

STAFFING SERVICES

Adult School Crossing Guard Training Manual



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Introduction

This manual has been prepared to assist you in your duties as an Adult School Crossing Guard. Please read through it carefully. If there is anything that is unclear, please contact your Supervisor. In addition, if you feel the need for supervisor assistance or additional training, contact your supervisor immediately.

The purpose of this manual is:

1. To inform staff of Staffing Services policies and procedures.
2. To act as a resource tool.

Adult School Crossing Guards' (ASCG's) work under various traffic, weather and roadway conditions. Proper procedures must be followed to provide safe conditions for the ASCG as well as pedestrians. The following information will ensure that all ASCG's are familiar with approved municipal guidelines and Ontario Provincial legislation as they relate to the performance of your duties.

As a Crossing Guard, you have the responsibility of escorting elementary school children and other pedestrians SAFELY across roadways during the peak traffic periods. It is essential that you know certain fundamental rules about child behavior and traffic control in order to effectively carry out your duties.

In order to perform their task safely and efficiently, a guard must be constantly alert to the needs of the pedestrians, the volume and direction of traffic and the diverse weather conditions which affect all aspects of a crossing at an intersection.

Persons selected to carry out this important responsibility must be dependable, available, physically fit, of good character and possess an understanding of young people. These attributes are vital to the trust and dependence placed on the ASCG by the pedestrians in their care.

Although they are not Police Officers, ASCG's have the authority, under the Ontario Highway Traffic Act to require approaching vehicles to stop for their crossing. The use of this authority must be displayed in a confident, decisive, firm, understanding and fair manner.

Who Adult School Crossing Guards Serve

Adult guards are, as a rule, responsible for crossing all pedestrians at designated intersections.

Ontario **Highway Traffic Act (H.T.A.)**

In Ontario, the *Highway Traffic Act* sets out the rules of the road including the operation of school crossings and ASCG. The specific legislation related to school crossings and the operation of school crossing guards is found under section 176.

School crossings

176. (1) In this section,

“school crossing guard” means a person sixteen years of age or older who is directing the movement of persons across a highway and who is,

(a) employed by a municipality, or

(b) employed by a corporation under contract with a municipality to provide the services of a school crossing guard. R.S.O. 1990, c. H.8, s. 176 (1); 2005, c. 14, s. 1 (1).

School crossing guard shall display sign

(2) A school crossing guard about to direct persons across a highway with a speed limit not in excess of 60 kilometers per hour shall, prior to entering the roadway, display a school crossing stop sign in an upright position so that it is visible to vehicles approaching from each direction and shall continue to so display the school crossing stop sign until all persons, including the school crossing guard, have cleared the roadway. 2005, c. 26, Sched. A, s. 29 (1).

Vehicles approaching guard displaying sign

(3) Where a school crossing guard displays a school crossing stop sign as provided in subsection (2), the driver of any vehicle or street car approaching the school crossing guard shall stop before reaching the crossing and shall remain stopped until all persons, including the school crossing guard, have cleared the roadway and it is safe to proceed. 2005, c. 26, Sched. A, s. 29 (1); 2015, c. 14, s. 51.

Display of school crossing stop sign

(4) A school crossing guard shall not display on a highway a school crossing stop sign under any circumstances other than those set out in subsection (2). R.S.O. 1990, c. H.8, s. 176 (4).

Idem

(5) No person other than a school crossing guard shall display on a highway a school crossing stop sign. R.S.O. 1990, c. H.8, s. 176 (5).

Offence

(5.1) Every person who contravenes subsection (3) is guilty of an offence and on conviction is liable to a fine of not less than \$150 and not more than \$500. 2005, c. 26, Sched. A, s. 29 (2).

Regulations

(6) The Lieutenant Governor in Council may make regulations prescribing the type, design and specifications of school crossing stop signs. R.S.O. 1990, c. H.8, s. 176 (6).

Conditions of Employment

All ASCG's are required to perform their duties in accordance with all operating procedures. These procedures have been developed in order to ensure the safe, efficient and consistent operation of all school crossings throughout the cities applicable. The working year is deemed to be ten (10) months (September to June).

ASCG's who disregard any of these procedures may create a dangerous situation for themselves and the pedestrians that they cross. They also risk being reprimanded, suspended or dismissed.

All adult guards will have at least one evaluation completed by the Supervisor during the school year. Evaluations are a tool to improve Staffing Services' Municipal Crossing Guard Program and provide feedback to the crossing guards regarding their work performance. A copy of this evaluation will be given to the guard and one will be added to the Staffing Service employee file.

