

### 35. Missing Person

While many of the people in Spectrum's services require 24-hour support, others are able to spend periods of time on their own, from a few hours to a few days. Levels of support required, and guidelines for spending time alone, will be defined for each person in their Service Plan or Support Plan. Unless otherwise indicated, a person will be considered "missing" if he or she is absent for any length of time without explanation.

- (a) If an individual goes missing, the staff on duty should phone the emergency contacts as listed on the person's profile, including the supervisor, and the Spectrum emergency cell (604) 644-1474.
- (b) Begin a search immediately. Other individuals and staff may assist in the search, but only if such action does not compromise their own safety.

If you cannot leave the site, or if you are supporting more than one person, call in another staff person to provide assistance while you begin a search, or get assistance to call in additional staff – call the supervisor, or the Spectrum emergency cell (604) 644-1474 or the Spectrum office (604) 323-1433.

As soon as the second person arrives, one staff should trace the person's expected route and search the surrounding area. If possible, one person should remain on site to receive phone calls.

- (c) If, after one hour (or as outlined in the person's Service Plan or Support Plan), the person is still missing, phone the police and request the constable on duty to assist in the search. Explain that the person has a developmental disability and cannot be left unsupervised in unfamiliar surroundings. Explain that you need immediate assistance. You will be asked to give a detailed description to the police, which may include the person's height, weight, hair and eye colour, birthdate and description of clothing they were wearing.
- (d) As soon as the individual returns, notify all persons who were contacted.
- (e) The staff on duty will document what happened on a Critical Incident Report.