

SUBJECT: CONSUMER DISAPPEARANCES WHILE IN ACTIVE CARE

EFFECTIVE

DATE: 04-20-11 (replaces 02-15-10)

APPROVED BY:

Reviewed (no changes): \_\_\_\_\_  
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Executive Director

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POLICY

It is the policy of McIntosh Trail CSB that active care status is defined as beginning at the point in time a consumer is accepted into service, the intake paperwork is completed and signed, and is on agency premises, in a level of care service, or in the community for an agency sponsored service/event.

1. DD Day Services:
  - a. Consumer disappearances during program hours will be reported to the program director, managed according to the local site policy/procedure and the Director of Developmental Disabilities Services will be notified.
2. Outpatient, Peer, and SLA Housing Services:
  - a. The organization recognizes consumers enrolled in these levels of care are not receiving intensive services and, therefore, are competent to make their own decisions regarding arrival at and departure from scheduled appointments or before, during, and at the conclusion of service hours.
3. Agency Operated Housing Services (24 hour staffing):
  - a. Consumer disappearances in agency operated sites will be managed by notifying the program director and implementing the site policy/procedure. The Clinical Director or Director of DD Services will be notified and a Critical Incident Report Form will be completed according to agency policy No. 1015.
  - b. Consumer disappearances from sub-contracted services will be managed by the contractor according to the contract stipulations; the appropriate program director, Clinical Director, or Director of DD Services will be notified when the disappearance is known. A Critical Incident Report Form will be completed by either the subcontractor or designated McIntosh Trail staff, according to Policy 1015.
4. Residential Services (New Choices, Options, Pine Woods):
  - a. Pine Woods Residential - Consumer disappearances will be reported to the Lead Nurse, MD, or CNS and the site policy/procedure will be implemented. The Pine Woods Director will be notified. A Critical Incident Report Form will be completed according to agency policy No. 1015.
  - b. New Choices Residential and Options - Consumer disappearances will be managed according to the site policy/procedure and reported to the administrative supervisor. The Clinical Director will be notified and a Critical Incident Report Form will be completed according to agency policy No. 1015.