

INCIDENT RESPONSE GUIDE

MISSING RESIDENT



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MISSION	
To manage the process of locating and recovering a lost or abducted person, from the nursing home.	
DIRECTIONS	
<p>Read this entire response guide and use as a checklist to ensure tasks are addressed and completed. For each response period, all activated IMT positions should refer to their Job Action Sheet for additional actions. Each IRG is intended to be a starting point and not all inclusive. Customize to your facility.</p> <p><i>Note: Section duties and responsibilities remain the responsibility of the Incident Commander unless delegated.</i></p>	
OBJECTIVES	
<input type="checkbox"/>	Ensure the safety of residents, staff, and visitors while initiating search procedures.
<input type="checkbox"/>	Coordinate with law enforcement in the response to and recovery of a missing person.
<input type="checkbox"/>	Provide behavioral health support to residents, staff, and families.

RAPID RESPONSE CHECKLIST	
<input type="checkbox"/>	Record the time that the resident was discovered missing and when and where he/she was last seen.
<input type="checkbox"/>	Verify that the resident has not signed out. If resident family members are onsite, ask them.
<input type="checkbox"/>	Activate the facility's EOP and appoint a Facility Incident Commander (IC) if warranted.
<input type="checkbox"/>	<p>Search the facility's grounds for the resident. If necessary, distribute copies of the resident's photograph to the staff searching the grounds. Keep a record of the areas searched. Be sure to check:</p> <ul style="list-style-type: none"> • Closets • Walk-In Refrigerators/Freezers • Storage Rooms • Under Beds and Behind Furniture
<input type="checkbox"/>	<p>If the missing resident is not found following an expedient search (approximately 30 minutes), call 9-1-1 and provide:</p> <ul style="list-style-type: none"> • Name and description of missing resident • Description of clothing, ambulation method, cognitive status • Photo if available

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RAPID RESPONSE CHECKLIST	
<input type="checkbox"/>	Notify: <ul style="list-style-type: none"> Responsible party / next of kin that resident is missing and search is underway Notify appropriate state survey agency to report an unusual occurrence and activation of facility's EOP.
<input type="checkbox"/>	Coordinate with public safety agencies in searching for the missing resident.
<input type="checkbox"/>	Once the resident is found, notify the responsible party/next of kin, facility staff and public safety agency representative.
<input type="checkbox"/>	<i>Add other response actions here consistent with the facility EOP.</i>

Immediate Response (0 – 2 hours)		
IMT Position	Action	Initials
Incident Commander	Confirm that a missing resident incident has occurred.	
	Activate lockdown procedures, Incident Management Team, and Nursing Home Command Center.	
	Notify nursing home Chief Executive Officer, Board of Directors, state survey agency, and other appropriate internal and external officials of situation status.	
	Notify law enforcement and provide details of the incident.	
	Establish operational periods, objectives, and regular briefing schedule. Consider using the NHICS 200: Incident Action Plan (IAP) Quick Start for initial documentation of the incident.	
Liaison/PIO	Activate the communication plan and respond to media inquiries in coordination with law enforcement and the Incident Commander.	
	Develop information for release to the media with law enforcement. Ensure the family/guardian of the lost or abducted person is aware prior to the release of any information.	
	Coordinate with law enforcement to issue a "Silver Alert."	
	Monitor media outlets for updates on the incident and possible impacts on the nursing home. Communicate information via regular briefings to Section Chiefs and Incident Commander.	
	Notify community partners in accordance with local policies and procedures (e.g., consider local emergency operations center, other area nursing homes, local emergency medical services, public safety officials, and healthcare coalition coordinator), to determine incident details, community status, and establish contacts for requesting supplies, equipment, or personnel not available in the nursing home.	

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Immediate Response (0 – 2 hours)		
IMT Position	Action	Initials
Safety Officer	Ensure the safety of residents, staff and visitors during nursing home and campus search procedures.	
	Secure the nursing home and campus: <ul style="list-style-type: none"> <input type="checkbox"/> Deny entry or exit to all but known responders <input type="checkbox"/> Direct all persons trying to leave the building or campus to a holding site <input type="checkbox"/> Coordinate movement with law enforcement 	
	In coordination with the Operations Section Chief, ensure activation of search procedure: <ul style="list-style-type: none"> <input type="checkbox"/> Assign staff to conduct a floor-to-floor and room-by-room search <input type="checkbox"/> Coordinate all search results and provide information to law enforcement on arrival <input type="checkbox"/> Provide all staff involved in search with basic information about missing or abducted resident 	
	Provide law enforcement with missing resident information including: <ul style="list-style-type: none"> <input type="checkbox"/> Height, weight, hair color, etc. <input type="checkbox"/> Any available photos <input type="checkbox"/> Distinguishing features <input type="checkbox"/> Clothing worn, articles carried <input type="checkbox"/> Medical equipment in use, etc. 	
	Provide law enforcement with surveillance camera footage, facility maps, blueprints, master keys, card access, search grids, and other data as requested.	
	Conduct staff and family/guardian interviews to gather information and evidence in conjunction with law enforcement.	
	Complete NHICS 215A to assign, direct, and ensure safety actions are adhered to and completed.	
Operations Section Chief	Ensure continuation of resident care and essential services.	
	Support the search procedure in coordination with the Safety Officer.	
	Coordinate with the Safety Officer to secure the nursing home and implement limited visitation policy.	
	Implement tasks listed below if Branches are not activated.	
Resident Services Branch Director	Monitor resident care activities.	
Infrastructure Branch Director	Refer to the Job Action Sheet for the appropriate tasks.	