Contact Information –President /Assistant Vice President and Supervisor

President: Paul Imrie
Assistant Vice President, Operations: Anthony Kagan

Office hours: 8:00 am - 5:00 pm

Office: 905 737-1600
Email: Anthony@staffingsrvs.com

Contact Anthony for all crossing guard related inquiries including requests for time off, work-related incidents or injuries, etc.

Supervisor: Glenn H Moore

Mobile: 416 725 5522
Email: moore.glennh@yahoo.com

After Hours Absence Reporting: 416-606-0900 (After hours – calls to be made at 6:30am)

*** For protocol on reporting absences, refer to page 7 – Reporting Absences.**

Professional Development Days, Statutory Holidays & Breaks

Guards **do not** report for guard duty on the following statutory holidays and Professional Development (PD OR PA) days and school breaks.

Note that **Remembrance Day on November 11** is **not** considered a statutory holiday. When it falls between Monday and Friday, you must report for guard duty.

Statutory Holidays are paid by a percentage based on the average number of hours you have worked for the previous 4 weeks prior to the holiday. The paid holidays are noted above.

Vacation Requests, Appointments and Reporting Absences

- All crossing guards are expected to be regular in attendance and punctual when arriving at work. If lateness or absenteeism is unavoidable, you must contact us immediately, so that a stand-by or back-up can be assigned and your crossing location will not remain unmanned. It is essential that you provide as much notice as possible.
- If you have a friend or a family member who is able to cover your station in the event of your absenteeism, that person must be authorized by us to do so. They must receive identical indoctrination and training. Any dates of coverage have to be reported and approved prior to the date of absence. Payroll cheques will be issued to reimburse them for the coverage that they provide.
- **No vacation time will be approved during the time that school is in session.** All vacations must adhere to the school holiday schedule. There are two weeks at mid-winter, one week at March break and nine weeks during the summer that your vacation time can be scheduled. However, if you can identify your own backup guard for the time that you plan to be absent, your absence will be approved. Your backup must be registered with our office first.
- All crossing guards **must** attend their station when there is a **snow storm**. This is regardless of any school bus cancellations.

Appointments

When scheduling any personal appointments, (e.g. doctors, lawyers, dentist, etc.) avoid appointment times that interfere with your duties. Appointments must be scheduled between your shifts. Where this is unavoidable, contact your Supervisor immediately so that a back-up guard can be scheduled.

Reporting Absences (Illness/Family Emergencies)

All guard vacancies must be filled. Guard shifts cannot remain vacant.

Guards must report their absence a minimum three hours prior to the scheduled start of their shift or by 6:30 am for morning shifts.

During regular office hours (8:30am to 5:00pm), contact:

Anthony Kagan – Assistant Vice President, Operations – 905 737-1600

Or

Glenn H Moore – Supervisor – 416 – 725-5522

After office hours, Contact: **416-606-0900 (Call ONLY at 6:30am – you will reach a LIVE person)**

When calling, guards **must provide** the following information:

- **Your name**
- **Your crossing location**
- **The number of the station including the City**
- **Date / shifts you will be absent**
- **The reason for your absence**

Staff will respond back and advise that they have received your call/email.

Back Up Guards - On-Call

Upon receiving a call from either the Office or your Supervisor, back up guards will be assigned when and where applicable.

Injuries – Prevention and Reporting

The most common injury that ASCG's sustain while on the job is as a result of slipping or falling. These types of injuries are incurred most often in the winter months, when walking conditions can be treacherous.

Please keep these points in mind when working under slippery conditions:

1. Take your time. Don't rush.
2. Be sure to wear good, supportive footwear with soles that do not slip.
3. Watch your step.

If you are injured on the job:

1. If you can finish your shift, do so. If you cannot, if possible have a pedestrian go into the school for assistance.
2. Go to the urgent care clinic, emergency room or family doctor if you deem it necessary after completion of your shift.
3. Contact your Supervisor as soon as possible.

All personal injuries, that occur while you are on duty, serious or minor, MUST be reported to your Supervisor or the Assistant Vice President on the day they occur.

School Crossing During Winter Conditions

School Bus operations/cancellations have **no** bearing on the Crossing Guard Program. If the School is open, then our Crossing Guards must attend their shifts.

It is your responsibility to attend your crossing location until you have been notified by Staffing Services. If there is uncertainty, contact your Supervisor.

Snow removal - Clearing all crossing locations in the event of a severe storm is not always possible prior to the start of work. Crews will clear all locations as quickly as possible. Call your Supervisor directly should snow removal, ice or pot holes become a concern at your crossing.

