

STANDARD OPERATING PROCEDURE (SOP)

DOCUMENT ID: SOP-195 VERSION #1	TITLE: LOST/FOUND MINOR CHILD PROCEDURE FOR ON-CAMPUS ACTIVITIES	SEARCH KEY:
PURPOSE:	<ul style="list-style-type: none"> To outline the process for initiating a security response to a lost or found (i.e., unsupervised) minor child on campus. 	POST TO: Public Website <input checked="" type="checkbox"/> DC Connect <input checked="" type="checkbox"/>
SCOPE (Applies To):	<ul style="list-style-type: none"> CAMPUS SECURITY PERSONNEL COLLEGE ADMINISTRATORS (i.e., Deans, Directors, Managers, etc.) COLLEGE EMPLOYEES EXTERNAL CLIENTS FACILITIES/SITE SERVICES & BUILDING SERVICE WORKERS SAFETY, SECURITY & RISK MANAGEMENT SPORTS INSTITUTE VICE-PRESIDENT, PUBLIC AFFAIRS 	
STATUS: FINAL	AUTHOR: N. CONSTABLE, DIRECTOR, SAFETY, SECURITY & RISK MANAGEMENT CONTACT INFORMATION: 604-527-5828	CREATED: 2020/09/29 (yyyy/mm/dd)
	RESPONSIBLE OWNER: VP, ADMINISTRATIVE SERVICES & CFO	
PROCESS REVISIONS:	REVISION AUTHOR: N/A	REVISED: (yyyy/mm/dd)
RELEVANT FORMS:	DC Connect Forms Lost Minor Child Telephone Script (fillable form)	REVISED: (yyyy/mm/dd)
ACCORD/POLICY APPROVAL BODY:	<ol style="list-style-type: none"> M. COSTANTINO, DEAN, LANGUAGE, LITERATURE & PERFORMING ARTS S. DENCH, AVP, ACADEMIC AND STUDENT AFFAIRS J. DOHERTY, MANAGER, FACILITIES SERVICES C. GARDNER, DIRECTOR, FACILITIES & ANCILLARY SERVICES P. HAMBLER, DIRECTOR, STUDENT AFFAIRS & SERVICES D. JACKSON, MANAGER, FACILITIES SERVICES R. MACMILLAN, MANAGER, EMERGENCY MANAGEMENT D. MUNRO, PROGRAMMER, SPORTS INSTITUTE K. TAKEUCHI, VP, ADMINISTRATIVE SERVICES & CFO D. TAYLOR, VICE-PRESIDENT, PUBLIC AFFAIRS C. UDY, MANAGER, CAMPUS SECURITY OPERATIONS 	DATE APPROVED: 2021/01/04 (yyyy/mm/dd)
QUALITY ASSURANCE FORMAT APPROVAL: <input checked="" type="checkbox"/> ADMINISTRATORS' COMMUNITY OF PRACTICE (ACP) SOP SUBCOMMITTEE <input checked="" type="checkbox"/> THOR BORGFORD, VICE-PRESIDENT, ACADEMIC & PROVOST		DATE APPROVED: 2021/02/05 (yyyy/mm/dd)
RELEVANT POLICY:	Douglas College Policies <ul style="list-style-type: none"> Minors on Campus Policy 	
RELEVANT ACRONYMS & DEFINITIONS:	BSW: Building Service Worker COQ: Coquitlam Campus FM: Facilities Management NWC: New Westminster Campus	

RELEVANT ACRONYMS & DEFINITIONS: (cont.)	SSRM: Safety, Security & Risk Management <i>*Note: For definitions, refer to Minors on Campus Policy</i>
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PREAMBLE:

Except where authorized by the College, **minor children** (under the age of 13), must be supervised at all times by a **Responsible Adult** (Refer to [Douglas College Policy Minors on Campus](#) for more information and definitions) while present on campus. A **minor child**, who is lost or has been found, must be immediately reported to **College Campus Security**. This Standard Operating Procedure (SOP) will outline procedural responsibilities to report and respond to a **lost child** for:

- **College Program Staff** (See Part 1. A. in this document)
- **Safety & Campus Security** (See Part B in this document)

And include the protocol to report a **child** that has been **found** under the following circumstances:

- **Safe/Unharmred** (See Part 2.A in this document)
- **Appears Injured** (See Part 2.B in this document)
- **In Company of an Unknown Person** (See Part 2.C in this document)
- **Not Associated with a College Activity** (See Part 2.D in this document)

Questions or training requests: Call **SSRM Director @ 604-527-5828** or **Campus Security Manager of Operations @ 604-777-6692**.

