok everyone, we need to stay by the big oak tree.”***

STUDENT RELEASE: This is a time that anxious family members may try to intervene and “come to their child’s rescue.” **Do not release students at the scene and do not allow students to leave, including older students.** It is important to follow these procedures to help prevent students from being released to people not authorized to pick them up. The school keeps a list of who is authorized by law to retrieve individual students in emergency situations. If parents come to the scene and try to pick up their child, explain the school protocol. If the situation warrants it, consider asking for the parents help in comforting the children and corralling them. By giving the parents something to do it may make them feel like a part of the solution and not a part of the problem.

Depending on the emergency situation, another bus may come to take students back to their school of origin for proper release to parents or guardians; or students may be transported by bus directly home. In other situations, students may be brought to the nearest designated “shelter” school (Taft High, Newport Middle, Toledo Elementary, and Crestview Heights School). Bus Dispatch will work with you to determine the best course of action.

Action Steps: If you are in an emergency situation which prevents a normal bus drop off, follow these procedures in order to account for, supervise, and release your students:

- Call Bus Dispatch to inform them of the situation.
- Keep students on the bus unless you need to get them off for safety reasons.
- If off the bus, keep students together. Take steps to supervise them and keep them from wandering off.
- If you are on an activity trip and other adults are on the bus, enlist their help with accounting for and supervising students.
- Account for all students. Make a written list **in seating chart format** of all students.
- Do not release students to neighbors, parents or other family members and do not allow them to leave the scene or walk home.
- Call Bus Dispatch for guidance if a parent insists on taking their child.
- Continue supervising students, working to keep students calm.
- Prepare students for a possible transfer to another bus. Follow Transfer procedures.

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STUDENT ACCOUNTABILITY & RELEASE

MEDICAL

Medical emergencies often occur without warning and can vary significantly in the type, severity, and immediacy of the emergency; such as someone choking, having trouble breathing, or passed out with no pulse; an injury related to a collision or an act of violence; a situation involving bodily fluids such as vomit or blood; a passenger who has fainted or suffered a seizure with a related injury. **Take immediate action if it is a life-threatening condition.** If someone may have an injury to the back or neck, don't move him or her unless it is absolutely necessary for their immediate safety.

Action Steps: If there is a medical emergency on your bus, follow these procedures:

- Pull over and stop the bus in a safe location. Secure the bus: shut off the motor, set the brake, & remove the keys. Activate 4-way flashers if required.
- Call Bus Dispatch or 911.
- Wear personal protective equipment such as medical gloves, a mask, goggles, etc.
- Evaluate first aid needs. Treat the most critical conditions first. Initiate CPR or other life-saving actions within your level of training and ability.
- If needed, enlist the help of other passengers who are trained in first aid. Assign other students to stay with those who are treated so you can continue to provide first aid to others.
- Assign students to tend to the emotional needs of other students, working to calm and reassure them.
- Consider relocating non-injured students to another area on the bus in order to a) make space to provide first aid, b) protect others from bodily fluids, and c) reduce bystander trauma.
- Account for and supervise students. Follow Student Accountability & Release procedures.

If a student is sent to the hospital:

- Give their name and birthdate to the first responders.
- Keep a written record of all students taken to a hospital by ambulance. Note which hospital they are going to.
- Someone from the school district or bus company should accompany the student to the hospital if this can be done without leaving other students unsupervised. Call Bus Dispatch if support is needed. That person should stay at the hospital until a parent or guardian arrives and a proper, written release is made.

MINOR MEDICAL SITUATIONS: If there appears to be a minor medical situation such as vomiting, a stomach ache, feeling faint, a bloody nose, a cut or scratch, etc., take it seriously. Since we don't have the medical history of each student, we must treat all of these medical situations seriously regardless of how they appear. Doing nothing is not an option. Draw upon your first aid training. Contact Bus Dispatch as soon as possible even for all minor medical emergencies.

Vomiting: If a student says they feel sick, provide them with one of the blue EME Bags. If the student becomes sick, use the Body Fluid Kit. Wear medical gloves. Spread absorbent powder evenly over the spill. Wait 1 minute, and then use the scraper to scoop the debris into the blue bag. Clean the area with certi-green cleaner. Dry the area clean with paper towels. Remove gloves and clean hands with alcohol gel. Place all used items into the bio-hazard bag, tie the bag and dispose of it properly.

Feeling Faint: If a student feels faint, have them lie down in the seat and put their feet up on the seat across the aisle.

Bloody Nose: If a student has a bloody nose, wear medical gloves. Provide the student with paper towels or tissues. Have them pinch their nose and lean forward to help stop the bleeding. Place all used items in the bio-hazard bag, tie the bag and dispose of it properly.

Cut or Scratch: If a student has a cut or scratch, wear medical gloves. Wipe excess blood from wound. Cover it with a bandage. Place all used items in the bio-hazard bag, tie the bag and dispose of it properly.

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MEDICAL

MECHANICAL TROUBLE

There are many types and degrees of mechanical troubles that can impact decisions about the safest courses of action for you and your passengers. As you assess the situation, determine your location, the condition of the bus, and if students are safer on or off the bus.