Resignations

If resigning, it is requested that you provide notice as far in advance as possible – 3 weeks during the school term. Resignation is to be done by telephone but must be confirmed in writing.

Referrals

If you have any friends, relatives or any people asking about being a crossing guard, please tell them to apply at Staffing Services directly.

Uniform & Equipment

Wearing a proper safety vest, whistle and reflective arm bands (if applicable in your city) will ensure you are visible to the public and will provide you with an overall professional appearance and sense of authority.

The following equipment will be issued to each guard to use while on duty and shall be returned to Staffing Services upon termination:

1. A Stop sign
2. A Safety Vest
3. Arm bands if applicable
4. Rain coat

Dress Code

All equipment and uniforms provided shall be maintained in good condition. Replacements for items no longer serviceable because of normal wear and tear will be re-issued at Staffing Services' expense.

- 1. Safety vest and facemask must be worn over all outerwear at all times while on duty, including the rain coat when necessary to wear it.**
- 2. Lost or missing Stop sign or Safety vest** - Should you lose your safety vest or stop paddle, contact your Supervisor immediately. Do not attempt to cross pedestrians without both your stop sign and safety vest.

- 3. Do not wear costumes (i.e. Christmas, Halloween or Easter) to the school crossing, which may interfere with your ability to safely perform your duties.**
- 4. Do not use umbrellas.** The umbrella obscures your peripheral vision and is a distraction.

Foot Protection

It is suggested that ASCG's wear appropriate footwear while on duty.

1. Low heeled
2. Good tread to prevent slipping
3. Properly laced
4. Provide good support
5. No open toes shoes and / or sandals
6. Water resistant

Sun Protection

It is recommended that all ASCG's apply a sun screen lotion to all exposed skin while on duty. A minimum protection of SPF 30 is recommended.

Self-Help Advice for a Severe Lightning Storm

During a severe lightning storm, if you are outside, seek shelter in a building. If you are caught in the open, crouch down with your feet close together and your head down (the "leap frog" position). Do not lie flat – by minimizing your contact with the ground, you reduce the risk of being electrocuted by a ground charge. Place your stop sign away from your body roughly at arm's length. Keep away from telephone and power lines, fences, trees and hilltops. **Never seek shelter under a tree.** If you are in a vehicle, stay there. Do not stop near trees or power lines that could fall.

Guidelines and Duties

ASCGs' perform an important function in Staffing Services' traffic control program. As an ASCG, you have the responsibility of escorting pedestrians across the street during peak hours of traffic flow. Therefore, it is essential that you know certain fundamental rules about traffic control and pedestrians behavior in order for you to perform your duties efficiently and safely at all times.

You must be punctual at your designated school crossing. It is essential that you be at your crossing during the hours of duty as assigned to you and that you remain there until the completion of your shift, regardless of whether or not there are people to cross.

You must always wear the approved reflective vest or jacket and use the "STOP" sign supplied to you.

Crossing Pedestrians

You must be ready and waiting at your school crossing at the time specified for the beginning of your shift. The times for your school crossing have been determined based on school times and the municipality is responsible to ensure that the school crossings are covered during the assigned times. Although it may appear that all students have crossed, guards must remain at the school crossing during their assigned times. Failure could result in a pedestrian being injured or killed.

1. Make sure that motorists have adequate sight distance and time to stop when you are getting ready to proceed into the roadway to stop traffic based on weather, roadway conditions and the speed of the vehicles.
2. Instruct pedestrians to look all ways before crossing with you.
3. Make sure that pedestrians STAY on the curb / sidewalk until you have instructed them to cross.
4. When standing/crossing within the crosswalk, make sure that pedestrians cross in front of you and that you are facing into the intersection to ensure that you are aware of the pedestrian and vehicle movements.
5. Make sure that ALL traffic is completely stopped in all directions before instructing pedestrians to cross. Children will have a tendency to follow out behind you as soon as you step off the curb. Prevent them from doing so until you are satisfied that the intersection is clear for them to cross.
6. Be aware and make yourself visible to any open lanes of traffic while pedestrians are crossing.
7. Ask bicyclists and skateboard riders to walk their equipment across the roadway. If bicyclists or skateboarders refuse to dismount, do not assist them in crossing.
8. Do not RUSH to take children across the intersection. In particular, wait for the children to stand beside you before entering the intersection to stop the traffic.
9. Do not change the way you were trained to do your crossing.
10. Do not leave your crossing for any reason while on duty.
11. Be firm, but friendly and professional.

