

Manual of Administration

TOPIC: Administration	SUBJECT: Protocol for a Missing Person	Code: AD156
		Date of Issue: 09/97
		Revised: July 2008
		Page 1 of 5

PURPOSE: To determine the protocol in reporting and dealing with a missing/wandering individual and to outline the roles and responsibilities of staff.

NOTE: Individual protocols may be in place that varies from this policy.

DEFINITIONS:

Wandering/Missing Individual

Any confirmed absence of an individual which occurs while participating in any Avenue II support that has been deemed serious when the individual is unable to be independent in the community and is at risk of harm.

Preventative Considerations

All individuals identified as a potential “wandering person” should be encouraged to:

- a) Wear an identifiable ID bracelet with their name on the back (where possible)
- b) Be registered with the Alzheimer’s Society as a “wandering person”
- c) Have identified “wandering person” on their face sheet
- d) Have recent photo on file and with On-Call Supervisor
- e) Have a Missing Person form completed, one for the individual’s home, second in central file, and third with the On-Call Supervisor.

NOTE: If it is dusk or nighttime, have On-Call report the missing person to the police immediately, once step 1.1 is completed.

TOPIC: Administration	SUBJECT: Protocol for a Missing Person	Code: AD156
		Date of Issue: 09/97
		Revised: July 2008
		Page 2 of 5

ROLES AND RESPONSIBILITIES:

1. STAFF:

- 1.1 Start preliminary search of home, including basement and yard. Preliminary search should be no longer than ten (10) minutes.

Should the person be noticed missing during CLS activity, staff are to check washroom, food court area, etc., and notify security immediately.

Should the person be missing during ESS support, staff are to check the washroom, business environment, and notify coworkers immediately.

If the person is not found within ten (10) minutes, proceed to step 1.2.
- 1.2 Inform the On-Call Supervisor or Manager immediately that the person is missing and that there is a need to begin a search of places that the person frequents.
- 1.3 Determine when person was last seen by questioning other people, community supports, neighbours and/or staff, if present.
- 1.4 Provide a description of clothing worn. Record clothing description in the N.E.I.G.H.B.O.U.R.S. program daily log report. In CLS and ESS activities, staff will observe clothing worn.
- 1.5 Remain at the home until the Manager or On-Call Supervisor arrives at the home should the person be noticed missing from his or her place of residence.
- 1.6 Report places that search staff have visited to the responding Manager who will keep a log of the sites/places searched.
- 1.7 Consult with management personnel before relaying information to family and public. If not able to describe clothing, home staff/families are to be contacted for information.
- 1.8 Complete appropriate agency paperwork i.e., Incident Report and

Missing Persons Report.

TOPIC: Administration	SUBJECT: Protocol for a Missing Person	Code: AD156
		Date of Issue: 09/97
		Revised: July 2008
		Page 3 of 5

2. **MANAGER—During Office Hours / ON-CALL SUPERVISOR—After Hours:**

- 2.1 Receives notification of a missing/wandering person.
- 2.2 Ensure police are contacted **within one (1) hour of first noticed missing** and pertinent information relayed i.e., general description, photo, mental status, and places frequented (if known). **If it is dusk or nightfall, report the missing person to the police immediately.**
- 2.3 Respond to scene to investigate, as appropriate.
- 2.4 Inform a Director of Support Services and consult regarding notification of family and emergency contacts.
- 2.5 Immediately notify emergency contacts (as identified on Face Sheet).
- 2.6 Organize a search party and assign areas. Instruct staff to report their findings via telephone or in person at maximum fifteen (15) minute intervals. Issue coins to staff for telephone (available from main office or from On-Call). If required, advise staff to ensure that appropriate clothing and medical information is available.
- 2.7 Assess the situation and assign a staff member or Manager to remain at the home or site where the person was last seen so that when others are out searching, they can maintain telephone contact to ascertain whether the person has returned on his or her own.
- 2.8 Call in additional staff, if needed.
- 2.9 Identify self to police and/or fire personnel, if they are at the site.
- 2.10 Make notes regarding the situation. Utilize information available such as

emergency face sheet information and recent photo.

- 2.11 Begin taking appropriate steps that will address any continuing risks to anyone's health and safety.

TOPIC: Administration	SUBJECT: Protocol for a Missing Person	Code: AD156
		Date of Issue: 09/97
		Revised: July 2008
		Page 4 of 5

- 2.12 If necessary, relieve staff (this should be done by calling in coverage as On-Call Supervisors are required to deal with other On-Call issues) that were supporting on the scene. Debriefing and counseling are available on a 24-hour basis from Internal Debriefers or the Employee and Family Assistance Program (EFAP), telephone number 623-7677. Debriefing for staff will be arranged as required.

- 2.13 Document the situation, including names, badge number(s), police occurrence number, and contact phone numbers. Complete an agency Incident Report. On-Call Supervisor or Manager ensures the Missing Persons Report (Appendix A) is completed and front line staff completes the Incident Report.

3. DIRECTOR OF SUPPORT SERVICES:

- 3.1 Immediately notifies the Executive Director of the missing person incident.
- 3.2 Responds to the situation if required to act on behalf of the agency.
- 3.3 Reviews the On-Call Supervisor's/Manager's actions and the written report.
- 3.4 Briefs the Executive Director on the issues.
- 3.5 In conjunction with the Executive Director, decides the next course of action.
- 3.6 In the absence of the Executive Director, acts in that capacity if required.
- 3.7 Prepares the Serious Occurrence Preliminary Inquiry Report for review and signature of the Executive Director. Follows policy on Notification of Ministry re: Serious Occurrence, if it qualifies.

4. EXECUTIVE DIRECTOR:

- 4.1 Responds to the scene, if required.

TOPIC: Administration	SUBJECT: Protocol for a Missing Person	Code: AD156
		Date of Issue: 09/97
		Revised: July 2008
		Page 5 of 5

- 4.2 In conjunction with the Director of Support Services, decides the next course of action.
- 4.3 If required, initiates debriefing contact with individual's family or significant others.
- 4.4 Complies with the Avenue II Policy AD155 re: "Protocol for a Potential Serious Occurrence".

5. WHEN INDIVIDUAL IS FOUND:

- 5.1 On-Call Supervisor or Manager will notify individual's emergency contact (as indicated on face sheet) and police if required to cancel missing person's report.
- 5.2 The Manager or On-Call Supervisor ensures that the individual and staff have received medical attention to determine the extent of any injuries and that necessary generic services have been called, i.e., fire, police, and ambulance.
- 5.3 The Executive Director (or appropriate management personnel) is notified by the supervisor in charge.
- 5.4 Manager or On-Call Supervisor relieves staff called in and finds a replacement for scheduled staff, if required.
- 5.5 The Executive Director advises the Ministry the person has returned.