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Immediate Response (0 – 2 hours)		
IMT Position	Action	Initials
Planning Section Chief	Establish operational periods, incident objectives, and the NHICS 200: Incident Action Plan (IAP) Quick Start in collaboration with Command and General staff.	
	Gather critical information, policies activated, blueprints, search grids, and other critical data for inclusion in the Incident Action Plan.	
	Gather internal situation status including supply and equipment status, current staff and visitor census.	
	Initiate the tracking of residents, staff, and visitors. Provide tracking data to law enforcement in coordination with the Safety Officer.	
Logistics Section Chief	Provide the logistics needs of nursing home staff and law enforcement personnel.	
	Gather information on planned or expected deliveries or pickups for the day; provide this information to the Safety Officer.	
	Notify operators of planned deliveries or pickups of the need to postpone or reschedule.	
All Activated Positions – Refer to Job Action Sheets		

Intermediate Response (2 - 12 hours)		
IMT Position	Action	Initials
Incident Commander	Determine the need to cancel or postpone visiting hours based on the projected length of the incident.	
	Activate Medical Director/Specialist if needed (e.g., Risk Management, Legal).	
	Ensure residents, staff, visitors, and senior leadership are briefed on the incident and any alterations in services.	
Liaison/PIO	Continue media briefings and updates; work within the Joint Information Center if activated.	
	Update social media sites if in use for incident.	
	Continue to update key stakeholders and local officials of the incident and the status of response.	
Safety Officer	Conduct an ongoing analysis of executed response actions for safety issues; implement corrective actions and update NHICS 215A.	
	Ensure the safety of residents, staff, and visitors during the closure of entry and exit points; coordinate with law enforcement as needed.	

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Intermediate Response (2 - 12 hours)		
IMT Position	Action	Initials
Safety Officer	In consultation with law enforcement, determine the need to continue the search and the use of nursing home staff at entry points. If staff are released, ensure briefing of personnel.	
	Work with law enforcement to ensure continued security of nursing home and ongoing operations.	
Operations Section Chief	Ensure continuation of resident care and essential services.	
	Implement tasks listed below if Branches are not activated.	
Resident Services Branch Director	Consider moving the family/guardian away from the missing resident room to a secure location.	
	Plan for the safe and confidential reunification of the lost or missing resident with family/guardian.	
	Assign a staff member to check in with family/guardians and provide a safe location for the resident's family/guardian to ensure confidentiality while providing access to information and services.	
	Continue to assess residents for change in condition.	
	Provide behavioral health support to the impacted families/guardians of residents as needed.	
Infrastructure Branch Director	Ensure nursing home cleanliness. Initiate special cleaning as necessary.	
	Continue to monitor the status of the physical plant and ensure the integrity of and/or restoration of utilities and communications.	
Planning Section Chief	Plan for the next operational period and shift change, including staff patterns, location of labor pool if activated, nursing home campus entry and exit in view of lockdown.	
	Continue resident and bed tracking.	
	Initiate staff and equipment tracking.	
Logistics Section Chief	If the campus lockdown continues, consider the impact on scheduled deliveries and pickups.	
	Contact vendors to ensure provision of needed supplies, equipment, medications, and water and food to residents, visitors, and families.	
Finance/ Administration Section Chief	Track costs and expenditures of the response; include estimates of lost revenue.	
	Initiate screening and tracking of incoming volunteers and/or new personnel.	
	Begin to track hours associated with the emergency response.	
All Activated Positions – Refer to Job Action Sheets		

