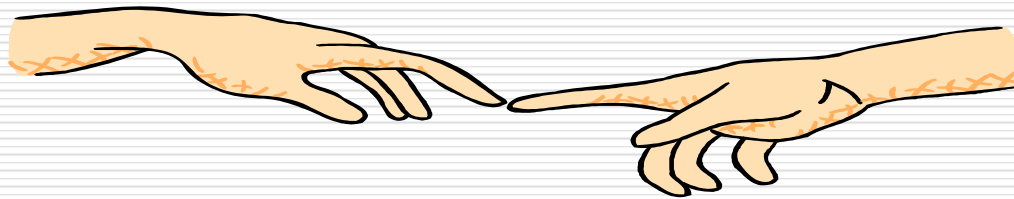


Communication is Critical for Special Needs Bus Drivers

- ✓ Professionalism improves communication
- ✓ Dishonesty builds barriers



Confidentiality

- Child and family privacy is a serious matter.
- FERPA.
- Living up to the trust placed in us.
- Avoid gossip!



Sensitivity

- ❑ Attitudes can lag behind changes in society.
- ❑ Language is important – use child-first language.
- ❑ Never assume a child doesn't hear or understand a conversation.



Communicating with School Staff



- Introduce yourself.
 - Build credibility.
 - Establish a daily routine.
 - Be patient – school staff may be busy.
 - Don't expect magic solutions.
-

Communicating with Parents

- ❑ Out of necessity, many parents have become effective advocates for their child.
- ❑ Help them to see you care about their child. Model caring interactions.
- ❑ Dependability increases their trust.
- ❑ If parents have a complaint, courteously ask them to call your supervisor.



Driver – Aide Communication

- ❑ “Our” bus – not “my” bus.
- ❑ Don’t ask for favors.
- ❑ Don’t “cover” for each other.
- ❑ Never “bad-mouth” the other.
- ❑ Support each other and remember the shared mission: children’s safety.



Asking Questions and Reporting Problems

- The stakes are high when transporting children with special needs.
- Unforeseen problems will be encountered.
- Always ask for assistance or guidance - even over the radio when necessary.
- Any sign of abuse or harassment must be reported.
- Route or vehicle safety problems must be reported.



**Click the link below to complete the Communications Quiz
and then submit.**

Communications **Quiz**