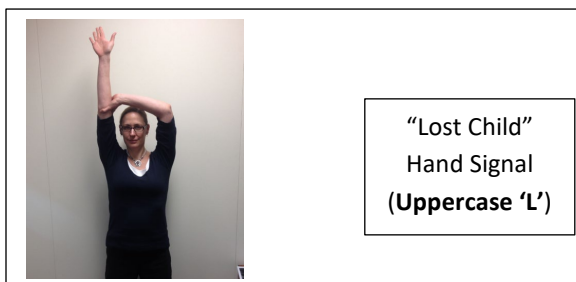
PART 1. LOST MINOR CHILD (COLLEGE DAY-CAMPER) – IMMEDIATE RESPONSE TO INCIDENT FOR:

A. COLLEGE PROGRAM STAFF:

IMPORTANT REMINDER(S)
<ul style="list-style-type: none"> • <i>When a child is lost, it is important for all staff to remain calm, as to not frighten other children who may be present.</i> • <i>Children who are on site are not permitted to search for a lost child.</i> • <i>When a child is lost, one program staff member is to remain with the other children that may be present (e.g., on-site day camp).</i>

STEPS:

1. If a staff **employee** realizes a **minor child** is lost, they will immediately **alert/notify** other staff employee(s) of the situation, where necessary using the “LOST CHILD” hand signal to convey the information. This hand signal is a non-verbal method of communicating that a **child is lost**:



PART 1. LOST MINOR CHILD (COLLEGE DAY-CAMPER) – IMMEDIATE RESPONSE TO INCIDENT FOR:

A. COLLEGE PROGRAM STAFF: (cont.)

STEPS:

2. The staff **employee** who last saw the **child**, will immediately report the lost **child** to **Campus Security** by completing the following:
 - i. Go to **Campus Security** kiosk in person or;
 - ii. Call **Campus Security** at the applicable campus:

Anvil Centre SECURITY ↓	Coquitlam Campus SECURITY ↓	New Westminster Campus SECURITY ↓	Surrey Training Centre SECURITY ↓
Go to the Douglas College Anvil Centre Security kiosk on 6 th Floor	Go to the Security kiosk at Level 1, Building A/B Atrium	Go to the Security kiosk at Level 2, Concourse	Go to the Security kiosk on Main Floor
Call 604-777-6666 from cell	Call 604-777-6254 from cell	Call 604-527-5405 from cell	Call 604-218-8902 from cell
Call local 2400, from a College landline (internal emergency #)	Call local 2400, from a College landline (internal emergency #)	Call local 2400, from a College landline (internal emergency #)	- -

And provide **Campus Security** with the following information:

Lost Child:	Physical description:	Clothing worn:
Name	Hair colour	Hat
Boy or girl	Eye colour	Shirt
Last known location	Race	Pants/shorts/skirt
Unique characteristics	Height	Jacket
Any known medical issues	Weight	Shoes/socks
		Camp T-shirt/vest/pinny

3. While the staff **employee** is reporting the lost **child** to **Campus Security**, all available program staff **employees** will do a quick search of the area where the **child** was last seen and retrace steps.

Note: If the lost **child** is found /located during this step, go to *Part 2.A Found Minor Child – Safe/Unharmred Program Staff Immediate Response* in this document.

4. The staff **employee** who reported the missing **child** will promptly contact their **On-Site Program Administrator** (i.e., Dean, Director, Manager, or designate) to inform them of the lost **child**.

PART 1. LOST MINOR CHILD (COLLEGE DAY-CAMPER) – IMMEDIATE RESPONSE TO INCIDENT FOR:

A. COLLEGE PROGRAM STAFF: (cont.)

5. The **On-Site Program Administrator** (i.e., Dean, Director, Manager, or designate) will immediately contact the ***parent/guardian** of the **lost child** to:
 - i. Advise of the **child's** status, and;
 - ii. Enquire if the **child** has been unknowingly picked-up. (*** Refer to *Lost Minor Child Telephone Script Form* on [DC Connect Forms](#)**).
6. The **On-Site Program Administrator** (i.e. Dean, Director, Manager, or designate) will immediately go to and remain at the **Campus Security** kiosk.

Note: If the lost **child** is found /located during this step, go to **Part 2.A Found Minor Child – Safe/Unharmred Program Staff Immediate Response** in this document.