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Extended Response (greater than 12 hours)		
IMT Position	Action	Initials
Incident Commander	Continue to monitor operations, consider the length of onsite operations, and determine the need for demobilization.	
	With the Liaison/PIO, prepare to speak with residents, staff, visitors, and stakeholders.	
	Update the nursing home Chief Executive Officer, Board of Directors, state survey agency, and other appropriate internal and external officials of situation status.	
Liaison/PIO	Continue to hold regularly scheduled media briefings in conjunction with Joint Information Center (if activated).	
	Address social media issues as warranted; use social media for messaging as situation dictates.	
	Ensure continued updates of appropriate information to partner organizations, local authorities, and others as determined by Incident Commander.	
Safety Officer	Update the Incident Action Plan Safety Analysis (NHICS 215A) for extended operations based on modifications in entry and exit points, visiting hours, entry onto campus, etc. for inclusion in the IAP.	
	In coordination with the Operations Section Chief, continue to assess impact on clinical operations of modifications to entry and exit points.	
	Modify security procedures as needed and in conjunction with law enforcement.	
Operations Section Chief	Observe and communicate the impact of modifications to entry and exit points on clinical operations.	
	Implement tasks listed below if Branches are not activated.	
Resident Services Branch Director	Assess impact on clinical operations of restricted movement, delayed vendor deliveries and pickups.	
	Provide behavioral health support for residents, families/guardians, and staff as needed.	
Planning Section Chief	Ensure that updated information and intelligence is incorporated into the Incident Action Plan. Prepare for demobilization.	
Logistics Section Chief	With Operations Section, assess impact on clinical operations of delayed vendor deliveries and pickups.	
	When approved by Incident Commander, reschedule all delayed deliveries and pickups.	
Finance/Administration Section Chief	Continue to record the ongoing and projected costs from modifications in normal operations.	

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Extended Response (greater than 12 hours)		
IMT Position	Action	Initials
All Activated Positions – Refer to Job Action Sheets		

Demobilization/System Recovery		
IMT Position	Action	Initials
Incident Commander	Ensure notification to all impacted persons of the missing person incident resolution.	
	Approve the procedures for demobilization.	
	Oversee the nursing home’s return to normal operations.	
	With the Liaison/PIO prepare to speak with media.	
Liaison/PIO	Conduct media briefing to provide incident resolution.	
	Ensure that all stakeholders, response partners and state survey agency are notified of incident resolution.	
Safety Officer	Oversee the resolution of response actions that impacted operations; ensure entry and exit points are open and functioning. Ensure that fire doors and alarms are in working order.	
	Schedule and oversee a test of the nursing home alarm systems.	
	Restore normal security operations and demobilize non security personnel staffing, if activated.	
	Report staff injury and illness for follow up by Finance/ Administration Section Chief.	
Operations Section Chief	Initiate activities to restore normal operations; work with the Planning Section to identify activities that were altered for restoration to normal.	
	Restore visiting hours if suspended; determine the need to expand normal hours and ensure behavioral health support for residents and visitors as needed.	
	Implement tasks listed below if Branches are not activated.	
Resident Services Branch Director	Ensure that impacted resident care areas that may have been out of service due to evidence collection are returned to service.	
Planning Section Chief	Finalize and distribute steps for demobilization in the Incident Action Plan.	

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Demobilization/System Recovery		
IMT Position	Action	Initials
Planning Section Chief	Conduct debriefings or hotwash with: <ul style="list-style-type: none"> <input type="checkbox"/> Command Staff and section personnel <input type="checkbox"/> Administrative personnel <input type="checkbox"/> All staff <input type="checkbox"/> All volunteers 	
	Write an After Action Report, Corrective Action, and Improvement Plans for submission to the Incident Commander, and include: <ul style="list-style-type: none"> <input type="checkbox"/> Summary of the incident <input type="checkbox"/> Summary of actions taken <input type="checkbox"/> Actions that went well <input type="checkbox"/> Actions that could be improved <input type="checkbox"/> Recommendations for future response actions 	
	Prepare summary of the status and location of all incident residents, staff, and equipment. After approval by the Incident Commander, distribute as appropriate.	
Logistics Section Chief	Oversee the resumption of scheduled deliveries and pickups. Communicate delays in deliveries with the Operations and Planning Section.	
	Provide a cost summary due to delays in deliveries, additional charges, rescheduled pickups, etc., with the Finance/ Administration Section Chief.	
	Inventory all Nursing Home Command Center and nursing home supplies and replenish them as necessary, appropriate, and available.	
	Submit all section documentation to Planning Section for compilation in After Action Report.	
Finance/ Administration Section Chief	Document all costs, including claims and insurance reports, lost revenue, and expanded services, and provide report to Command Staff.	
	Work with local, state, and federal emergency management to begin reimbursement procedures for cost expenditures related to the event.	
	Contact the insurance carriers to initiate reimbursement and claims procedures, if necessary.	
All Activated Positions – Refer to Job Action Sheets		

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Documents and Tools
Nursing Home Emergency Operations Plan, including: <ul style="list-style-type: none"><input type="checkbox"/> Communication plan<input type="checkbox"/> Security procedures<input type="checkbox"/> Behavioral health support procedures<input type="checkbox"/> Lockdown procedures
Forms, including: <ul style="list-style-type: none"><input type="checkbox"/> NHICS 200 – Incident Action Plan (IAP) Quick Start<input type="checkbox"/> NHICS 205 – Communications List<input type="checkbox"/> NHICS 214 – Activity Log<input type="checkbox"/> NHICS 215A – Incident Action Plan (IAP) Safety Analysis
Job Action Sheets
Paper forms for down-time documentation, data entry, etc.
Access to nursing home organization chart
Campus floor plans, maps, and evacuation routes
Television/radio/internet to monitor news
Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication