

MISSING CLIENTS POLICY

INTRODUCTION

Criteria for determining when a client is missing depends on his/her level of capability and self-reliance. It is therefore of the utmost importance that support workers are aware of the individual behaviour patterns and supervisory needs of the people they support. This awareness will allow staff to accurately assess the situation.

In this policy, where the NOSS Manager is referred to, it will be read to include any person acting as NOSS Manager for the time being.

PROCEDURES

1. The NOSS staff member should conduct a quick search of the immediate area.
2. The NOSS staff member should report to the NOSS Manager immediately a client is missing.
3. The NOSS Manager in consultation with the staff member involved will assess the situation and coordinate the search.
4. No other clients are to be put at risk due to the search.
5. All staff involved will report back to the NOSS Manager regularly.
6. The NOSS Manager will inform the missing client's family and/or Service Coordinator if and when deemed appropriate.
7. The NOSS Manager will request external assistance, such as the police, when deemed appropriate.
8. The staff member locating the missing client is to report back to the NOSS Manager immediately.
9. The staff member involved will submit an incident report within 24 hours.
10. The NOSS Manager will offer debriefing to all staff and clients involved.
11. The NOSS Manager will submit a report to the Board of Governance, including recommendations for possible changes in organisational policies and procedures.