Use of the Stop Sign Before Entering the Roadway

1. Be sure that the "STOP" sign is facing the proper direction and is clearly visible to traffic in both directions.
2. The "STOP" sign should be held up as high as possible and the other hand is to be extended out horizontally at shoulder length during the crossing of pedestrians.
3. Do not strike vehicles with your "STOP" sign; if you do and there are damages, you will be obligated to pay them and may be disciplined with the potential for loss of employment and/or termination of your contract.
4. When leaving the roadway after pedestrians have crossed, hold the "STOP" sign as high as possible until you are completely off the traveled portion of the road. This is for your own protection.
5. Do not put the "STOP" sign on your car or lean it against any objects. Hold it in your hands and you won't lose it.
6. Do not use the "STOP" sign to shovel snow or to break up ice.
7. Do not place any stickers on or hang any unauthorized items from the "STOP" sign.

Traffic Control at School Crossings

Crossing guards cross pedestrians at several different types of intersections. Each location has slight variations in the way that they operate.

In the various cities of concern, we presently have crossing guards at locations which are at:

1. traffic signals;
2. Intersection Pedestrian Signals (IPS); or
3. Intersections with stop control on the side street only
4. All way stops

Traffic Signals - How They Operate

Signalized intersections work quite differently from other intersections. The crossing guard must work in conjunction with the traffic signal. All crossing guard locations at traffic signals feature pedestrian signals with the **"walk"**, **flashing "don't walk"**, and the **solid "don't walk"**. These signals have the following meanings:



"Walk" - You may start your crossing and have adequate time to finish within the signal phase. The traffic signal is timed to permit a pedestrian to proceed approximately 1/3 the way across under the **"WALK"** indication.



Flashing "Don't Walk" (Flashing hand) - If you have started to cross prior to the flashing Don't Walk, you will have adequate time to finish crossing. However, if you have not already started to cross the street, you will not have enough time to finish your crossing during this phase. The **Flashing "Don't Walk"** indication is timed to provide enough time to safely complete your crossing. However, if pedestrians have not started to cross before the end of the WALK indication, there is not enough time to safely cross the street and they should wait until the next WALK indication.



Solid "Don't Walk" (solid hand) - Do not start to cross the street or be in the road at this time and should get off as soon as possible for your safety. No pedestrians should be in the crosswalk when the **solid "Don't Walk"** indication is on.

Keep in mind that signal timings for pedestrians are based on the road width. You will probably notice that the longest phase is the **flashing don't walk**. This is quite normal. Also keep in mind that the pedestrian signals are not regulatory, the actual traffic signals (red, amber, green) are. So, a vehicle must yield right of way to you if you are in the roadway during the green phase, regardless of what the pedestrian signals indicate.

Intersection Pedestrian Signal (IPS)

Intersection Pedestrian Signals, or IPS for short, are pedestrian signals that are located at intersections. This means:

1. The signal will only be activated when the pedestrian push button is pushed.
2. The side street is regulated by a stop sign, rather than a traffic signal.

An IPS is treated similarly to a signalized location, with special attention paid to turning vehicles from the side street.

Turning vehicles – vehicles turning from the side street which is controlled by a stop sign (rather than traffic signals), may complete their turn at any time when the way is clear of both vehicles and pedestrians. This is regardless of what the traffic signals indicate on the main street – e.g. green, yellow or red. It is the motorist’s responsibility on the side street to complete their turn in safety.

Crossing Pedestrians safely at a traffic signal (or IPS)

1. If applicable, push the pedestrian push button to activate the pedestrian signals.
2. When the “walk” signal is displayed, walk to the centre of the crosswalk while holding the pedestrians at the curb.
3. When safe, signal the pedestrians to cross the roadway.
4. When the “flashing hand” is displayed, do not allow pedestrians to start crossing, hold them back for the next cycle.
5. When pedestrians have safely reached the far side of the curb, return to the nearside curb.

Other key points to remember:

1. **DO NOT PUSH THE WALK BUTTON IF PEDESTRIANS ARE NOT CROSSING**, motorists will be expecting pedestrians to cross the street.
2. **Be sure that the WALK indication is on when instructing pedestrians to cross.** Do not walk across the street against the walk signal.
3. Report any apparent malfunctions in the traffic signal to your Supervisor.
4. Hold your stop sign up during the entire time that you are on the road.

Traffic Signal Malfunctions

1. While working at the traffic signal, if they stop working (e.g. power outage), the signal should then be treated as an all-way stop control by you and motorists alike. Continue to cross pedestrians, all the while ensuring that vehicles are fully stopped and yielding right-of-way to you and the pedestrians before they cross.
2. For malfunctioning push buttons (e.g. do not work), report this to your supervisor.