Action Steps: If your bus has mechanical troubles, follow these procedures:

- Stop the bus in a safe location.
- Secure the bus: shut off the motor, set the brake, & remove the keys. Activate 4-way flashers if required.
- Call Bus Dispatch or 911.
- Make the decision to evacuate or keep the students on the bus. If it appears safe to do so, keep your students on the bus unless you need to evacuate for safety reasons.
- Implement an Evacuation protocol or a Code Yellow Lockdown and follow those procedures.
- Reassure students. Remain calm and in control.
- Account for and supervise students. Do not release students. Follow Student Accountability & Release procedures.
- Put out warning triangles. This is especially important if you are on a blind corner. If you are the only adult on the bus, you may decide to wait to do this until assistance arrives to avoid leaving students unsupervised.
- Prepare to follow Transfer procedures if necessary.

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MECHANICAL TROUBLE

FIRE

If there is smoke or if any portion of the bus is on fire; if the presence of gasoline or other combustible materials create a danger of fire; or if the bus is near an existing fire and you are unable to move the bus away, take immediate action. Smoke and fire can spread quickly! **Pull over, stop the bus and evacuate immediately!**

Action Steps:

- Stop the bus in a safe location.
- Secure the bus: shut off the motor, set the brake, & remove the keys. Activate 4-way flashers if required.
- Call Bus Dispatch or 911.
- Evacuate the bus. Follow Evacuation procedures.
- If the engine is on fire, do not open the hood.

Fire Extinguisher: If you are trained to use a fire extinguisher and discover a small fire, you may attempt to extinguish it. However, remember that your primary responsibility during a fire is to evacuate your passengers safely.

Wheel Chair Buses

- All wheelchair buses are equipped with fire blankets. There is one blanket for the Driver, one blanket for the Bus Attendant, and one for each wheelchair station.
- Evacuating people in wheel chairs can be a time consuming process. Use the fire blankets if necessary to provide a degree of protection while working to evacuate those in wheel chairs.

If Someone's Clothing is on Fire

- Instruct them to Stop, Drop, and Roll. DO NOT allow them to run. Running will fan the fire.
- Smother the fire by wrapping the person in heavy fabric (coat, blanket, etc.) and rolling the person on the floor/ground. If fabric is not available, roll the person on the floor/ground unwrapped.
- Deluge with water, if available.
- Call Bus Dispatch or 911.
- Evacuate the bus. Follow Evacuation procedures.

Report All Fires! Report all fires to Bus Dispatch. Bus Dispatch must report all fires to the Fire Department regardless of the size or location of the fire, even if it happened during non-school hours or if the fire was out when it was discovered.

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FIRE

POWER LINES

In our stormy coastal environment, downed power lines are inevitable. If you discover a downed power line on the road, discover a low hanging line, or if the bus comes in contact with a power line, assume it is energized and dangerous. Do not touch it or attempt to move the power line.

POWER LINE DOWN OR LOW-HANGING LINE: If a power line is down on the road or you discover a low hanging line, follow these procedures:

- Identify a safe place to stop, as far away as possible from the downed power line, at least 50 feet away. Stay Clear!
- Call Bus Dispatch or 911.
- Keep everyone inside the bus. The rubber tires make this the safest place. The ground around the bus may be energized.
- Do not drive over a fallen power line or under a low-hanging line.
- Do not touch a power line.
- Do not touch anything or anyone in contact with a fallen power line.
- Contact Bus Dispatch about a plan for an alternate route and to notify other bus drivers.

BUS IN CONTACT WITH POWER LINE: If your bus comes in contact with a low or downed power line, follow these procedures:

- Stop the bus. Secure the bus: shut off the motor, set the brake, & remove the keys.
- Call Bus Dispatch or 911.
- Keep everyone inside the bus. This is the safest place. The ground around the bus may be energized.
- Work to reassure students. Remain calm and in control.
- Account for all students.
- First responders will tell you when it is safe to get out of the bus or to move the bus.
- If you have to evacuate the bus, tell students exactly where you want them to gather once evacuated and teach them this procedure:
- Have students keep their hands at their sides and jump clear of the bus, so they are not touching the bus when their feet hit the ground.
- Keep both feet close together and shuffle away from the bus without picking up your feet (do not run away from the bus).
- While on the ground, do not touch the bus or assist other students that are still on the bus.
- Supervise your students at the agreed upon assembly area.
- Follow Student Accountability and Release procedures.

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POWER LINES

EARTHQUAKE ~ TSUNAMI

Experiencing an earthquake while in a moving vehicle sometimes feels like you're having mechanical troubles or driving on four flat tires. Use your senses. Look around. You will feel the earth jolting and shaking and may begin to see things falling, cracks opening, mudslides or rockslides. If an earthquake occurs while you are driving, determine where to stop. Know ahead of time when your route takes you through the tsunami zone, learn the pre-designated tsunami routes, and identify high ground staging places throughout your route.

