

  CARE COORDINATION	Page # 1 of 6	Section: Pediatrics/Obstetrics	Policy #: Y-20
	Approved by:		Date:5/10/18 Review by: 5/10/19
	Supersedes: NEW 6/24/15, 6/8/16		
	Date Revised: 4/3/2018		
	Primary Responsible Parties: Lori Filock		
Secondary Responsible Parties:			
Joint Commission Standard: Environment of Care			
SUBJECT: Infant/Child Abduction Policy- Proctor Campus			

**I. POLICY:**

In the event of a reported infant or child abduction at UnityPoint Health Proctor Hospital, every effort will be made by hospital staff to locate and reunite the child with its family.

**II. PURPOSE AND STANDARD:**

To provide guidelines for response of hospital employees and key personnel in the event of abduction, attempted abduction.

**III. POLICY SCOPE:**

Proctor Hospital & Childcare employees

**IV. GENERAL INFORMATION:**

- A. The typical profile of an infant abductor is a female of childbearing age. Two thirds of all infant abductions from hospitals are committed by someone wearing the clothing of a healthcare worker. The clothing may be a lab coat, a set of scrubs, or a nurse's uniform. It is imperative that all employees account for and not leave uniform clothing accessible to a passerby.
- B. The typical circumstances surrounding a child abduction is related to parental custody dispute.
- C. Before attempting an abduction, the abductor will usually spend time observing the potential areas where an abduction might be committed. **Any person who is observed loitering, especially near the Childcare Center, should be reported to Security immediately by calling Ext. 33333.**
- D. All persons should remain on the involved unit until released by police.
- E. Staff should not clean or disturb the scene of the incident, i.e., mother's/patient's room.

- F. All staff will be instructed to make no statements in the community, to the media or to anyone except Proctor Security and the police in the hospital, so as not to impede the investigation and assure patient confidentiality. All media requests must go through the Manager of Marketing/Public Relations.
- G. Secure the infant/child's chart/file for risk management.
- H. The employee caring for the infant/child will remain with the mother/family and provide continuous care.
- I. Notify the PCP of the infant/child of the abduction as appropriate and obtain any pertinent medical information or concerns.

**V. PROCEDURE:**

**A. CALL CENTER**

- 1. If it is believed that an infant/child has been abducted from a nursing unit staff on the unit will notify the Call Center at Ext. 33333, to signal the "Missing Child" page.
- 2. The page will include the area from which the infant/child was believed to be abducted and the age of the child. Infant will be used for a child less than 1 year old. Repeat the age before and after the location. Example: "Missing Child, infant –Emergency Department- infant "or "Missing Child, 3 year old-PACU- 3 year old". This will alert all employees to the area where the child is missing. The page will be announced 3 times and repeated after the Red Alert system is activated, then every ten minutes until cancelled. The Nursing Director/Supervisor/Incident Commander/Administrator on-call are the only ones authorized to cancel a Code Pink.
- 3. The Call Center will activate the Red Alert system.

**B. PROCTOR FAMILY CHILDCARE CENTER**

- 1. Call the Peoria Police Department "911" and give any description you have such as a vehicle description, name of suspect or possible route of travel, and then notify Security at 33333. Have staff look out the windows and note any unusual actions in the parking lots and on the grounds. Report any unusual activity noted to Security.

**C. SECURITY DEPARTMENT**

- 1. Upon hearing or receiving the Missing Child page, the Security Officer in charge will call the Peoria Police Department. Other department members will be notified by radio of the report.
- 2. Facilities Leadership/Nursing supervisor will respond to the location of the abduction and
  - a. Issue a description of the child and/or abductor

- b. Obtain a preliminary report
- c. Identify and isolate witnesses
- 3. If available, Security Officer will check exterior areas of the building, including bus stops.
- 4. Other Security and Facility Services staff will be notified and will:
  - a. Report to the Security office and coordinate information flow.
  - b. Additional Security Officers and Facility Services staff may be called in to assist in the search if necessary.
  - c. Assign an extra Security Officer to the involved area when available.
  - d. Facility & Security Services Director will work with the Police Department to facilitate their investigation.
  - e. Facility & Security Services Director will make arrangements to get photograph of infant/child to be used in child's recovery.
  - f. See that media representatives are directed to the Lobby for communications.
  - g. Security personnel, Human Resources, Nursing Director or Manager from the area involved, and/or legal council may review videotapes, if available, for suspicious activity by patient's room or perimeter monitoring.

