

GENERAL MANUAL POLICY

APPROVED BY:



Executive Director

CATEGORY: Supports and Services

TOPIC: Client Security

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POLICY:

Community Living Thunder Bay will provide for the security of people supported through appropriate support, supervision and monitoring.

PURPOSE:

To ensure staff is aware of people's whereabouts at all times.

To ensure people's needs are met on a routine basis.

To provide a timely response in the case of a missing person.

Initial: *RD*

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PROCEDURE:

A. When people supported are in their home:

1. At the beginning and end of each shift a staff member will do a visual check of all the persons supported.
2. Staff shall be aware of the people's whereabouts and condition of the people supported at least hourly; more often if otherwise indicated to provide appropriate care and assistance.
3. Staff will provide appropriate support/supervision with all aspects of personal care to people supported including bathing and showering.

B. When people are away from their home:

1. While in the community setting, staff must be aware at all times of the whereabouts of people they are supporting.
2. During Personal Planning meetings, the degree of supervision support required by each individual will be identified, and for those who routinely go out without support, the parameters for assessing when lateness is unusual and cause for concern will be documented, along with any individual response considerations, including at what point the family wishes to be contacted regarding any lateness.
3. When persons' who receive support go out on their own (shopping, visiting friends or relatives etc) staff are to ask them where they intend to be and when they expect to return home and will take note of the persons apparel.

C. When a person supported is late/missing:

1. When a person supported is unusually late returning from a scheduled activity (school, work, recreational activity, etc.) staff are to phone the placement site or transportation provider to determine if there is a reason for the delay. If, after these calls, the person's unusual lateness remains unexplained, then the on-call Supervisor and or Team Leader will be notified and an Incident Report completed.
2. At the discretion of the Team Leader, extra staff maybe called in and a search for the person conducted.

Initial: *JK*

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3. If the person cannot be located after the initial search period, then it will be determined that the person is missing. At this point, the family will be notified of the persons missing status, the Director of Supports and Services will be contacted and the Serious Occurrences Procedures may be implemented. NOTE: What constitutes a reasonable "initial search period" will vary by individual circumstances and considerations such as weather conditions or health concerns, and so will be determined by the Team Leader/Coordinator/Director of Supports and Services when they initiate the search.

When a client is late/missing continued

4. If the person is not located during the initial search period, the Thunder Bay Police will be notified and provided with a full description of the missing person.
5. The Team Leader will keep family and the Director of Supports and Services/ Executive Director informed as to the progress of the search activities.
6. All Community Living Thunder Bay staff involved in the search will document their observations fully prior to going off duty.
7. The Team Leader will debrief staff in order to identify measures which might prevent the repetition of similar occurrences.