Action Steps: If you feel the ground shake:

- Decrease your speed and pull to the side of the road as quickly as possible. If feasible, stop out of the tsunami zone; and try to avoid stopping on or under overpasses or bridges, near signs, power lines, trees, buildings, or any other hazard that might fall onto your bus.
- Secure the bus: shut off the motor, set the brake, & remove the keys. Activate 4-way flashers if required.
- Keep everyone on the bus and take cover. Instruct everyone to Drop, Cover and Hold-on as best they can, crouching down in their seats and turning away from windows, until the shaking stops.
- If you are in a tsunami zone, after the shaking stops immediately move to the nearest high ground by bus if possible or by foot if the road is not passable. You may have only 10-15 minutes to get to high ground, so take immediate action.
- Stay on high ground. Powerful tsunami waves and surges can come and go for up to 24 hours.
- If you are not in a tsunami zone, stay put. Keep students on the bus if it is safe. You may have to shelter there for an extended period of time. Conserve fuel as you may need this to provide warmth and for radio contact.
- Communications are often challenging during large earthquakes. Attempt to contact Bus Dispatch. If you are not able to reach Bus Dispatch, refer to the emergency phone list in your Bus Packet and try those phone numbers to relay information.
- Prepare students for aftershocks. Drop, Cover, & Hold-on during an aftershock, even if you are outside...stay away from poles, trees, power lines, etc.

Extended Event: A large, *Cascadia Subduction Zone* earthquake and tsunami may make roads impassable for quite some time. In this type of situation the possibility exists that your responsibility for students could develop into a multiple day event. Your mental and emotional preparation is essential in increasing your success.

Student Accountability & Release: Due to the uniqueness of this type of disaster, you must be prepared to make independent decisions concerning the release of your students. In this type of situation it is very important that you keep good records of who goes where, with whom and when.

Disaster Supplies: All *Lincoln County School District* schools are located on high ground, outside the tsunami hazard zone. Disaster survival supplies are kept at or near *Waldport High School, Toledo Elementary School, Taft High School, Oceanlake Elementary School, Newport Middle School* and at *Oregon Coast Community College* in South Beach.

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EARTHQUAKE ~ TSUNAMI

WEATHER-RELATED HAZARDS

There are many types of weather-related hazards you may encounter while driving your bus, such as high winds, torrential rainfall or hail, street flooding, snow or ice and even the possibility of a tornado. When faced with these hazards, your visibility, bus stability and traction may be impaired limiting your ability to drive safely.

Action Steps: If you experience a weather-related hazard:

- Assess your situation and consider reducing your speed, stopping in a safe location, modifying your route, and/or using alternate bus stops for children.
- Contact Bus Dispatch if you need assistance or to inform them of unusually hazardous conditions.
- Here are various considerations and potential actions for specific hazards you may encounter:

TORRENTIAL RAIN, HAIL OR HIGH WINDS: If severe weather such as dangerous winds, torrential rain fall or hail occurs and it is not safe to continue your route:

- Park the bus away from potential falling objects and remain there until the storm subsides. Consider a large parking lot.
- Keep the students on the bus in their seats.
- If additional protective actions are indicated, direct students to crouch down with their chest on their thighs. Body parts should be below window height.

WATER ON ROAD OR FLOODING: If you come upon water on the road or flooding, assess the situation. In some circumstances, it may be safe to drive slowly through a small amount of standing water from our normal rainfall accumulations on the road. However, **DO NOT drive through water** on the road if:

- the water is moving or has a current; or
- there is debris in the water; or
- you cannot see how deep it is or if there is a dip in the road which could create a deeper section of water; or if
- a portion of the road or shoulder has washed away; or
- in any other condition in which you deem it is unsafe.

SNOW OR ICY CONDITIONS: If snow or icy conditions occur while en route:

- Decrease your speed and leave yourself plenty of room to stop. You should allow at least three times more space than usual between you and the car in front of you. Use low gears to keep traction, especially on hills.
- Brake gently to avoid skidding. If your wheels start to lock up, ease off the brake.
- Be especially careful on bridges, overpasses and infrequently traveled roads, which will freeze first. Even at temperatures above freezing, if the conditions are wet, you might encounter ice in shady areas or on exposed roadways like bridges.
- If it is not safe to continue, stop the bus in a safe location and contact Bus Dispatch for guidance.

TORNADO: If you see a tornado while en route and the bus is in the path of the tornado:

- Unload all students and proceed away from the school bus.
- Keep students in a group and find the lowest area (such as a ditch), if possible.
- Instruct students to get down on their knees, lie face down and cover their head with their hands.

CRASH/ACCIDENT ~ ANIMALS

If you are involved in a crash, your main priority is the safety and well-being of your passengers. Assess your situation. Determine your location, the condition of your bus, if there are any injuries, if there is a danger of fire, downed power lines or another collision, etc. Decide to evacuate or keep students on bus. If it appears safe to do so, try to keep your passengers on the bus. However, evacuate immediately if you are stuck on a railroad crossing; if there is smoke or if any portion of the bus is on fire; if there is a presence of gasoline or other combustible materials; or if the bus is near an existing fire and you are unable to move the bus away.

