



Fall 2020

**Transportation Handbook for
Parents and Guardians**



Dear Parents and Guardians,

At the Dubuque Dream Center, it is our goal to serve children in our community holistically. This session we will provide transportation to families in need. We will utilize school sites to pick up students using our Dream Center vans or bus. This handbook is intended to help answer your questions about transportation for your student, and to set clear expectations and guidelines for all parties involved.

The Dream Center must have a strong partnership with parents and guardians for student transportation to be truly successful. That begins with good communication and a clear understanding of roles and responsibilities. The information in this handbook covers the most frequently asked questions which we expect to receive from parents and guardians. We want to be clear this will be a handbook we intend to continue to develop as we gain more experience over time. The included information also clarifies expectations, roles, and responsibilities for the Dream Center including staff, parents, guardians, and children. Please take time to read this handbook and keep it as a reference guide. If we all play our parts, students will benefit by receiving great transportation services. We look forward to providing safe, on-time, and efficient transportation services this session.

Sincerely,

Robert Kimble

Executive Director

Important Information

Bus Stops

- This is the location where the Dream Center vans, or bus will pick-up and/or drop-off your student(s).
- These locations could be at schools, home, or daycare depending on the current session.

Fall 2020 Session

AM Pick-up Time

- This is the approximate time your student(s) will be picked up in the morning. The pick-up time is accurate to within 10 minutes.
- Your student(s) need to be at the pick-up site five (5) minutes before the scheduled pick-up time.
- Please note: Pick-up times may be affected by construction, traffic, weather, and students not riding.
- Eligible students for pick-up directly from their house include students in 1st and 2nd grade, along with their siblings.
- Prior to entering each van, students will line up following social distance standards where they will be given a face mask and have their temperature taken.
- If a student's temperature exceeds 99° F/31.2° C they will then go to the end of the line and wait 2-3 minutes before a staff member will re-check their temperature.
- If after 2-3 minutes the temperature is still high, a parent or authorized adult will be contacted informing them the student has a temperature and will not be allowed into the Dream Center, and will be returning home.
- If the temperature is at or below 99° F/31.2° C the student will use hand sanitizer and proceed to enter the van. Masks must be worn at all times inside the van.
- Upon arrival at the Dream Center the students will go to their designated area and wash their hands.

PM Drop-off Time

- Masks must be worn at all times inside the van.
- This is the approximate time your student(s) will be dropped off at home.
- The drop-off time is accurate to within 10 minutes. If for some unforeseen reason the time will be affected by more than 10 minutes you will be notified by the contact information we have for each student.
- An AUTHORIZED adult must be at the drop off site when the van or bus arrives.
- The adult must come to the van and get their student(s) from the van, and walk them in.
- Students eligible for at home drop off include 1st and 2nd grade students along with their siblings.
- Please note: If an adult is not at the drop off site when the van or bus arrives, your student(s) will remain in the vehicle until the driver's route is complete, at which time the route driver will return to your student's drop-off location. If an adult is still not at the location the driver will return to the Dream Center and a parent/guardian must pick your student(s) up from the Dream

Center. Failure to be at the drop of site may disqualify your student(s) from transportation home.

Guidelines and Procedures

1. Eligibility will be determined by parents completing the Transportation Questionnaires.
2. Eligible students for transportation will be offered rides to and from predetermined pick-up and drop-off locations.
3. Families changing their address must notify the Dream Center. The Dream Center will notify the assigned van/bus driver. The Dream Center can only change a student's transportation schedule once we are notified by the parents/guardians.
4. Alternate van/bus stop (temporary)- Families may request, in writing and three days in advance, an alternate van/bus stop on a temporary basis. The written request should be submitted to the Dream Center Executive Assistant and must be on an existing route and at a regular stop.
5. Please call the Dream Center if our van or bus has not arrived at your stop within 15 minutes of the designated pick-up time. Traffic and weather conditions may affect our routes.
6. **Parents must notify the Dream Center whenever your student(s) will not be riding the van/bus. PLEASE NOTE: If we have more than three (3) occurrences where we are not notified about your student's absence from the van/bus, your student will be restricted from riding to or from the Dream Center for the remainder of the session.**

THE DREAM CENTER VAN/BUS RIDE: RIGHTS AND RESPONSIBILITIES

Every Dream Center van/bus passenger has the right to a safe and enjoyable ride which is free from intimidation, threats, or harassment. A student's eligibility to ride may be suspended or revoked for a violation of Dream Center van/bus safety and security guidelines, passenger rules, or for violation of any other law or policy governing conduct on a "school" bus. The removal of a student's riding privileges is not considered to be a suspension or expulsion from the Dream Center. The safety of all Dream Center passengers is the number one priority for the Dream Center Administrative Team, Driver, and School Connectors. Please contact the Dream Center if you have any questions about these guidelines.