All Way Stop

At all way stop locations, the guard is responsible for alternating directions to ensure the continual flow of traffic. The direction will be determined by your Supervisor during training.

1. When motorists have made eye contact with the ASCG, (that is, when all traffic has observed the guard and recognizes the guard’s intention to enter the roadway) and the guard is assured that all vehicular traffic is intending to remain stopped in the direction that they are entering, the ASCG should promptly enter onto the roadway.
2. Walk ready groups of pedestrians and return to the sidewalk. Don’t stay on the roadway and block traffic for pedestrians that have not reached the intersection.

3. When two guards are scheduled at the same intersection, cross pedestrians in alternating directions to ensure the flow of traffic. Example: both guards cross East to West and then North to South, so that the guards remain parallel to one another.

How to Cross Pedestrians Safely at a Non-signalized Intersection

At uncontrolled locations (no stop sign or traffic signal), the guard is responsible for identifying safe gaps in the traffic.

1. When all motorists have stopped and recognizes the guard's intention to enter the roadway and the guard is assured that all vehicular traffic is stopped, the ASCG should promptly enter onto the roadway.
2. Walk to the centre of the crosswalk while signaling pedestrians to remain at the curb.
3. When safe, allow pedestrians to cross the roadway.
4. When pedestrians have reached the far side curb, return to the nearside curb.

Suggested Safe Stopping Distances:

30 km/h – 35 m (115 feet)
40 km/h – 50 m (164 feet)
50 km/h – 60 m (197 feet)
60 km/h – 85 m (279 feet)

It is suggested that the crossing guard determine a point of reference for these distances (e.g. a light standard, cable box, sign, etc). Take into consideration the weather conditions. During your shifts, extra precaution should be taken as drivers must also contend with the glare of the sun. On wet, snowy or icy roadways, considerably more distance must be allowed.

Should you have any questions or concerns regarding your crossing, contact your Supervisor to discuss them further.

How to Cross Pedestrians Safely at a Roundabout or Traffic Circle

At roundabout locations, vehicles are to yield to oncoming traffic before entering. The guard is responsible for stopping traffic for pedestrians to cross.

1. When all motorists have stopped and recognizes the guard's intention to enter the roadway and the guard is assured that all vehicular traffic is stopped, the ASCG should promptly enter onto the roadway.
2. Walk to the centre of the crosswalk while signaling to pedestrians to remain at the curb.
3. When safe, allow pedestrians to enter and cross the roadway.
4. When pedestrians have reached the far side curb, return to the nearside curb.

Be observant and cautious as some drivers are not familiar with roundabouts or traffic circles. During your shifts, extra precaution should be taken as drivers must also contend with the glare of the sun. Use consideration on wet, snowy or icy roadways.

Should you have any questions or concerns regarding your crossing, contact your supervisor to discuss them further.

Crossing Pedestrians - Rules of the Road

- **Arrive on time.** You are required to be ready and waiting at your school crossing at the time specified. The times for your school crossing have been determined based on school times. It is the ASCG's responsibility to ensure that the school crossings are covered during the assigned times. Although it may appear that all students have crossed, guards must remain at the school crossing during the assigned times. Failure to be on time and stay until your shift ends could result in a pedestrian being **injured or killed**.
- **Crossing guards are to be punctual and are to remain for their entire shift time.** Scheduled hours at designated crossings ensure that we effectively and efficiently run the number of shifts and hours of work to provide adequate coverage at each crossing location. The ASCG Program sets shift times based on the information supplied by the Public and Catholic School boards. **Do not adjust the shift times or crossing locations unless authorized by the Supervisor.** School officials, teachers, trustees, principals, vice principals, councilors and /or parents may not authorize such changes. Refer all inquiries regarding crossing location hours to your Supervisor.
- **Monitoring of crossing locations.** The Supervisor will monitor all designated crossing locations on a regular basis. Please ensure that you are on time and **do not leave until your shift is finished.** Do not volunteer to stay longer than your scheduled shift. You will not be compensated for extra time. Only Staffing Services can authorize additional times over the hour limit. Any changes will be given directly to the crossing guard by our office. Ensure that you are wearing proper footwear and are attentive. All concerns brought to our attention will be investigated.
- **Check your work site on arrival.** Check and remove hazards which you or the pedestrians could trip on.
- **Location assignments and shift times.** Staffing Services reserves the right to reassign crossing guards or alter times as deemed necessary to effectively run the Municipal Crossing Guard Program. If desired, Staffing Services will consider relocating guards closer to their homes as vacancies occur.
- **Do not stop ambulance, fire trucks and police.** If an emergency vehicle is going to proceed through your crossing with emergency lights activated and/or sirens sounding, get everyone off the road immediately. Try not to stop funeral processions.
- **At no time should you stand on the curb and tell pedestrians to cross on their own.** Any pedestrians that come to the crossing during your working period are to be crossed by you. Do not use any kind of seat or chair while at your crossing; do not sit on school steps, walls or fence, curb or in bus shelters.
- **Take into consideration the weather conditions.** During your shifts, extra precaution should be taken as drivers must also contend with glare of the sun. On wet, snowy or icy roadways, considerably more distance must be allowed.
- **Do not direct traffic at any time for any reason.** Should a collision occur while you are directing traffic, you can be held liable for any incidents or collisions that may occur. Any directing of traffic is in direct violation of the Highway Traffic Act Directing traffic or any acknowledgement from you to a vehicle driver allowing them to proceed within your intersection is prohibited. This includes a hand gesture, a nod of the head or any other means that indicates that that you are communicating with the driver to proceed through. Any ASCG observed or reported directing traffic may