Action Steps: If you are in a crash or accident, follow these procedures:

- Stop Immediately. Do not move the bus unless you are directed by emergency officials, or if the bus is in a dangerous position, or if it is a very minor single vehicle crash, or if there is minimal or no damage to the bus.
- Call Bus Dispatch or 911.
- Secure the bus: shut off the motor, set the brake, & remove the keys. Activate 4-way flashers.
- Stay calm and remember to breathe.
- Implement an Evacuation or a Code Yellow Lockdown and follow procedures.
- Evaluate first aid needs and follow Medical Emergency procedures. Use a seating chart to track student injuries, asking each student if they are hurt. Mark "N" for no and "Y" for yes. If yes, note where it hurts.
- Reassure your students. Remain calm and in control.
- Account for and supervise students. Do not release students. Follow Student Accountability & Release procedures.
- Put out warning triangles when time permits. If you are the only adult with your students, you may decide to wait to do this until assistance arrives to avoid leaving students unsupervised.
- Cooperate with emergency personnel. They will take over the scene, but **you are still responsible to supervise students.**
- Prepare to follow Transfer Procedures, if necessary.

Protect the Scene & Evidence: Attempt to protect evidence if you can do so without leaving students unsupervised.

- Try to identify the other vehicle, including the license plate. Identify and observe the driver in the event he/she tries to leave the scene.
- Get contact information of witnesses at the scene. Distribute the information cards provided in your emergency packet.
- Don't admit fault. Don't say, "I'm sorry" or be argumentative.
- Use the camera to take pictures of the crash scene from all angles, including the license plate of other vehicles involved. Do not take pictures of students or injuries.
- If you must move the bus, mark the location of the tires with the chalk in the crash packet.
- Do not discuss the accident with anyone other than the police, Bus Company management, a school district official, or our insurance representative. If approached by media, say: "*A company spokesperson will comment on the situation at a later time.*" Follow Media procedures.
- Complete a Crash Report form. Make notes. Record everything you can remember about the accident.
- After a bus crash or accident, the driver must follow procedures for drug testing.
- After returning to the Bus Barn, work with your Supervisor to complete all necessary paperwork.

ANIMALS: If you hit a farm or domestic animal (cow, horse, sheep, dog, cat, etc.):

- Stop immediately. Secure the bus: shut off the motor, set the brake, & remove the keys. Activate 4-way flashers.
- Call Bus Dispatch or 911.
- Remember the emotional well-being of your students when dealing with an injured animal.
- Do not move the animal if it is alive. Attempt to protect the animal from other traffic.
- If the animal is dead, try to get help to remove it from the road.
- Attempt to notify the owner. If the owner cannot be reached, leave your name and bus company phone number with a neighbor or local police department.

JUNE 2015

CRASH/ACCIDENT ~ ANIMALS

MISSING STUDENT

In certain situations, you may be notified of a student missing from school or from his/her bus stop or of a student who never made it home. In these cases, time is of the essence. You will need to determine if the student is or was on your bus that day. You may be able to collect information from other students who normally ride the bus with them. If you are already finished with your route, you may need to rely on your memory or the camera system.

Action Steps: If you are notified of a potential missing student from your bus route:

- Stop the bus in a safe location.
- Secure the bus: shut off the motor, set the brake, & remove the keys. Activate 4-way flashers if required.
- Determine if the missing student is on the bus.
- Walk the bus calling for the student. Younger or special needs students may need this extra prompting to respond. This will also give you a visual in case a student is hiding.
- If necessary, ask other students if they know of the missing student's whereabouts or who they were last seen with.
- Write down a detailed description of the student's clothing, backpack, shoes, approximate height/weight, hair color, etc. from memory or from other student accounts.
- Communicate with Bus Dispatch.
- If the student is not found by the end of your route, pull the video hard drive for Bus Dispatch.

BULLYING

Bullying is when purposeful acts of meanness are repeated over time in a situation where there is an imbalance of power. All suspected bullying or reports of bullying must be taken seriously, investigated and reported.

Bullying Behavior Can Include:

- **Physical Aggression:** such as hitting, shoving, pushing, kicking, threatening with a weapon, stealing or destroying property;
- **Verbal Aggression:** such as teasing, name calling, verbal threats of aggression or threats of bodily harm;
- **Social Alienation:** such as gossiping, spreading rumors, public humiliation or leaving someone out;
- **Intimidation:** such as threatening to reveal personal information, playing a dirty trick, taking possessions, extortion, threats against a family or friend, or coercion.

Action Steps: If you see, hear, have knowledge of or suspect bullying, take immediate action:

- Stop the bus in a safe location.
- Secure the bus: shut off the motor, set the brake & remove the keys. Activate 4-way flashers if required.
- Call Bus Dispatch if assistance is needed.
- Take steps to protect the victim.
- Give a verbal command: Tell the bully, *"Stop it. That behavior is not allowed on my bus."*
- You are required to separate the students, even if you are not sure if it is bullying. **This is mandatory!**
- Depending on the severity of the situation, the driver may consider moving the student to the front where visible in the drivers' mirror.
- Continue to monitor the behavior of the bully and the safety of others.
- If necessary, return to the school and arrange for the school principal to meet the bus.
- Immediately report to the bus manager and school principal at the end of the route.

