

**PRESCHOOL/EARLY INTERVENTION PROGRAM**

**2026/2027 TRANSPORTATION HANDBOOK FOR PARENTS**



**IMPORTANT CONTACT INFORMATION FOR PARENTS**

**For all questions concerning the program and services, please call:**

Student Bus Company Inc.  
16 Hoffman St.  
Spring Valley, NY 10977  
**(845) 371-0800**/Fax: (845) 371-0559

RCDOH Program Administration:  
General: (845) 364-2071 or (845) 364-2620  
Sylvia Szeker: (845) 364-3711  
Donna Bogin: (845) 364-2625

Child's School: \_\_\_\_\_ Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Contact person: \_\_\_\_\_

### **Introduction**

The Rockland County Department of Health (RCDOH) contracts with Student Bus Company Inc. to provide transportation for the Early Intervention and Preschool children requiring Special Education Services. We ensure that the transportation complies with all transportation service requirements and contract specifications.

The bus company should be contacted at 845-371-0800 about scheduling questions and concerns, including late pick up and drop off. Student Bus Company logs and follows up on every phone call. If your issue is unresolved or you need further assistance, please call the Transportation Coordinator, Sylvia Szeker, at 845-364-3711.

### **Parent Responsibilities**

It is our joint goal for your child to have a smooth and safe transition from home to school. In order to achieve this goal, your cooperation is requested. Your child should be ready to board the bus approximately 10 minutes before the scheduled pick-up time. Drivers are not permitted to beep the horn. The driver will wait for the child 3 minutes past the scheduled pick-up time. Any delay in boarding the bus will result in delayed pickups of other children on the route and late arrival at school. If you are waiting for more than 10 minutes from the scheduled pick-up time and are not contacted by the bus company, please call Student Bus Company (845-371-0800).

If for any reason your child will not be attending school, text the bus company at 845-262-0160 *prior* to your pick-up that day or call 845-371-0800 option #1 and leave a message.

If your child's bus driver arrives at your stop after you have notified the bus company that your child is not going to school, please wave to your driver to continue without your child. Due to "dead zone" areas, cell phone and/or radio communication is not always available. Therefore, it may not be possible to relay the message that your child will not be attending school that day. Your driver will then proceed to the next stop.

### **Expectations**

1. Food, pets, bottles, pacifiers, or toys are not permitted to be held by children on the bus. **Please limit items being transported to school to a single item, clearly labeled with your child's full name.**
2. Department of Transportation safety regulations do not permit eating and/or drinking on the school buses. This policy is strictly enforced. Please do not give food to your child while he/she is walking toward the bus.
3. In the beginning of each term, transportation tends to be hectic. Drivers, monitors, and your child's school are getting familiar with their new routes and children. This may cause delays in the loading and unloading process and may result in a delay in your child's pick up or drop off.
4. It is extremely stressful for a child to arrive and find there is no one at home to meet him/her. We require you to either be at home or to have an authorized person there to meet your child. Such person must be indicated on the Transportation Request Form, have a photo I.D. and a valid telephone number where they can be reached. The person authorized to take your child from the bus must be over 14 years of age. Your child will not be given to anyone whose name is not listed on the form.
5. If you are not home at the drop-off time, the bus will finish its run and return to your home. If you are still not home when the bus returns, your child will be taken to the local Police Station and Child Protective Services may be called.

6. Parents must bring their child to the door of the bus and give the child to the monitor. Parents must also receive their child from the monitor or driver at the door of the bus. Parents are not permitted to board the bus for any reason. **Even if the parent is present, an older sibling under the age of 14 may not take the child off the bus.**
7. It is the parent's responsibility to notify the preschool of any medical conditions or special alerts that they need to be aware of to safely transport your child. The preschool will give the necessary information to the bus company.
8. If you must send medications to be given to your child during the day, it must be in a childproof, sealed container in the child's backpack. Under no circumstances is the bus driver or bus monitor permitted to administer medicine.
9. Parents are not permitted to ride the school bus.
10. A wheelchair cannot be transported without the child seated in it, as it cannot be properly secured.
11. It is the parent's responsibility to assure that your child utilizes the transportation service provided. Transportation may be suspended and/or cancelled if services are not used, if attendance is inconsistent, or if no one is available to take the child off the bus when the bus arrives.

### **Illness/Medical Emergency**

- If your child becomes ill during the day, the school will call the parent or emergency contact.
- The parent/emergency contact **MUST** pick up the child from school in a timely fashion, within 1 hour of call.
- Children who get sick during the school day will **NOT** be transported home by the bus.
- Phone Numbers: Please make sure that as your phone numbers change, you forward them to the school and Student Bus Company.

### **Injuries**

If your child sustains an injury that requires a cast or sling, both the Program and Student Bus must be notified prior to the child returning to bus transportation. Further, a doctor's note from the attending physician indicating that bus transport is safe for the child must be provided, along with an updated Transportation Request Form indicating the injury. Without these provisions, the child will not be permitted onto the bus.

### **Head Lice/Other Situations**

If the school finds lice in your child's hair, he/she will not be transported home. You or an emergency contact **MUST** pick up your child from school. Your child will not be transported again until the school has received and approved a doctor's note stating there are no longer lice present.

### **Transportation Request Forms**

The Transportation Request Form that is needed for each child must be filled out in its entirety with accurate and up to date information (including weight, age and date of birth, home address, drop off and pick up address if different from home, and **2 emergency contacts that are not the parents, who reside in the county**) and sent to your child's school. Forms with white out or tape over them will not be accepted. Once your child has been approved for services the bus company will process the Transportation Request Form. Your transportation provider is will typically provide service ***within 5 school days. No changes in transportation will be made in the first three weeks of a school term.***

Your transportation provider can pick up and drop off children at certified day care centers or at a babysitter only at the times that coincide with the Provider special education session that the children are enrolled. The pick-up/drop-off must be consistent five days a week and accomplished within the same geographical area, i.e., same pick-up and different drop-of locations, which are consistent 5 days per week. This information must be submitted along with transportation information under pick-up and drop-off addresses.

**Alternate pick-ups and drops can only be accommodated when the child remains on their current bus route.**

If there are any changes during the course of the year such as: new home address, pick-up or drop-off location, emergency names and phone numbers, work numbers, contact person or babysitter, please contact your child's school immediately to fill out a **new** Transportation Request Form in order for the changes to be made. It is the program's responsibility to notify Student Bus Company of these changes, in writing, before they can be implemented. ***The bus company is not allowed to add or remove information from the Transportation Request Form unless notified by the school in writing.*** Additionally, please limit changes to no more than two per school year.

For your child's protection, parents must not ask the drivers to make any special arrangement. All requests must be received in writing from your child's school. If accepted, the change will go into effect within 5 business days from the time the change is approved, except during the first three weeks of school or weeks with holidays, when changes may be delayed.

### **Bus Drivers**

In the performance of this contract, Student Bus Company must comply with all Federal and State rules and regulations. All drivers must be no less than 21 years old and must wear an ID badge. They are trained in safety and receive special needs education awareness training before they can transport children. This screening/training includes but is not limited to the following:

- Fingerprinting
- Background Check
- Motor Vehicle Check
- Physical Examination
- Drug and Alcohol Screening (done on a pre-employment, post-accident, probable cause, and random basis)
- TB Assessment

- Class Instruction
- Road Testing
- Defensive Driving Review
- Behind the Wheel Road Test
- Special Training session
- Two 2-hour mandatory refresher courses yearly

### **Bus Monitors**

Although not required by law, Rockland County provides an additional safeguard by screening monitors under the same strict guidelines that New York State requires bus drivers to be screened.

All monitors must be at least 19 years of age and must wear an ID badge. The following are the responsibilities of bus monitors:

- The monitor will assist the children on and off the bus. They may not assist your child from the house to the bus and from the bus to the house. The staff at each school are responsible for assisting the children on and off the bus at school. Parents are not allowed to board the bus for any reason.
- The monitor will buckle and unbuckle children in car seats. Monitors also have control over seating arrangements and transportable items.
- The monitor will supervise all the children on the vehicle.
- Although each monitor attends a training course and an annual refresher course, monitors are not permitted to administer medicine, give children any injection, or otherwise perform any medical treatment. If a medical emergency occurs while the child is traveling in the bus, the bus will pull over and 911 will be called.

### **Car Seats**

As required, your child will be seated in a car seat. Student Bus Company will supply a car seat for your child, which will be cleaned on a nightly basis.

### **Vehicles**

Each vehicle is equipped with a two-way radio and is inspected by New York State Department of Transportation every 6 months. The bus company and the Department of Transportation inspectors conduct additional on-site spot inspections.

### **Routing**

Routes are established prior to the start of the school year. Route time is determined not just by distance from home, but also by the location of all children in the program. Routes are not arranged to accommodate parents' schedules or other daycare or school schedules. To keep routes as short as possible, the furthest child from the school is picked up first and dropped off last. Bus routes may run up to 1 hour and 15 minutes. There is no NYSED mandate for time on a bus. It is our goal to limit run times as much as possible. Prior to the start of school, the driver is required to do a complete dry run of his/her route. Parents will be notified of the approximate pick up and drop off times before the start of school via a postcard from Student Bus. As all programs accept students throughout the school year, bus routes are subject to change. This may affect your child's pick up and/or drop off times. Short-term changes will not be accommodated.

### **Transportation by Parents**

Parents are encouraged to provide their own transportation for their children. The County, at the current authorized rate for mileage, will reimburse parents who arrange for self-transport. Reimbursement is only provided when the child is in the car. Please speak to either your Ongoing Service Coordinator or CPSE Chairperson to notify them of your intent or interest to transport your own child. For inquiries regarding the process of mileage reimbursement please call 845-364-3855.

### **Accidents**

In the event of an accident, regardless of the severity, the police department is notified immediately. In addition, while the police are being notified, parents, schools, and the County are also being contacted. Any updated information can be obtained by calling your child's school. Parents should not come to the scene of an accident

### **Late Buses**

If for any reason the bus is unusually late, the bus driver will call the dispatcher and the bus company will notify the parents. You may contact Student Bus Company at (845) 371-0800 for additional information.

### **Weather Related Closings and Delays**

Please refer to your child's school policy for the notification of delays, closings, and early dismissals. Please listen to the local radio station WHUD 100.7. Information may also be obtained from the local TV station or by calling the program directly.

Student Bus Company and the RCDOH will monitor BOCES and local school district closings. If transportation is canceled and your child's program chooses to open, you may transport your own child to the program. **Please be aware that you will be responsible for round-trip transportation.**

If there is a 2-hour delayed opening, there will be no program for the AM students.

### **Early Dismissal**

For early dismissals due to weather before 11 a.m., children will be returned to their a.m. pick up location.

For early dismissals after 11 a.m., children will go to their regular after-school drop-off location.

All parents must be contacted prior to a child being placed on a bus when there is an early dismissal.

### **Concerns and Complaints**

If you have any problems, issues, or complaints contact the RCDOH Transportation Coordinator at 845-364-3711 or Program Administrator at 845-364-2625.