Passengers will:

- Obey all van/bus rules.
- Board and exit at the assigned locations.
- Walk (do not run) to vans/bus when they are loading or unloading.
- Move toward the van/bus and board it only after the vehicle has come to a complete stop.
- Wait for a School Connector to get out of the van before boarding.
- Board vans/bus in a single file line (pushing or shoving is not allowed).
- Remain seated, face the front.
- Wait until the vehicle comes to a complete stop before standing up to exit.
- Always keep aisles clear.
- Use appropriate language and talk at the classroom-noise level (no profanity, hand gestures, yelling, screaming or distracting noises).
- Obey the driver and school connector's directions.

- Keep hands, feet, and objects to yourself.
- Respect other students, adults, and property.
- Keep the interior of the vans/bus clean and free of litter.
- All van passengers are required to wear a seat belt.
- Passengers may use electronic games, media players, or cell phone in the van/bus, but headphones must be used on any device producing music or sound. The sound on electronic games must be turned off. The Dream Center assumes no responsibility for damaged, misplaced, or stolen items.

Passengers will not:

- Distract drivers through misbehavior.
- Open windows except in emergency situations or when directed to.
- Attempt to crawl under a seat for any reason.
- Bully or harass other students.
- Extort property (to obtain something from someone by force or threat).
- Throw objects out of the windows.
- Drink or eat in the vans.
- Bring weapons, dangerous objects, “look-a-likes,” or other items used as weapons to the Dream Center.
- Bring skateboards, snow sleds, trading cards, balloons, golf clubs, skis, snowboards, or animals into the vans/bus.

Rule Violation Consequences

School Connectors are responsible for managing student behavior while students are in the van/bus or at the loading and unloading areas. **Families are responsible for loading and unloading at school and home sites.** The driver or school connector may issue a verbal warning or change a passenger’s seat location if a rule violation occurs. A Dream Center Incident Report will be written and shared with parents/guardians if a student’s behavior is inappropriate.

FAQ (Frequently Asked Questions)

WHO IS ELIGIBLE FOR TRANSPORTATION SERVICES?

The Dream Center will transport students 1-5th grade to and from local school sites on an as needed basis. Transportation will occur Monday thru Friday before and after Dream Center programming hours, which are 9:00am - 4:30pm Monday thru Friday. We are currently providing transportation at the following school and daycare sites only: Lincoln, Audubon, Fulton, Marshall, Prescott, and Romper Stompers.

HOW WILL I KNOW WHICH SCHOOL SITE MY STUDENT(S) WILL BE PICKED UP FROM?

When parents completed registration, there was a transportation questionnaire included in the packet. If you selected the option that your student(s) needs transportation, you were also asked to list the nearest school site to your home. If you chose a school site that we were unable to fit in our route, we will use your second school site option.

WILL THE DREAM CENTER PICK MY STUDENT(S) UP FROM HOME?

The Dream Center vans/bus will pick eligible children up from approved school and daycare sites only, unless the student is in 1st-2nd grade and their sibling(s).

WHAT TIME DOES MY STUDENT(S) NEED TO BE AT THE SCHOOL SITE IN THE MORNING?

Please contact your student's coach for accurate times.

WHAT TIME WILL MY STUDENT(S) ARRIVE AT THE SCHOOL SITE FROM THE DREAM CENTER?

Please contact your student's coach for accurate times.

WHO SHOULD I CONTACT ABOUT TRANSPORTATION CHANGES?

Please contact the Dream Center directly if any changes occur with your address or pick-up/drop-off location information. It is our expectation that parents provide the Dream Center with a stable drop off location for students to prevent route changes for the van/bus driver. If parents would like to request a temporary alternate route, a written request must be submitted to the Dream Center at which time it will be reviewed for approval. Please remember that requests will only be approved if the requested stop is already on our route list.

DO I NEED TO CONTACT THE DREAM CENTER IF MY CHILD IS NOT GOING TO RIDE THE BUS ON ANY PARTICULAR DAY?

Yes. Please contact the Dream Center, or your student's coach, if your student will not be on the van/bus for any reason to ensure that the driver and the School Connectors are aware.

WHAT WILL HAPPEN IF AN ADULT IS NOT PRESENT WHEN MY STUDENT ARRIVES AT THEIR BUS STOP?

If you selected the option that your student(s) may walk home from the Dream Center, an adult does not need to be present at the bus stop. However, if you selected that your student(s) cannot walk home, an authorized adult must be at the bus stop for us to release your student(s) from the van/bus. If an adult is not present, your student will remain on the bus until the route is complete, at that point the driver will return to the designated drop-off. If there is still no authorized adult, the driver will return to the Dream Center for parent pick up. Failure to be at the drop of site may disqualify your student(s) from transportation home.

WILL THERE BE SUPERVISION OF MY STUDENT(S) WHILE IN THE VAN/BUS?

Yes, we will always have Dream Center School Connectors in the van/bus with the children on their routes to and from the Dream Center.

WHO CAN PICK MY STUDENT(S) UP FROM THE BUS STOP OR THE DREAM CENTER?

We will always refer to your completed online registration form, as well as your transportation questionnaires, to determine who is eligible to pick your student(s) up. If you want to give other adults permission to pick your student(s) up, please contact the office and ask for an authorization form.

QUESTIONS?

If you have any other questions that were not answered in this handbook. Please contact Racquel McClellan, Executive Assistant, at (563) 845-7591.