JUNE 2015

BULLYING

SEXUAL ASSAULT

If you learn or suspect that a student has been **Sexually Assaulted**, whether the assault occurred on the bus or before boarding, report it immediately to the *Department of Human Services (DHS)* at 1-866-303-4643. Remember that **Sexual Assault is Child Abuse** and must be reported to the *Department of Human Services* or the police, even if it is child against child assault.

Action Steps:

- Call Bus Dispatch or 911.
- Try to provide for the immediate safety of the victim.
- Have the victim(s) take a seat near you.
- Determine if medical attention is necessary. Follow Medical procedures as needed, until help arrives.
- Try to comfort and calm the victim.
- To preserve evidence, discourage the victim from cleaning him/her self or clothing. Police can gather evidence from these items.
- Do not question the victim beyond basic facts. Leave this for law enforcement. However, if a student makes a statement to you about what happened, document exactly what the student says; use their words, not your own.
- Do not disturb any potential physical evidence.
- Do not use the victim's name or release the victim's identity to anyone other than the Bus Manager, a school official, or law enforcement official.

Mandatory Reporter: Remember that **Sexual Assault is Child Abuse** and must be reported to the *Department of Human Services* or the police, even if it is child against child assault. As a school bus driver and a Mandatory Reporter, you must follow child abuse reporting procedures even though the police are already involved. Call DHS at 1-866-303-4643 to make the report.

**To Report Child Abuse, call:
DHS: 866-303-4643 or
911 or Local Police**

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SEXUAL ASSAULT

CHILD ABUSE

All school bus drivers are “**Mandatory Reporters**” and are required by law to report all suspected child abuse to the *Department of Human Services Child Welfare Division* at 1-866-303-4643 or by calling **911** immediately. You are required to report when you are on duty as well as when you are off-duty. The “Mandatory Reporter” requirements are in effect 24 hours per day, 7 days per week, all year long.

Child Abuse Includes:

- Any unexplained or suspicious **physical injury** to a child, including any injury inconsistent with an explanation of how the injury occurred.
- **Neglect** which causes harm to a child’s health, welfare and/or safety.
- **Sexual activity** with someone older than the child, abuse, sexual assault, or sexual exploitation.
- **Mental injury** which harms a child’s ability to think, reason or have feelings.
- **Threat of harm.**
- Any reason to believe the child has been **exposed to any drug use.**

Potential Child Abuse Indicators: If the child displays any indicator with an asterisk (*), make a child abuse report. If the child displays multiple indicators, a report should be made. Whenever you are in doubt, make a report.

- When asked, the student’s explanation is not consistent with the injury.
- Sexual or concerning statements were made by the child.
- Child has bruises or physical injury.
- Child performed possible sex act to self (exposing, manual manipulation)*
- Child performed possible sex act towards other student (inappropriate touching, sexual playing)*
- Child performed acts of bullying.
- Child made threats of physical harm to others.
- Mental abuse.
- Neglect.
- Child displays lack of trust and relationship difficulties.
- Child appears to have a core feeling of being broke or damaged.
- Child has trouble regulating emotions.
- Child acts either inappropriately adult-like or inappropriately infantile.
- Child displays privacy issues.

**To Report Child Abuse, call:
DHS: 866-303-4643 or
911 or Local Police**

When and How to Report:

1. If **a child tells you** they have been abused, you must immediately make a report.
2. If you have **reasonable concern** that a child you have observed or have had contact with may have suffered any of these kinds of abuse, or if you suspect an adult has abused a child, make a report immediately after your route.
3. **When in doubt, report!** DHS screeners are very open to consultation and can help you determine whether or not the incident is reportable.
4. You must also immediately inform the Bus Manager. However, reporting to your supervisor does not release you from your legal obligation to report immediately to DHS or the police.
5. **You are not allowed to inform the parents of your DHS or police report.**
6. If a child is in danger due to their physical injuries, if there is an indication the abuser may come to the school or bus to further harm them, or **if you see any type of abuse in progress, call 911 immediately.** If possible, provide for the immediate safety of the child. If you do not feel safe intervening, maintain visual observation if safe.
7. It is the responsibility of DHS and/or the police to investigate the suspected abuse. You are required to cooperate. The DHS or police representative questioning the student about possible abuse will determine if a bus driver may be present during the interview. If so, your role should be as a supporter for the child, and not as an active participant. You are not allowed to reveal anything that is discussed during the investigation.
8. Keep a written record of any DHS or police report you make, and give a copy to your supervisor. Use the Child Abuse Reporting Form found on the school district website in the secure forms section.

JUNE 2015

CHILD ABUSE

UNAUTHORIZED PERSON ~ INTRUDER ~ KIDNAPPING

The Oregon Administrative Rules state that *“A school bus driver shall not transport any person who is not a pupil, a teacher, or an official of the school while traveling the regular route, unless authorized to do so by an authorized school official.”* If an unauthorized person attempts to or actually boards your bus, here are some strategies to try as you work to keep students and yourself safe.

If an Unauthorized Person Attempts to Board the Bus:

- Try not to allow them onto the bus. Close the door and do not open it.
- Tell them our policy that only students assigned to this bus are allowed on the bus.
- Ask them to come to the drivers’ window.
- Stay calm. Be polite and professional. Try not to become emotional.
- Listen. Talk with them and try to solve the issue if possible.
- If unable to solve the issue, direct them to call Bus Dispatch.
- Notify Bus Dispatch of the situation, including a description of the person, your location and if police notification is needed.