B. SAFETY & CAMPUS SECURITY – IMMEDIATE RESPONSE TO A REPORT OF A LOST CHILD ON CAMPUS

STEPS:

1. Upon receiving notification of a lost **child**, the **Campus Security Officer** will immediately :
 - i. Collect the lost **child's** information (i.e., name of child, physical description, clothing, date and time of incident and area last seen, etc.) by completing a *Lost/Found Minor Child Form*;
 - ii. Issue a “Code Yellow” alert (denotes a lost child) via 2-way radio to all **Security Officers** and **Building Service Workers** (BSW’s) and **Floor Wardens** to report directly to the **Security** kiosk to assist in the search;
 - iii. Notify the **Manager, Facilities Services** and **Director, Safety, Security & Risk Management (SSRM)** of the “Code Yellow”;
 - iv. **Call 9-1-1** to report the lost **child** to the appropriate/applicable **Police** jurisdiction (i.e., New Westminster Police or Coquitlam RCMP), and request resources to assist in the search;
 - v. Begin a **review of CCTV** to assist in locating the lost child.
2. Upon receiving a “Code Yellow” alert, the **Director of SSRM** (or designate), will assume the role of **Incident Commander**, and request that all available members of **SSRM/Facilities Management (FM)** promptly report to the **Security** kiosk with their 2-way radios, and that the **Manager, Emergency Management** issue a **DC Alert** to **Floor Wardens** at the relevant campus.
3. The **Director of SSRM** (or designate) will **notify** the **Vice-President, Administrative Services & CFO** and **Vice-President, Public Affairs** that a **Lost Child Search** is underway and that **police** have been called, then ***go to** the **Security** kiosk. (***For a lost child incident occurring outside of regular business hours i.e., weekends, evenings, holidays, Campus Security will act as the Incident Commander until the Director of SSRM arrives on campus**).

B. SAFETY & CAMPUS SECURITY – IMMEDIATE RESPONSE TO A REPORT OF A LOST CHILD ON CAMPUS
(cont.)

4. The **Campus Security Officer** will direct the first **police** officer who arrives on scene to the **Security** kiosk, which will become the Incident Command Post. The **Incident Commander** will instruct the **police** officer on where best to deploy and add **police** resources for purposes of the search.
5. The **Campus Security Officer** will remain in the Security kiosk to assist the **Incident Commander** and stay with the reporting **staff employee**, and provide responding **SSRM** and **FM staff** and **police** with the **child’s** description, and assign individuals to search areas including, but not limited to:

<ul style="list-style-type: none">• Building entrances/exits• Stairwells• Parking areas• Cafeteria	<ul style="list-style-type: none">• Washrooms• Campus perimeter• Other relevant areas (e.g., gymnasium, craft area)
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6. If the **parents/guardians** of the lost **child** are present during the search, the **Security Officer** will instruct the **parents/guardians** to stay with the **Security Site Supervisor** (2IC or Shift Supervisor) and must remain with the **Site Supervisor** at all times. *(Note: Parents/guardians who stray from the Site Supervisor could potentially become an impediment to the search process.)*
7. All public inquiries will be directed to the **Incident Commander**, who will immediately contact the **Vice President, Public Affairs**.

PART 2. A FOUND MINOR CHILD – SAFE/UNHARMED

IMMEDIATE RESPONSE ALL:

STEPS:

1. If a lost **child** has been found and appears safe and unharmed, the **person** who first locates the **child** will stay with the child and immediately contact **Campus Security**.
2. The **Incident Commander** will dispatch a **Campus Security Officer** to attend where the **child** is located and bring the **child**, and the **person** who found the child to the **Security** kiosk.
3. Upon visual and name confirmation of the safe child, the **Incident Commander** will promptly notify all relevant parties that the “Code Yellow” search has concluded. This includes:
 - **On-Site Program Administrator** (i.e., Dean, Director, Manager or designate)
 - **Program Staff Employees**
 - **Police**
 - **SSRM and FM staff**
 - **VP Administrative Services and CFO and VP, Public Affairs**

PART 2. A FOUND MINOR CHILD – SAFE/UNHARMED

IMMEDIATE RESPONSE ALL: (cont.)

4. The **On-Site Program Administrator** (i.e., Dean, Director, Manager or designate) will directly contact the **parent/guardian** to advise that their **child** has been found and is safe.
5. The **child** may be reunited with their group.
6. Following the incident, the **On-Site Program Administrator** (i.e., Dean, Director, Manager or designate), will provide a short debriefing (if applicable) to review the incident and validate where the **child** was found and explain the circumstances of how the **child** became separated from their group and reinforce the day camp policies and procedures, with the following:
 - **Parents/guardians** of the reported lost **child**
 - **Child** (Note: if parent/guardian so chooses)
 - **Campus Security Site Supervisor**
7. **SSRM** will facilitate a post-incident operational debrief with **College employees** who were involved in the incident at the earliest opportunity, to identify any lessons learned and to assess the effectiveness of the *LOST/FOUND MINOR CHILD ON-CAMPUS ACTIVITIES SOP*.

