

Missing Persons Protocol

Example Protocol

1. Gather list of injured and sheltered, missing persons reports, antemortem data, and post-mortem data from several different sources
 - Missing Persons Call Center
 - Patient Tracking Unit
 - Shelter Unit
 - Antemortem Data Unit
 - Law Enforcement Missing Persons Reports
 - Morgue Operations (KCMEO)
2. Assimilate information to determine if someone is alive, truly missing, not missing, or potentially deceased.
3. If a possible match specifying the location of a missing persons is identified the Missing Persons Group Supervisor (or Law Enforcement Representative) will certify the probable match.
 - a. If the match is a victim in the morgue the information is transferred to the KCMEO for further investigation. [No further action is taken by the Missing Persons Group at this time]
 - b. If the missing person is living and in a hospital or shelter communicate the probable match to the Patient Tracking Unit and Shelter Unit respectively.
4. Law Enforcement checks for any protection orders or criminal complaints concerning the missing persons or family.
5. Inform the Notification Group of the probable match.
6. A member of the Missing Persons Group will be available during the notification of the family to answer any questions.

Patient Tracking Protocol

1. The Patient Tracking Unit will coordinate with local hospitals and ACFs to receive information about patients (identified and unidentified) that are at their facilities.
2. A list of hospital patients will be provided to the Missing Persons Group
3. The Missing Persons group will work to match missing person reports with hospital patients. Once a possible match is made and the person is identified to be in a hospital the Missing Persons unit will communicate the match to the Patient Tracking Unit.
4. The Patient Tracking Unit will communicate with the hospital to inform the patient that someone is looking for them.
5. If possible the hospital should receive written consent from the patient that the FAC may notify their family of their location and status.

- a. Once written authorization is received the Missing Persons Unit will work with the Notification Group to notify the family of the probable match provided that there are no extenuating circumstance that would make notification advisable.
- b. If the patient does not give written authorization the Notification Group will work to strategize what information to provide the family, if any.
- c. If the patient is unable to provide written consent to the FAC, the Notification Group should follow hospital policy on notifying the family.

Shelter Protocol

1. The Shelter Unit will coordinate with Client Services of American Red Cross and other shelter organizations to receive information about shelter residents.
2. A list of shelter residents will be provided to the Missing Persons Group.
3. The Missing Persons group will work to match missing person reports with known shelter residents. Once a possible match is made and the person is identified to be in a shelter the Missing Persons unit will communicate the match to the Shelter unit.
4. The Shelter Unit will communicate with the shelter operations entity to inform the resident that someone is looking for them.
 - a. If the resident provides written authorization to inform their family of their location, the Shelter Unit will communicate with the Missing Persons Unit and the Notification Group to notify the family provided that there are no extenuating circumstance that would make notification advisable.
 - b. If the shelter resident does not provide authorization the Notification Group will work to strategize what information to provide the family, if any.

Web Search Protocol

1. The Web Search Unit will coordinate with the Missing Persons Group to gather information about any missing person.
 - a. The Web Search Unit will search databases, social networking sites, disaster assistance sites, and any other web sites that may provide information about a missing person.
2. All information will be provided to the Missing Persons Group to aid in investigation.