

## **Responding to Notification of Unknown Whereabouts of a Worker Operational Procedure Community Health Services**

---

This operational procedure does not apply to situations where an employee does not report to work. Such situations are handled in accordance with Human Resources policies and procedures.

WRHA Community Health Services and/or FSH Social Services staff will initiate the emergency recovery protocol upon notification that a worker:

- Has not attended to client visit(s)
- Has not returned to office or logged out
- Has not returned home at the regularly scheduled time

Current employee contact information will be maintained on Procura / WRHA shared drive:

- Name of Worker
- Home Address
- Telephone Number
- Cell Phone Number
- Vehicle Make/Model/License plate number
- Name of emergency contact/family telephone numbers and cellular phone numbers

1. Community Area Staff/After Hours Service Staff will:
  - Record the time a staff member is reported missing by clients/ family/friend/co-worker.
  - Record details of when the staff member was last seen or heard from.
  - Immediately attempt to contact the employee (Attempts to reach the employee by pager and cell phone should continue to be made).
  - Report all information gathered and what actions have been taken to the employee's immediate supervisor or the Team Manager.
2. The WRHA Team Manager/FSH Area Director will:
  - Contact the missing employee's family/partner/friend. (Do not alarm the family/partner/friend unnecessarily).
  - Notify the Community Area Director during regular business hours and/or the WRHA Administrator On Call outside of regular business hours to discuss further steps.
3. WRHA Security Services and / or Winnipeg Police Services will be contacted as deemed necessary by the Community Area Director or his/her designate.