PART 2.B FOUND MINOR CHILD - APPEARS INJURED

IMMEDIATE RESPONSE ALL:

STEPS:

1. If a lost **child** is found and appears injured, the person who first locates the **child** will **stay** with the child and immediately contact **Campus Security**.
2. The **Incident Commander** will dispatch a **Campus Security (First Aid) Officer** to attend where the child is located.
3. Once the **Campus Security (First Aid) Officer** arrives on scene, they will provide first aid to the **child** and will request **paramedics** if required by calling **9-1-1**;
4. If transport to hospital via ambulance is necessary, the **parent/guardian** (if present), will accompany the **child** to the hospital in the ambulance;
5. If the **parent/guardian** is not present and transport to the hospital via ambulance is required, the **Incident Commander** will delegate a **staff member** to accompany the **child** in the ambulance (Note: This may be **police** depending on the circumstances);
6. The **On-site Administrator** (i.e., Dean, Director, Manager or designate) will inform the **parent/guardian** and advise them of the ambulance transport and (hospital) destination;

PART 2.B FOUND MINOR CHILD - APPEARS INJURED

IMMEDIATE RESPONSE ALL: (cont.)

STEPS:

7. The **Incident Commander** will promptly notify all relevant parties that the “Code Yellow” search has concluded. This includes:
 - **On-Site Program Administrator** (i.e. Dean, Director, Manager or designate)
 - **Program Staff Employees**
 - **Police**
 - **SSRM and FM staff**
 - **VP Administrative Services and CFO and VP, Public Affairs**

PART 2.C FOUND MINOR CHILD - IN COMPANY OF AN UNKNOWN PERSON

IMMEDIATE RESPONSE ALL:

STEPS:

1. If a lost **child** is found and is in the company of an **unknown or suspicious person**, the **person** who first locates the **child** will stay with the child and immediately call **Campus Security**, and communicate the following information:
 - iii. A description of the unknown/suspicious **person**;
 - iv. Vehicle make/model, license plate number (if applicable);
 - v. Any images of the suspicious **person** or vehicle (captured by a smartphone etc.);
 - vi. Time and place where suspicious **person** and/or **child** were last seen and direction of travel.
2. The **Incident Commander** will promptly notify the **police** with jurisdiction.
3. In circumstances involving a possible criminal element, the response and subsequent investigation will be taken over by the **police**. All **Security/Program/College employees** will provide assistance, if requested by the **police**.
4. The **parent/guardian** will be notified immediately (Note: Given the suspicious circumstances, the **police** would most likely perform this task.)
5. At no time will **Campus Security Officers** and/or College **employees** put the **child** or any other **person(s)** at risk or in harm’s way by attempting to block or restrain a **suspicious person’s** departure.
6. The **Incident Commander** will promptly update the VP Administrative Services & CFO and VP, Public Affairs.

PART 2.D FOUND MINOR CHILD - NOT ASSOCIATED WITH A COLLEGE ACTIVITY

IMMEDIATE RESPONSE ALL:

STEPS:

1. If an unsupervised **child** is found on campus and is not associated with a college function or activity, the **person** who has located the **child** will stay with the child and immediately contact **Campus Security**.
2. Upon receiving notification of a found **child**, the **Campus Security Officer** will promptly:
 - i. Request that the **person** who has located the **child** to remain at the **Campus Security** kiosk (if applicable) and record their personal information (i.e., name, photo ID and telephone contact number);
 - ii. Record the **child's** and the **person** reporting the found child's personal information by completing a *Lost/Found Minor Child* form;
 - iii. Inform the **Facilities Manager** and **Director of Safety, Security and Risk Management** of found **child**;
 - iv. Attempt to ask the **child** for their full name, age, address, phone number and name(s) and phone number of their **parent/guardian**;
 - v. Try to ascertain where the **child** was coming from and determine if an **adult** was accompanying (or with) the **child**;
 - vi. Call the **police** with jurisdiction to report the found minor **child** and provide available details (as documented on the *Lost/Found Minor Child Form*); and advise **police** to report/attend **Campus Security** kiosk upon arrival;
 - vii. If **parent/guardian** emerges and is reunited with the **child**, collect personal information from **parent/guardian** including name, date of birth, address and phone number to finish completing the *Lost/Found Minor Child Form*;
 - viii. Contact the **Facilities Manager** and **Director of Safety, Security and Risk Management** to advise of the reunification;
 - ix. Contact the **police** with jurisdiction to advise that the reported lost **child** has been reunited with their **parent/guardian** (Note: Police may want to attend on-site to speak with the parent/guardian and child);
 - x. If **police** choose to attend, request that the **person** who found the **child** remain at the **Campus Security** kiosk in the event that a witness statement is required by **police**.