If there is an Intruder on the Bus:

- Call Bus Dispatch if it appears safe to do so.
- Stand up to establish authority and carefully approach the individual.
- Tell them our policy that only students assigned to this bus are allowed on the bus.
- Ask them to step off the bus.
- If they comply, immediately close the door.
- Direct them to the drivers’ window if they need to talk.
- If they do not comply, tell them again to get off the bus or you will call the police.
- Notify Bus Dispatch or 911 of the situation, including a description of the person, your location and if police help is needed.

Kidnapping:

In some cases, a non-custodial parent or other unauthorized person may attempt to board the bus or try to take a student. Since you don’t have a list of the people who students are authorized to leave with, you will have to try to keep the person off the bus and away from the student in question until you can get some guidance from Bus Dispatch or the school principal.

If an individual attempts to take or actually takes a student:

- Call Bus Dispatch or call 911 immediately.
- Ask for Law Enforcement to respond to your location. Be prepared to provide:
- A **detailed description of the person** that includes: race, height, weight, hair color, facial hair, tattoos, clothing, and the direction they went after leaving the bus;
- A **detailed description of the student** that includes: name, school, clothing, did the student act like he knew the individual, etc., and
- If they got in a vehicle, try to provide a **description of the vehicle**: the color, make, model, and license number of the vehicle.

JUNE 2015

THREAT ~ SUSPICIOUS OBJECT

A threat is an expression of intent to do harm or act out violently against someone or something. A threat can be spoken, written, symbolic, or communicated by video or social networking media. If you learn of a potential **threat** through something written on the bus or on a piece of paper, or receive a report from someone, or if you overhear a conversation, or see a suspicious object or device, take it seriously. All threats and suspicious objects must be taken seriously and investigated to determine whether they pose a real danger to students or staff.

THREAT: If you see, have knowledge of, hear, or receive a threat of any kind, follow these procedures:

- Stay Calm. Avoid creating a more dangerous situation.
- Assess the situation. Is the threat credible? Assessment in this situation is critical to determine if the threat is inside the bus or coming from the outside. Is the threat against a student, the Driver, or the entire bus?
- Discretely gather information from a person reporting the threat, if feasible. Handle a written threat as little as possible to avoid disturbing possible finger prints. If the threat is on social media or electronic, try to save it or take a photo of it.
- Discretely call Bus Dispatch or 911 if the threat seems credible.
- Make a Plan. Decide to continue the route, modify the route or stop the bus.
- If the threat is from the outside of the bus, determine if a Code Yellow Lockdown is required.
- If the threat is from the inside of the bus, determine if an evacuation is required?
- If you decide to stop the bus, you may decide it is prudent to mimic mechanical trouble rather than draw attention to the threat.
- Arrangements may be made to meet the bus at the school or another location to further investigate or provide support.
- Evacuate the bus if it seems safer to be off the bus than on the bus. In this case, follow the evacuation procedures for a "Suspicious Object", which are explained below.

SUSPICIOUS OBJECT: If you notice or learn of an **actual suspicious object, package or device**; whether on a pre or post-trip inspection, outside or inside the bus, on a field trip, or on a regular route, take immediate protective actions.

- Do not touch, move or pick up any suspicious object or device.
- Stop the bus in an open area, away from buildings or other hazards if possible.
- Secure the bus: shut off the motor, set the brake, remove the keys. Activate 4-way flashers if required.
- Quickly and authoritatively instruct everyone to immediately turn off cell phones. Do not use your radio.
- Carefully evacuate everyone off of the bus, using evacuation routes that keep students away from the suspicious object. Follow Evacuation procedures.
- Assemble at least 1000 feet away from the bus and device, if possible. Move farther away if feasible.
- After you've evacuated, find a way to send for help. For example, a passing motorist could be instructed to go a nearby home or business and call 911; or a neighbor could be asked to call 911 from a landline.
- Account for and supervise all students. Follow Student Accountability & Release procedures.
- Work to reassure students. Remain calm and in control.
- Cooperate with first responders.
- Contact Bus Dispatch when able.
- Prepare to follow Transfer procedures.

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THREAT ~ SUSPICIOUS OBJECT

AGGRESSIVE PERSON ~ FIGHT

VERBAL AGGRESSION: If you are confronted by an angry or verbally aggressive person, here are some strategies you may use to try to de-escalate the situation and work toward keeping yourself and your passengers safe.

Directional De-escalation Strategies

- If the aggressive person is not on the bus, close the door and do not open it. Ask them to come to the drivers' window.
- If they are already on the bus, and you are able to stop in a safe place, you may ask them to step outside with you to talk or to sit and talk. Try to create distance between them and you and your passengers. Give 3 ½ feet of space – individuals in crisis need more space than usual.

Verbal De-escalation Strategies

- Stay calm. Be polite and professional. Try not to become emotional, defensive or angry. Lowering your voice may calm the situation.
- Listen actively. Talk with them and try to solve the issue if possible. Ask questions to show you are paying attention. Offer help. This might take the edge off of the anger.
- Avoid being judgmental. Don't threaten or out-shout the individual.

