



Policy and Procedure # 230

Employee Response to a Missing Client

Approval: _____ Effective Date: 5/7/24

POLICY:

In the event that a client is determined to be, or believed to be missing, employees shall take the following action(s), the level(s) of action shall be reflective of the missing person's level of care, abilities and vulnerabilities:

REFERENCE: DDA Policy 6.12

PROCEDURE:

1. Employees shall check with other clients and/or other employees.
2. Employees shall search the missing client's home, job sites and immediate areas.
3. When possible, employees shall ask neighbors if they have seen them.
4. Employees shall search any immediate neighborhood roads, trails and businesses.
5. Employees shall contact the supervisor if during regular office hours, or, after office hours and during weekends and holidays, contact the Administrator-On-Call (AOC). If necessary, the AOC will contact the Department Director. The AOC or Department Director will make the determination whether to contact the Executive Director, presiding law enforcement department and/or the client's legal guardian or family.
6. For residential clients, within 2 hours of the occurrence, the Department Director shall also contact the DDA Case Manager.
7. For residential clients, a written Incident Report shall be completed by the employee and submitted to the DDA Case Manager within 1 working day of knowledge of the incident.