

Policy & Procedure Manual

CLIENT SECURITY/OBSERVATION – R-VII-2

POLICY:

OPTIONS northwest will provide for the security of clients living in its community residences through appropriate supervision and monitoring.

PURPOSE:

To ensure staff are aware of clients' whereabouts at all times.

To ensure clients' needs are met on a routine basis.

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

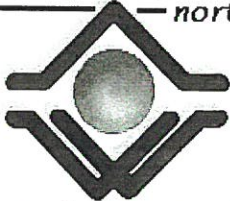
PROCEDURE:

A. When Clients are at the residential location:

1. At the beginning and at the end of each shift a staff member will do a visual check of all the clients.
2. Overnight, generally from 2200 hrs to 0600 hrs, clients will be observed at least once every two (2) hours or more often depending on the clients needs and given the appropriate care or assistance they require at the time.
3. At all other times, staff shall be aware of the clients' whereabouts and condition at least hourly; more often if otherwise indicated to provide appropriate care and assistance.

B. When Clients are away from the residential location:

1. On outings, staff must be aware at all times of the whereabouts of clients they are supporting.
2. During Personal Planning meetings, the degree of supervision required by each individual will be identified, and for those who routinely go out unsupervised, the parameters for assessing when a 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.



Personal Support Services

POLICY: R-VII-2
DEPARTMENT: Personal Support Services
CATEGORY: Environmental
EFFECTIVE DATE: August 2013
SUPERSEDES VERSION DATED: May 2008
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C. When Clients are away from the residential location (continued):

3. When clients are going 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 client's apparel.

D. When a Client is Late/Missing

1. When a client 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 client's unusual lateness remains unexplained then the on-call Supervisor and the Director of Client Services will be notified and an Incident Report completed.
2. At the discretion of the Supervisor/Director, extra staff may be called in and a search for the client conducted.
3. If the client cannot be located after the initial search period, then it will be determined that the client is missing. At this point, the family will be notified of the client's missing status, the Executive Director will be contacted and the Serious Occurrence Procedure AD-I-7 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 Supervisor/Director when they initiate the search.
4. If the client 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 Supervisor/Director will keep family and the Executive Director informed as to the progress of the search activities.
6. All OPTIONS staff involved in the search will document their observations fully prior to going off duty.
7. The Supervisor will debrief staff in order to identify measures which might prevent the repetition of similar occurrences.

RECOMMENDED BY: Director, Personal Support Services

APPENDICES: 0

OPERATIONAL ACCOUNTABILITY: Administration, Personal Support Services
Administration, Personal Support Services

ORIGINAL POLICY DATE: August 1994

AUTHORIZED BY: Executive Director

SIGNATURE: _____