Get Help

- If you are unable to solve the issue, direct them to call Bus Dispatch.
- Notify Bus Dispatch of the situation as soon as is safely possible.

PHYSICAL AGGRESSION: If someone physically threatens you or attempts to assault you, use all available opportunities to avoid the confrontation. Every situation is different. Here are some strategies to try:

- Call Bus Dispatch or 911 as soon as safely possible. Consider instructing a passenger to call 911.
- Use words to try to de-escalate the aggressor. Say things like: *Stop! I don't want to fight. Don't hit me. Get away from me. Leave me alone.* Stay respectful, don't get to their level.
- Create physical distance from the aggressor. Try to move away. Don't square up with the aggressor, as this can be deemed as a challenge. Don't point your finger at the individual, use 2 fingers to direct if necessary.
- If the person confronts you with nose-to-nose intimidation tactics or shoves you, back down. Walk or move away if possible.
- If he/she proceeds to engage you, physically defend yourself if necessary, using the lowest level of response to safely neutralize the crisis.
- Try to avoid an assault by using an object such as your arm, leg, or a clipboard as a shield and by stepping, leaning or moving out of the way.

If the aggressor has grabbed ahold of you, try to get released from the hold:

- Use verbal commands and distraction: *"Let go of me!"* and a loud noise or statement to divert attention.
- Try to identify a weak point. Use full body leverage and momentum if the aggressor has you in an arm grab or choke hold:
 - * **Arm Grab:** Use your free hand to assist in the release: quickly grab your other hand and lever out.
 - * **Choke Hold:** quickly raise both arms, turn in either direction, and step slightly away.
- Once released, move away from the aggressor. Do not continue to engage him/her physically.
- Consider the viability of evacuating the bus or telling passengers to move to another area on the bus.

FIGHT: If two or more students are fighting or an individual is out of control, use the lowest level of response that will safely neutralize the crisis. You are not required to put yourself at risk but must behave in a reasonably prudent manner to try to reduce danger. However, if there is a fight, you **MUST** intervene. Every situation is different. Here are some strategies to try:

- Stop the bus in a safe location. Secure the bus: shut off the motor, set the brake, remove the keys. Activate 4-way flashers if needed.
- Take Charge. Use a calm, firm, and authoritative voice. Do not yell. Use specific verbal commands such as: *"Stop fighting! Sit down, now! John, go to the front!"* Use names if possible.
- Use distractions such as: a whistle, loud noise, or you may even clap your clip board against the seat to get their attention and possibly disrupt the fight.
- Disperse Bystanders. If feasible, move other students to a neutral location on the bus.
- Evacuate the bus if necessary. Follow Evacuation procedures and give instructions.
- Call Bus Dispatch or 911.

If Fight Continues:

- Keep trying verbal interventions.
- Keep a safe distance, working to keep yourself and other students safe.

If Fight Stops:

- Separate students to different locations on the bus.
- Tend to first aid needs; follow Medical procedures.
- If necessary, return to the school and arrange for the school principal to meet the bus.
- Immediately report the fight to the bus manager and school principal at the end of the route.

WEAPONS ~ GUNSHOTS ~ HOSTAGE

Because there are a wide variety of possible weapons situations the following concepts should be viewed only as a general guide. You must adapt your response based on any situations you may encounter. Address your own safety first so you can then better protect students.

Violence or Gunshots Near the Bus: If you hear gunshots or if there is a shooting or stabbing or other violent situation near the bus, use extreme caution. Quickly assess the situation, taking appropriate actions to increase your own safety and the safety of your students.

- Instruct students to take cover and implement a Code Red Lockdown. Follow procedures.
- Quickly decide whether you can drive away from the area or if you should pull over and take cover.
- Call Bus Dispatch or 911 as soon as safely possible.
- Stay calm. Reassure students as you are able.
- Be prepared to take additional protective actions as conditions change.

Weapon or Concealed Weapon On the Bus: If you learn that a person is in possession of a weapon on your bus and they have not yet displayed or used the weapon to threaten or attack others, here are some general guidelines to consider:

- Stay Calm. Avoid creating a more dangerous situation.
- Consider how your response could escalate the person with a weapon. Pretending you don't know about the weapon could be a useful strategy.
- Discretely call Bus Dispatch or 911, if possible. (i.e. *"I will be at x school in 3 minutes."*)
- Make a Plan. Decide to continue your route, modify the route or stop the bus.
- If your decision is to stop bus, you may decide to mimic mechanical trouble. Stop in a safe location.
- Do not directly approach the individual unless you know the student and feel comfortable asking for the weapon.

Shooting or Stabbing On the Bus: If there is a shooting or stabbing on the bus, take defensive measures based on the situation to increase the safety of yourself and your students.

- Call Bus Dispatch or 911 as soon as safely possible. (i.e. *"Stabbing on the bus, call 911, my location is..."*)
- Stop the bus. Secure the bus: shut off the motor, set the brake, & remove the keys. Activate 4-way flashers.
- Take cover and implement a Code Red Lockdown (or Evacuation) if necessary. Follow procedures.
- Do not confront the individual unless they are attacking and it is clear to you that it would be safer for you to try to disable the attacker than not to.
- Tend to medical needs if you are able to.
- Be prepared to take additional protective actions as conditions change.
- Contact Bus Dispatch as soon as safely possible.

