



# Saint John of God Kerry Services

Hospitality - Compassion - Respect

## Missing Service User Policy and Procedure

02

Saint John of God Kerry Services

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Missing Service User Policy and Procedure

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# Policy and Procedure

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**Situations where immediate contact should be made with the Gardaí prior to following the search stages below are as follows;**

- Where the service user is away on holiday, or
- Where the service user has gone missing from a highly populated area
- Where contact through the Service's Supervisory chain is unsuccessful.

## **1. Purpose**

The purpose of this policy and procedure is to provide clear direction in the event of a service user going missing including when a service user gets lost or absconds. Service user, for the purposes of this policy and procedure, refers to a child, teenager or adult. As with all reporting processes of the organisation where a Supervisor cannot be contacted staff members contact their Supervisor's Supervisor or designated nominee for the relevant area.

## **2. Scope of Policy and Procedure**

This policy and procedure is applicable to all staff, students and volunteers working in Kerry Services. This policy and procedure is applicable to all staff working in the area of Residential /Respite/Day Services including support staff.

## **3. Roles and Responsibility**

- 3.1 The General Manager of Kerry Services acknowledges his/her responsibility in ensuring adequate planning for a missing service user.
- 3.2 Person in Charge of the Designated Centre/Day Service takes a lead role in co-ordinating the Policy and Procedure.
- 3.3 During out of hours e.g. evening or weekends the Supervisor on Call takes the lead role.
- 3.4 Person in Charge for Community Houses/Apartments takes a lead role in co-ordinating this policy and procedure for these locations or Supervisor on Call over weekend or out of hours.
- 3.5 All staff working in Saint John of God Kerry Services are responsible for adhering to this policy and procedure.



**As noted above; situations where immediate contact should be made with the Gardaí prior to following the search stages below are as follows;**

- Where the service user is away on holiday, or
- Where the service user has gone missing from a highly populated area
- Where contact through the Service's Supervisory chain is unsuccessful.

**In all other situations the following steps are to be taken:**

#### **4. Primary Search Stage**

- 4.1 As soon as it is realised that a service user is missing the relevant Supervisor/Supervisor On-Call is to be informed.
- 4.2 In cases where the service user has a mobile phone staff will try to make contact with the individual on their phone.
- 4.3 Ensuring the other service users are safe, the staff present will conduct a search to last no more than 10 minutes (5 minutes in the case of a child) of the service premises/vicinity where the service user was last seen.
- 4.4 The result of this search will be communicated to the relevant Supervisor/Supervisor On-Call.
- 4.5 If the person is still unaccounted for after 10 minutes proceed to Secondary Search Stage.

#### **5. Secondary Search Stage**

- 5.1 The relevant Supervisor/Supervisor On-Call will contact the Co-ordinator/Programme Manager (see Appendix A for Saint John of God Kerry Services Emergency Contact Numbers) advising that a service user is unaccounted for. In the case of a child, go straight to 6.1.
- 5.2 Under the joint supervision of the relevant Supervisor and Co-ordinator/Programme Manager the search will be widened.
- 5.3 Where applicable, continue to try making contact with the service user via their mobile phone.
- 5.4 Staff will focus on checking service premises and surrounding area/area where the person was last seen, with assistance from other available staff.
- 5.5 The Emergency Contact Sheet will be used by all staff involved in the search who will use the document containing the missing person's photo throughout to describe and identify the person to members of the public.
- 5.6 If and when the Gardaí become involved the Emergency Contact Sheet will be furnished for their assistance.
- 5.7 If the service user uses public transport the Services most senior staff member involved at this stage of the search will make contact with Taxi Company or Bus Éireann seeking assistance.
- 5.8 If the service user remains unaccounted for the Co-ordinator/Programme Manager will now assume the role of Search Coordinator.
- 5.9 If the person is not located the Search Co-ordinator will make the decision of when it is appropriate to inform the Director and proceed to Tertiary Stage.



## 6. Tertiary Search Stage

- 6.1 The Search Co-ordinator will advise the service user's family in a calm manner, that the service user is unaccounted for and that a search is underway, noting that they will provide an update of events to the family, where practicable, every 15 minutes.
- 6.2 Where applicable, the frontline staff will continue to try making contact with the service user via their mobile phone.
- 6.3 If not already contacted, the Search Co-ordinator will now contact the Gardaí and provide them with the service user's information, what their description is, what they were wearing, and current photograph to be provided.
- 6.4 All preferred places and regular routes are to continue to be visited by staff in a planned and co-ordinated manner.
- 6.5 If the person is still unaccounted for the Search Co-ordinator will request Gardaí to assume responsibility for progression.

## 7. Garda Search

- 7.1 The General Manager and Search Co-ordinator will liaise with the Gardaí and agree how best to proceed with the search.
- 7.2 Any contact with the media is to be with the express authorisation of the Director or designate.