be disciplined for violating protocol. Repeated violations may result in suspension and/or termination.

- **Always keep your stop sign displayed in a conspicuous and upright manner** when on the road, or about to enter the roadway and for the **entire** time that you are on the road. Do not use your stop sign to remove snow or other items from your location.
- **Always give motorists clear and simple messages** as to what your intentions are. Be clear and confident when you are going to enter the roadway and when you return to the curb.
- **Give ample time for the flow of traffic at a stop sign.** Please ensure that you are not standing in the street holding up traffic while pedestrians are walking up to the intersection. Walk groups of student and then return to the corner until you have another group ready to cross. This allows for the flow of vehicular movement through the intersection and avoids frustrating drivers.
- **Use body language to indicate your intention.** If you do not intend to enter the roadway, step back and make it visible that you are not going to enter the intersection. When you enter the intersection, step up to the side of the curb while looking in all directions, with your sign raised high to notify drivers of your intention to enter the intersection.
- **Do not expect vehicles to react in a way that is not possible.** Motorists need time and space in order to react and to bring their vehicles to a stop.
- **Pedestrians are not allowed to ride on anything with wheels while crossing the road.** Remind pedestrians to dismount and walk their bikes and to carry their skateboards when crossing the street. Do not allow the use of skipping rope or playing with a ball while crossing the road. If you encounter a problem, contact your supervisor with any problems or questions.
- **Encourage pedestrians to cross at your crossing.** If a pedestrian refuses to cross with you, talk to your coordinator.

Rules of Conduct

- **Wear the safety vest and uniform at all times.** If you need new equipment, let your supervisor know. By wearing your safety vest and uniform, you are more readily identifiable to motorist and pedestrians. People in uniform also command respect and as a result, both motorists and pedestrians are more likely to respect you. You should always be neat, clean and punctual at your designated crossing.
- **Do not sit in your vehicle or lawn chair while on duty.** Motorists pay more attention to their driving when they see crossing guards standing at their crossing. Do not walk away from your crossing.
- **No smoking or drinking of alcoholic beverages while on duty.** Staffing Services policy states that no one is to drink until after his or her last shift of the day. Not adhering to this will result in disciplinary action and/or dismissal. While on duty, an ASCG MUST NOT possess, consume or be under the influence of any intoxicating beverage or non-prescription drug. **Bottled water is permitted and encouraged for hydration.**

- **Remain at your location for the duration of your shift.** Pedestrians depend on you to be on duty, on time, and to remain at your post for the entire shift.
- **Park your vehicle where it does not impact the operation of your crossing.** If you drive a vehicle to your crossing, be sure to park in an area where it will not affect or interfere with the operational safety of your crossing.
- **Park in permitted areas only.** If you drive a vehicle, ensure that the vehicle is parked in a permitted area only. In the unlikely circumstance that permitted parking is not available, discuss options with your supervisor. If you are going to park your vehicle on school property, you should speak with the Principal first to get permission and ask where you may park.
- **No reading while on duty.** This includes emails, texting, electronic books, regular books, magazines, newspaper, flyers, etc.
- **No talking on cell phone, reading or listening to portable audio players, or any other electronic device.** These devices interfere with an ASCG's ability to perform their duties in a safe manner, and draws attention away from the guards duties. **The only permitted use of a cell phone is for emergencies that require your attention at your crossing.**
- **We are not there to parent pedestrians.** Do not get involved with activities that are not occurring at your crossing. Our primary responsibility is to ensure the safe crossing of pedestrians at the crosswalk only.