Hostage Situation: If you are threatened with a weapon or if you or others are held against your will (taken hostage), try to remain calm. Use extreme caution. Do not confront the hostage taker unless he/she begins shooting or attacking others and you feel it is safer to try to disable them than to flee. Here are some strategies to consider, depending on the circumstances:

- Stay Calm. Do nothing to create a more dangerous situation.
- Get Help. Discretely call Bus Dispatch or 911, if possible.
- Pull Over & stop the bus. Secure the bus: shut off the motor, set the brake, remove the keys. Activate 4-way flashers.
- Cooperate. Follow the instructions of the hostage taker unless you feel that following their instructions would increase danger to yourself or others.
- Cooperate – don't antagonize or argue with the captor or other hostages. Do not initiate conversation with the captor. If you are spoken to, cooperate and be concise.
- If possible, keep a safe, non-intimidating distance and avoid abrupt movements.
- If the hostage taker appears receptive, inform them of any critical medical issues that you are aware of. If allowed by hostage takers, provide first aid as best as you can. Treat your wounds first and then help others.
- If the hostage taker appears receptive, try verbal interventions. Talk quietly and evenly to the aggressor. Try to calmly negotiate the evacuation of students, treating injured, giving you the weapon, etc.
- Be prepared to wait. Elapsed time is a good sign. Generally, the longer a hostage situation continues, the less likely a hostage taker is to use violence.
- Be observant. Try to remember things you see or hear such as the location and number of hostages, description of hostage taker, weapons, etc. This is important if you are released while others are still held hostage.
- Watch for the unexpected. Try to think of possible courses of action for various contingencies.
- If a rescue takes place, crouch down in a protective position. Follow Code Red Lockdown procedures.
- If released, follow law enforcement instructions.

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EMERGENCY PHONE NUMBERS

EMERGENCY: CALL 911

MID COLUMBIA BUS COMPANY

Toledo/Burgess Mid Co Dispatch (Main Office)541-336-5101
Waldport Bus Office541-563-7651
Taft Bus Office.....541-996-2097

SCHOOL DISTRICT CONTACTS

Superintendent’s Office.....541-265-4403
District Office Front Desk.....541-265-9211
Facilities and Maintenance.....541-265-4443
Safety Coordinator.....541-270-4367
Nurse.....541-336-2195/2492
Custodial Services.....541-336-2394
Food Services.....541-265-4438
24-Hour Information Line541-265-4437
LCSD Website..... www.lincoln.k12.or.us

SCHOOLS

Arcadia School 541-336-2794/2795
Crestview Heights School (Waldport)..... 541-563-3237
Newport High School 541-265-9281
Newport Middle School..... 541-265-6601
Oceanlake School 541-994-5296
Sam Case School 541-265-8598
Taft Elementary School..... 541-996-2136
Taft High 7-12 School 541-996-2115
Toledo Elementary School..... 541-336-5121
Toledo Jr/Sr High School..... 541-336-5104
Waldport High School..... 541-563-3243
Yaquina View School..... 541-265-4637

CHARTER SCHOOLS

Eddyville Charter School..... 541-875-2942
Lincoln City Career Tech Charter School 541-351-8551
Siletz Valley Charter Schools 541-444-1100

AMBULANCE

COCFR Ambulance (Waldport) 541-563-3121
Pac West Ambulance (Lincoln City)..... 541-994-6690
Pac West Ambulance (Newport)..... 541-265-3175

EMERGENCY SERVICES

DHS Child Welfare 866-303-4643
Emergency Manager (Lincoln County) 541-265-4199
Les Schwab 888-579-2011
Juvenile Department 541-265-4158
Oregon Department of Transportation..... 800-776-7718
Poison Control Center 800-222-1222
Public Health Department..... 541-265-4112

FIRE

Central Oregon Coast Fire (Waldport) 541-563-3121
Depoe Bay Fire District (Gleneden Beach Station) 541-764-2202
Newport Fire Department..... 541-265-9461
North Lincoln Fire and Rescue 541-996-2233
Oregon Department of Forestry 541-336-2273
Seal Rock Fire District..... 541-563-4441
Siletz Fire District..... 541-444-2043
Toledo Fire Department..... 541-336-3311
Yachats Fire District..... 541-547-3266

HOSPITALS

Samaritan North Lincoln Hospital 541-994-3661
Samaritan Pacific Communities Hospital 541-265-2244
Occupational Medicine (Newport)..... 541-574-4675

POLICE AND 911 DISPATCH

Lincoln City Police & 911 Dispatch 541-994-3636
Lincoln County Sheriff’s Office 541-265-4277
Newport Police Department 541-574-3348
Oregon State Police..... 541-265-5353
Toledo Police & 911 Dispatch 541-336-5555
WVCC (formerly LinCom) 911 Dispatch 541-265-4231

OTHER IMPORTANT PHONE NUMBERS