## 8. Service User Located

- 8.1 Upon location of the service user the staff member/Supervisor/Search Co-ordinator/parent/ guardian will ascertain if hospital attendance or GP visit is required.
- 8.2 Feedback and acknowledgement is to be expressed to all who assisted in the search, as determined by the most senior staff member involved.

## 9. Post Incident Process

- 9.1 **NIRF** form is to be completed by the frontline staff member directly involved, which in turn, is to be signed by the staff member and countersigned by the relevant PIC/Coordinator/Manager. The completed **NIRF** Form will be forwarded by the PIC to appropriate staff member for input to NIMS.
- 9.2 The most senior staff member involved will convene a meeting, within 24 hours of incident, to discuss the event and explore potential learning, minutes of which will be attached retained on the service user's file. This meeting may include a representative from Human Resources.
- 9.3 The services of the **Employee Assistance Service** will be offered to all staff involved.  
This is a free and confidential service 24/7, 365 days. Poster on display with contact details throughout the service.



**Appendix A**  
**Saint John God of Kerry Services**  
**Emergency Contact Numbers**

**Beaufort Reception: 064 6644133**  
**Monavalley Reception: 066 7124333**

<b>Children's Service Supervisors</b>	
Acting PIC Catriona M Murphy, South Kerry	087 3820692
Siobhan Keane, North Kerry	087 1889455

  

<b>School Principal</b>	
Liam Twomey	087 1264668/ 064 6644344

  

<b>Day Service Coordinators</b>	
Brenda McNamara	087 9926899
Rose Kelliher	087 1445176
Michelle Angland	087 2341595
Cáit O'Leary	087 6796047
Linda Raymond	087 3975540

  

<b>Beaufort Residential Service PIC's</b>	
Catherine Hunt	087 1227996
Emma Walsh	087 1648497

  

<b>Breannán Residential Service Supervisors</b>	
Eileen Bartlett	087 9669186
Marian Cooper	087 2792740

  

<b>Beaufort Residential Service Supervisors</b>	
Orla Culloty	087 9233480
Mary Flynn	087 9856691
Martina Hocht	087 6616419
Sandra Masterson	087 0514807
Marjie Moriarty	087 1351960
Night Supervisor	087 2635013
Bernie O'Shea	087 2342577



<b>General Manager</b>	
Claire O'Dwyer	087 9080871
<b>Operations Manager</b>	
Nora Brosnan	087 2662992
<b>Programme Managers</b>	
Nicholas O Sullivan, Residential Services	TBC
Sheila Marie Fitzgerald Residential Services	087 0511388
Helena Cronin, Day Services	087 7684492

## Maintenance and External Support Services

<b>Maintenance Services</b>	
<b>Maintenance Team Leader</b> Denis Cronin	087 2230468
<b>Security and Personal Alarms</b> Sharp Group Fire and Security Services 9am to 5pm All other times  <b>Personal Alarms</b> Chalets/St. Kevin's/LM'S Apt and 47 Baile an Tooreen Servicing: Eleco Monitoring: GGL Security	01 4586605 01 4019240  087 9352517 1890 929900
<b>Electrical Emergencies</b>  Eleco Services Ltd.	066-9793680
<b>Plumbing Emergencies</b>  ThermoPro Ltd.	087 6477391
<b>Building Emergencies</b>  Ross Building	086 8590529
<b>Fire Alarms</b>  Masterfire 24 hour Call out Number	1890 989 131
<b>General Maintenance</b> Ross Builders	



Mike Casey	086 8590529
<b>Generator</b> PSE Power 24hr Emergency Contact	069 66400
<b>Lifts</b> Orona Mid-Western Lifts (for Ashe Street)	061 400123
<b>Power Cuts</b> ESB (emergency number)	1850 372999
<b>Roads</b> Kerry County Council	066 7183500
<b>Water</b> Irish Water	1890 278278

<b>Public Transport</b>	
Bus Éireann	01 8734222
Bus Éireann, Killarney	064 6630011
Bus Éireann, Tralee	066 7164700
Irish Rail	Lo-Call 1850 366222
Irish Rail, Killarney	064 6631067
Irish Rail, Tralee	066 7123522
Speedycabs, Tralee	066 7127411
24/7 Cabs, Tralee	066 7124247
Mid Kerry Cabs, Killorglin	087 2582040

<b>Gardaí</b>	
Cahiriveen	066 9473600
Castleisland	066 7141204
Dingle	066 9151522
Kenmare	064 6641177
Killarney	064 6671160
Killorglin	066 9790500
Listowel	068 50820
Tralee	066 7102300

<b>Hospitals</b>	
University Hospital Kerry	066 718 4000
Bon Secours Tralee	066 714 9800

<b>Medical</b>	
Dr. Eugene Cotter	066 9761072
Southdoc	1850 335999



SIGNATURE PAGE

I have read, understand and agree to adhere to the attached Policy and Procedure:

<b>Print Name</b>	<b>Signature</b>	<b>Area of Work</b>	<b>Date</b>
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