****YOU MUST BE ABOVE REPROACH****

- **No obscene or inappropriate language or gestures.** Even if a student or motorist verbally abuses you or used foul or harassing language, do not return the favour! Remain professional and respectful and report any violations to your Supervisor.
- **Avoid physical contact with pedestrians unless absolutely necessary.** Use discretion. If grabbing a pedestrian is going to potentially save their life, DO IT !! Otherwise, we abide by a **NO TOUCH POLICY**.
- **Do not under any circumstances pick up students in your car and drive them home or to school. Do not escort anybody beyond the passage of your crossing.** This will result in your immediate dismissal and referral of the case to local law enforcement.
- **No treats or candies to be handed out.** Many pedestrians have allergies to specific types of foods or are simply not allowed to have certain kinds of food.
- **No treats/food/water or handling of animals.** Whether an animal is leashed, walking with its owner or is a stray, do not approach/ touch or invite any contact with any animals for your safety and reoccurring visits. Animals have various dispositions, allergies and diseases that can affect your health and safety and can also act as a distraction to your responsibilities.
- **Guards are not to bring their children, acquaintances or pets to their crossing.** If you bring your pets, they must remain in your vehicle; however, this is discouraged because it could result in the guard being distracted from their duties.
- **It is required that all guards work in the months of September to June.** This is very important to ensure that there is proper consistent coverage at all locations for the start and end of the school year. There is no allowance or consideration for absences due to medical, dental, or other related requests for time off, except for emergencies or

situations that require further medical investigation. There are ample time slots available between shifts or at the end of the day to accommodate most appointments.

- **Present yourself and behave in a manner that will reflect a positive image** of yourself and Staffing Services to the public. Remain professional, polite and respectful.
- **Do not complain to the public about problems at your crossings.** Report concerns or problems to your coordinator. Every effort will be made to address concerns raised. Do not engage in lengthy conversations with other persons while on duty.
- **Be alert.** Crossing guards must always be alert and fully aware of what is happening at their crossing. Do not leave your crossing. Do not wander away or chat with other guards or acquaintances while on duty. While you're stopped in the intersection, encourage pedestrians to continue moving to the other side. Avoid having conversations while in the intersection; keep your focus on the pedestrians and the vehicles waiting to turn.
- **Be aware.** Crossing guards are the eyes and ears of the community. Be aware of any suspicious activity in your area e.g. vehicles, persons, etc, report these to the supervisor.
- **Reporting.** If you wish to report a motorist for dangerous conduct within the intersection, you may take down the license plate and make of vehicle and report that to your Supervisor. Your Supervisor will advise you on how to proceed with the complaint to local law enforcement. **No taking of pictures is allowed under any circumstance.**
- **Guard Watch Reports.** (see example below) Only submit the required information if it affects your crossing while on duty. Call the office and provide as much detail as possible. Please do not submit a form on your own to anyone else but to the Supervisor. We record, assess and submit all guard reports to management and/or law enforcement, if indicated. It is imperative to have a complete and accurate report.

Below is a section of the report highlighting the information required by the guard when submitting a report. It is ultimately best if the guard is able to provide all of the details.

School Crossing Guard Program
Guard Watch Report

Location: _____

Guard Name: _____ Home Phone #: _____

Date of Offence: _____ Time: _____

Description of Offence:

Direction of Travel: Eastbound Westbound Northbound Southbound

Vehicle Manoeuvre: Right-turn Left-turn Straight through

Nature of Offence: running red light

Traveled through crosswalk while guard / children crossing

Other: _____

City: _____

Offending vehicle (describe offence):

License Plate #: _____ Make / Model: _____ Colour: _____

Description of Driver: Male Female

Complaints against a guard's performance

- An ongoing record is kept of any complaints against a guard's performance. In the event of any complaint about your performance, your supervisor will arrange an observation of you at your station.
- If the complaint is justified, we will notify you and, if necessary, arrange a retraining session. If the incorrect action is not rectified, disciplinary action may be taken.
- If the complaint is not justified, we will not notify you.

Complaints by a Crossing Guard

- An ongoing record is maintained of any complaints made by an ASCG. Depending on the nature of the complaint, your supervisor may arrange an observation at your station.
- If you experience ongoing difficulties with traffic offenders, you should notify your supervisor. If the situation warrants it, the police will be requested to monitor your situation.
- If you experience any abusive behavior directed against you by a child, parent or motorist, you should notify your supervisor immediately. If the situation warrants it, the school or police will be notified to try and rectify the situation.
- If you experience any unsafe road conditions, you should notify your supervisor. The Public Works Department will be notified to rectify the situation.