D. **RESPONSE OF AVAILABLE ON-DUTY EMPLOYEES**

Upon hearing the "Missing Child" page, any available employees will respond as follows:

1. Staff equipped with radios will go to channel 4 on their radios to hear updates from Security, and communicate directly to Security if needed in an emergency.
2. Any employee in the general vicinity of the involved nursing unit will be alert for any person who is leaving the area who may be carrying or concealing an infant. These individuals should be asked to remain in the hospital until a Security Officer can search their belongings. If that person refuses to wait, Hospital personnel are not to physically restrain anyone, but should get an accurate description and pursue from a distance while asking a peer to immediately notify 33333. (An infant may be concealed under a blanket, coat, or in a sack, cardboard box, etc.)
3. Employees working on other areas of the same floor as the involved nursing unit will watch hallways, and look for anyone who might be carrying or concealing an infant.
4. Employees on other floors will be alert for any suspect using a stairwell or an elevator. Special attention should be given to any floor where stairwells end.
5. Employees on floors where there are exits from the building will take special care to watch those areas. Special attention should be given to stairwells that exit the building.
6. Any person who is carrying an infant in open view will be asked to remain

- for a few moments until a Security Officer verifies their identity and confirms that the child is not the abducted infant.
7. Any suspect seen leaving hospital property should be reported immediately to the Security Department ext. 33333. A description of the person and any vehicle they leave in should be noted as well. This information shall be reported to the Peoria Police Department.
  8. Staff will conduct a complete search of the immediate area check stairwells leading off the involved department.

**DESIGNATED AREAS OF COVERAGE:**

**DAY SHIFT**

<u>First Floor</u>	<u>Responsible</u>
1. Lobby	Patient Registration
2. South entrance	Patient Accounting
3. Back of Diagnostic Imaging	Radiology/Lab
4. MRI/back of Radiology	Radiology/Lab
5. Cath Lab/Elevator area	Radiology/Lab
6. Emergency Department entry	Emergency Department
7. Sleep Lab exit	Cardio Pulmonary
8. Laundry/stairs/exit	Cardio Pulmonary
9. Front of cafeteria/stairs	Dietary
10. Back of cafeteria	Dietary
11. Administrative Hall	Administration
12. Lobby outpatient exit	Outpatient Surgery
<u>Basement</u>	
13. Wound Center Area	Wound Care Center
14. West Wing elevator/stairs	Wound Care Center
15. Loading Dock	Plant Operations
16. Plant Operations	Plant Operations

**PM/NIGHT/WEEKEND**

3. Back of Diagnostic Imaging	Laboratory
6. Emergency Department entrance	Emergency
13. Wound Center Area	ICCU
15. Loading Dock	EVS
Lobby	2CMS Staff
Side door by Administration	ED_Pt Registration staff

Nursing personnel and any other staff on these shifts should look out of the window and note any unusual actions in the parking lots or on the grounds. Report any unusual activity noted to Security.

E. DIRECTOR/NURSE MANAGER OF UNIT/AREA OF ABDUCTION

The Director/Nurse Manager/supervisor will:

1. Gather all available information concerning the abducted child.
2. Designate staff to brief other patients and their families who are located on the unit.

F. Private Dining Room (*f/k/a* COMMAND CENTER) FUNCTION

1. Open the Private Dining Room (*f/k/a* Command Center) and open the phone lines.
2. Organize search of facility if indicated. Assign a Facilities staff person with a master key to each search group. Issue radios to staff searching the building or grounds as indicated.
3. Discuss with PPD appropriateness of issuing an Amber Alert.
4. In the event a search is appropriate, Facilities staff will be responsible to search construction areas.
5. Off going staff are expected to remain until cleared by the Private Dining Room (*f/k/a* Command Center).

G. PUBLIC RELATIONS

The Public Relations Coordinator will:

1. Use the Lobby to brief and update media representatives if applicable.
2. Work with Security to obtain updated information.
3. Schedule press conferences if necessary.

H. RISK MANAGEMENT

The Patient Safety Coordinator/Risk Manager will:

1. Collect information/documentation to record the events of the abduction and response.
2. Identify follow-up issues that need to be resolved.

I. PASTORAL CARE/ SOCIAL SERVICES

The Director of Pastoral Care/ Social worker will:

1. Designate a Chaplain to support the family of the abducted child.
2. Request assistance from one or more hospital social workers as needed.

J. ADDITIONAL CONSIDERATIONS

1. Use computer pop-ups alerting staff to status, descriptions by contacting Information Services.
2. Release direct care givers back to patient care about half an hour after the event.
3. Needs to be approved by Incident Commander in the Private Dining Room (*f/k/a Command Center*).
4. Follow-up of the event, debriefing, will occur for the staff within twenty-four (24) hours to assist with the grieving process.

**Reference:**

Security Department – Proctor campus 2018