

Missing Person Protocol

The Arc of Monroe

Staff have a responsibility to be aware of the location of all people we support who are within their oversight. When someone we support leaves a site which has responsibility for them, program staff need to be aware of the following:

- Who is going
- Where they are going, in general terms. For people who are determined to be safe alone in the community, they do not need to inform staff exactly where they are going. That they are going into the community is sufficient.
- Who is responsible for the people we support while they are gone, if applicable
- What time they are leaving
- What time they are due back

This would not apply to people who are transitioning to someone else's oversight or responsibility, such as to another program or their family (i.e., comm hab).

A missing person is defined as the following:

- The whereabouts of a person we support is not known, AND
- The supervision needs of the person or other defined and documented supervision guidelines have been exceeded.

If someone is determined to be immediately at risk if their whereabouts are unknown, this would automatically constitute a missing person.

In the event that a person is determined to be missing as defined above, the following must take place:

1. Notify management immediately (direct supervisor or AOD 1).
2. Follow any established and approved behavior support plans and/or protocols related to missing persons for the person in question, as applicable.
3. Conduct a preliminary search which consists of doing up to a 30-minute search of the immediate area where the person last was; calling/texting the person directly; or making calls or driving to locations where the person was last known to be, should be, or is likely to be.
4. If the person is found during the preliminary search, a simple event report should be completed. A formal incident does not need to be filed as the person would not be considered missing.
5. If the person cannot be located during the preliminary search, staff should call a manager. The manager should contact the crisis lead (VP for Quality and Compliance, and Sr. Director for Facilities and Trans) to inform them we have a missing person (consistent with the crisis communication plan).
6. The crisis lead contacts AOD2 and the VP to coordinate the command center.

7. The command center will be identified by the crisis lead and search procedures will begin. These will be coordinated through the command center. The crisis lead and VP or designee will be physically present at the command center.
8. Search teams members will be identified, contacted and asked to report to the command center.
9. Before search teams are deployed, they will be provided with a current description of the missing person to include clothing, height, weight, hair color, other unique characteristics, and a current photo if available.
10. Search areas will be identified based on known information, to include where the person was last known to be and his/her likely behavior or movement. Geographical areas may be identified and assigned to search teams, to be made up of no less than 2 people as available.
11. Search team staff will be given equipment as available and appropriate to assist them in searching (i.e., headlamps).
12. A determination will be made as to when to contact 911 for their assistance in searching. This will be made in collaboration with the person's support team members and family/guardian. The agency reserves the right to contact 911 at any time.
13. Communication protocols will be established for the search teams to remain in contact with the command center. This will include the frequency of check-ins and how to respond based on various findings.
14. If the person is found safe, the team will notify the command center. The crisis lead will coordinate communication of this information to others.
15. If the person is found injured or otherwise compromised, 911 and/or other community supports will be contacted followed by a call to the command center. Staff will be deployed by the command center as appropriate.
16. If the person is found presumed deceased, 911 will be called followed by an immediate call to the command center. The crisis lead will deploy appropriate administrative personnel to the location. The crisis communication plan will be implemented, which includes notifying the Marketing & Communications team.
17. Filing of an incident will be initiated immediately upon resolution of the situation, based on the specific circumstances.