In Case of a Collision

- **In the event of a collision** at / near your crossing, have a responsible person call the police (911) and request an ambulance if necessary. Continue to cross pedestrians, away from the collision scene if necessary. Do not attempt to move any injured people. Request that drivers and witnesses remain on the scene until the Police arrive. Do not enter into any discussions with any drivers involved in a collision and do not attempt to assess the responsibility of any person.
- **When emergency personnel arrive on the scene**, continue to do your work unless otherwise instructed by emergency personnel. Co-operate fully with police.
- **Notify your supervisor.** All incidents of this nature must be reported to your Supervisor immediately after your shift.

Visit by a Ministry of Labour Inspector

- A Ministry OF Labour inspector may visit the worksite for the purpose of an inspection, investigation or consultation. When a Ministry inspector visits, they must be accompanied by the following city staff: a supervisor or manager, and a Joint Health and Safety Committee worker member. All employees are responsible for answering any of the inspector's questions relevant to the situation after your shift. If you are unsure or unable to answer any questions, direct them to the supervisor or manager accompanying the inspector.

Abuse, Conflict or Arguments

- **Abuse from pedestrians.** Any type of harassment, verbal or otherwise, should be reported immediately to your Supervisor.
- **Avoid conflicts / arguments with motorists and the general public.** Guards are to avoid all conflict/arguments with motorists and the general public. All incidents of this nature should be reported to your Supervisor immediately after your shift. If a resident who has suggestions or criticisms concerning the operation of the school crossing approaches you, they should be treated courteously and immediately referred to your Supervisor.
- **Always inform your supervisor of any uncommon occurrence** at your crossing e.g. a collision, confrontation with a motorists or member of the public.

ASCGs are the eyes and ears of the community. Be aware of any suspicious activity in your area e.g. vehicles, persons, etc. record license plates, make of vehicle, driver descriptions. Do not get personally involved. Contact the Police with your information.

Medical Certificate

Prior to beginning your initial employment, each ASCG must supply a medical certificate, completed and signed by his/her family physician, stating that the employee is physically capable of performing the duties of an ASCG.

A new medical certificate may be requested at any time at the companies' discretion and must be supplied within three weeks of the request.

Personal Information Disclosure

Prior to beginning your initial employment and in the interests of community safety and well-being, it is necessary for each School Crossing guard to provide us with a current **Vulnerable Sector Screening Letter**, obtainable from your municipal police department. Instructions on how to obtain this document will be provided at the time of registration.

Changes to any policies

These policies and conditions of employment may be changed at any time. Written notice will be provided to you in the event of any change in policy or procedure.

Termination of employment

- If you resign your position as an ASCG, we ask that all guards provide a written resignation, allowing for 3 weeks of working notice.
- Seniority/wage scales do not carry forward when an employee resigns and then returns to employment at a later date.
- If the Municipality cancels the station to which you are assigned, Staffing Services will attempt to assign you to another station close to your home. If no other station is available, your employment would be terminated on the basis of a "lay-off", and you would be recalled for the first available station close to your home. In this event, your employment seniority will be carried forward and applied to your renewed employment.

- Your employment may be terminated for “misconduct” without notice, for any of the following reasons:
 1. Absenteeism from your post without notice to your supervisor.
 2. Continual tardiness from your station
 3. Willful disregard of any of the policies or conditions of employment listed herein

Payroll Policies

You are paid for shifts worked once a month – one week in arrears. The only deductions that Staffing Services makes from your cheque are those required by law. Employment Insurance, Canada Pension Plan (if you are CPP exempt, please notify us before you start working) and Income Tax. Staffing Services pays the Employer portion of EI and CPP, covers you for Workers’ Compensation and pays the Employers’ Health Tax on your behalf. Additionally, Staffing Services adds 4% of Vacation Pay, paid out on every paycheque.

Staffing Services will provide you with a yearly T-4 at the end of February each year and will issue all Records of Employment upon request, or termination of employment.

You will receive Statutory Holiday pay, calculated by averaging the total shifts from the 4 weeks that were previously worked. Therefore, if you worked 10 shifts per week for 4 weeks prior to the holiday, your average daily pay would be 2 shifts. These Statutory Holidays include: Thanksgiving, Christmas Day, Boxing Day, New Years Day, Family Day, Good Friday and Victoria Day.

Professional Activity Days (P.A. Days) are unpaid.

We require at least three weeks’ notice in writing from all ASCG’s that are terminating their employment with Staffing Services. You must return your equipment (stop sign and vest) to our office at 10350 Yonge Street, Ste. 203, Richmond Hill, within one week of termination.