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MISSING PERSON/UNKNOWN WHEREABOUTS POLICY

Community Living-Central Huron is responsible for ensuring the health, safety and welfare of people supported, and as such has developed a policy and procedure which outlines the expectations and responsibility of Staff and volunteers when the whereabouts of a person requiring supervision is unknown. Staff and volunteers of Community Living-Central Huron recognize they have no legal authority to hold any adult against their will at any time; however, documented in each Individual's Person-Directed Plan/Personality Profile there is a section that addresses supervision, support required/desired. Further, there may be Individual Protocols which describe risks to individuals who may leave the premises, work area, community location, etc. without Staff accompaniment and elaborate on what action should occur. Non-compliance with Missing Person/Unknown Whereabouts Policy and procedures is subject to discipline, up to and including dismissal from Community Living-Central Huron's employment.

Definitions:

Missing Person/Unknown Whereabouts: Any situation where a person being supported is missing and/or their whereabouts is unknown, as per the necessary supervision described in the Person-Directed Plan/Personality Profile and per Serious Occurrence Policy.

Emergency Preparedness Binder: A location-specific binder kept at all Agency work sites, which includes detailed information regarding individuals supported (personality profile), as well as other relevant emergency data, (ie. floor plans, inventory listings, record of monthly fire drills, etc.); see Policy No. D-003 (Emergency Policy).

Personality Profile: is a tool used by Community Living-Central Huron to record various individualized information of individuals supported. Personality profiles will provide a snapshot of the individual, such as: supervision required; medical alerts/conditions; strong likes or dislikes.

Individual Protocols: A document which provides detailed steps Staff and volunteers are to follow for a specific situation regarding a person supported.

Person-Directed Plan: is a document utilized by the Agency to record the goals; dreams; choices and visions of individuals supported. Staff will facilitate a process to assist individuals supported along with their family, friends and support network for individuals to achieve their goals, vision and dreams.

'While participating in service' shall mean when an individual being supported is receiving direct care from Staff, volunteers, caregivers, etc., from any Agency Program.

'Ministry' refers to the Ministry of Community and Social Services and/or the Ministry of Children and Youth Services.

"Enhanced Serious Occurrence Reporting" refers to Agency Policy No. C-006, Serious Occurrence Policy, which describes in detail situations and reporting procedures as required by the Ministry.

Procedures for Staff and Volunteers providing direct supports:

1. All Agency Staff and volunteers are required to participate in orientation, training and to continue to update themselves on an ongoing basis with respect to the support needs of the individual they are providing support to.
2. Full and part-time Staff and Supervisors are responsible to ensure that all areas of a Person-Directed Plan/Personality Profile/Individual Protocols are up-to-date at all times, ie. considerations of risks, family/caregiver contacts, support requirements; Personal Data Sheets, etc.
3. In each situation where an individual being supported is missing and/or their whereabouts is unknown; Staff and volunteers will refer to the individual's Person-Directed Plan, Personality Profile/Individual Protocols (if any) and review the individual's vulnerability in such situations, level of risk, and proceed accordingly.
4. Based on the details of the Person-Directed Plan, Personality Profile/Individual Protocols, and the specific circumstances at that time, (ie. person missing from their home, Day Program, job site, community outing, notification by a citizen, etc.), appropriate steps shall be taken to address safety, health and well being of the individual, others being supported at that time/location and as necessary, the community.
5. As referenced under definitions above, the Emergency Preparedness Binder is site-specific and is kept at all Agency work locations, detailing different situations and actions. Actions may be to check adjoining areas; solicit support of other Staff; community members; notification of Supervisor; emergency services; family; Ministry, etc. Also, refer to Serious Occurrence Policy (C-006) for any situation whereby "Enhanced Serious Occurrence Reporting" procedures are required (ie. in response to a significant incident involving a person(s) supported and the incident is likely to result in significant public or media attention).
6. Should there be a situation whereby an individual is missing/their whereabouts unknown and no protocols are in place, Staff and/or volunteers will contact the Supervisor or designate, pager or call 911, as appropriate.

Communication/Documentation:

Each work location has a cell phone which Staff are to carry with them, when not on-site at an Agency location. The Supervisor will consult with the Staff and/or volunteer involved with an incident as to when and who will contact the family/caregivers/other service providers, etc., Staff and/or volunteer will complete appropriate documentation (ie. Communique, Serious Occurrence Reporting form, Communication Book) within the required timeframes, as per Agency policies and procedures.