

795.0	WANDERING/MISSING PERSONS NON – RESIDENTIAL	795.0
Application: Community Based Services STAGE Program		References: Community Care Facilities Act Policy 739.0.1 Emergency Information Policy 705.0.1 Accidents / Incidents - PWS

POLICY:

Employees are not permitted to leave a person receiving service unattended at work sites, in the community or when traveling on public transit.

Employees notify the appropriate authorities, the Program Manager, their designate or the Team Leader immediately in the event of a wandering or missing person.

Employees supporting a person(s) receiving service in the community are provided with a record of the individual’s emergency information and a list of emergency contact numbers.

Critical stress debriefing is made available to employees and the people we support on an as need basis.

REASONS FOR POLICY:

The NSDRC adheres to applicable legislation to ensure the safety, security and well being of the people we support.

DEFINITIONS: Refer to Glossary of Definitions located in Volume 1 Association Structure and Supports for further information.

PROCEDURES:

Wandering / Missing Person(s) from Program Site:

1. Where a person, unable to direct their own care, has wandered away or is missing from the program site the employee alerts other employees (if available) to conduct an immediate search of the area.
2. In situations where an employee is on shift alone or there are no other employees available, the employee immediately notifies **9-1-1**. **DO NOT** leave the people we support unattended.
3. The employee directly involved reports the incident to the Program Manager, their designate, or the Team Leader.

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4. The Program Manager, their designate or the Team Leader may contact or instruct the employee to contact the individual's family member, or their emergency contact (if applicable).
5. The Program Manager, their designate or the Team Leader contacts the Director of Community Based Services at **604-904-4090**. If unavailable, press 0 to speak with the Office Administrator or dial **604-985-5371** during business hours.
6. The Director of Community Based Services notifies the Executive Director Contracted Services and the appropriate authorities. The Executive Director Contracted Services can be contacted at **604-904-4086** or via cell at **604-219-4086** outside of business hours.
7. In addition to the information related to the person receiving service, employees are issued specific contact numbers used in the event of an emergency. Refer to **Policy 739.0.1 Emergency Information** for further information.

Wandering / Missing Person(s) in the Community:

8. If a person(s) receiving service is separated from the supporting employee while out in the community (e.g. at a Mall) the employee immediately notifies (in sequence),
 - Mall Security (wait five (5) minutes, if no response)
 - contact **9-1-1**
 - the Program Manager, their designate or the Team Leader
9. If a person(s) receiving service is separated from the supporting employee while using public transit, the employee immediately alerts (in sequence),
 - the bus driver (if possible)
 - Translink **604-953-3220**
 - Transit (Blue Bus West Vancouver) **604-985-3500**
10. When reporting the incident to Transit authorities, employees include the following information,
 - description of the person receiving service
 - the (4) four digit bus number (if known)
 - the time of travel
 - location and direction of travel
 - a contact name and number

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11. The employee directly involved reports the incident to the Program Manager, their designate, the Team Leader and the individual's family member and or emergency contact person (if applicable).
12. Once the individual has been located all parties involved in the search are notified by the Program Manager, their designate or the Team Leader.
13. If the person receiving service is injured emotionally or physically, transport to hospital via emergency services or ambulance by calling **9-1-1** (if necessary).
14. The reporting employee documents the incident via a **Serious / Critical Incident Report** and submits the completed report to the Program Manager, their designate or the Team Leader as soon as possible after the event. Refer to **Policy 705.0.1 Accidents / Incidents – PWS** for further information.
15. The report is submitted to the Director of Community Based Services and the Executive Director Contracted Services for review and or recommendation prior to distribution to the appropriate authorities (e.g. funders).
16. Information from the **Serious / Critical Incident Report** is entered to the NSDRC Incident Reporting Data Base by the Community Based Services Administrative Assistant and may be copied to the Director of Quality Assurance and the Health and Safety Administrator for future reference.
17. Employees and the people we support requiring critical stress debriefing notify the Program Manager, their designate or the Team Leader.