

1.0 Outline

# CODE AMBER

(Infant/Child Abduction)

## If You Are Aware Of a Missing Infant/Child

### STEP # 1

**Conduct A Search** – Check your immediate area. Include any locked areas.

Refer to Page 3

## If the Child is Not Located or You Witness an Abduction

### STEP # 2

#### Initiate Code Amber

Notify Switchboard at **4444** right away. Provide the child's:

- Age (if less than a year use "infant")
- Sex
- Hair colour (if applicable)

Switchboard will notify the Police who will command the situation when they arrive.

Refer to Page 3

#### Switchboard

- Announce Code Amber, location and child's description:
  - Age, Sex, Hair Colour
- Security Operations Centre **4142**
- Notify Police **911**
- President & CEO/Delegate
- Affected Area Manager/Delegate
- Social Work

## Upon Hearing a Code Amber

### All Hospital Personnel

Conduct an immediate search of their area for the missing child.

Refer to Page 3

### Report

Contact Incident Command **via Switchboard or Security** – advise if infant/child is observed

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## 2.0 General Overview

### 2.1. Code to Be Used In Case Of a Missing/Abducted Child/Infant

A Code Amber is to be used when an infant/child<sup>1</sup> has been abducted by someone other than the child's legal guardian or, an infant/child is missing from a patient care unit without leave. It will be assumed that the infant/child has been abducted until it can be proven otherwise.

### 2.2. Authority to Declare

Anyone that is aware of an infant or child being abducted or missing without leave is required to activate a Code Amber.

### 2.3. Measures To Prevent an Infant/Child Abduction

- All Hospital personnel must wear a valid Kingston General Hospital identification
- All Hospital personnel not having a valid Kingston General Hospital identification will be denied access to any area where infants or children are treated
- All infants and children are identified by an infant/child identification band at all times, while they are patients in the Hospital
- Infants will be transported by Hospital personnel in a bassinet/isolette. Children will be transported in a wheel chair/stretchers outside of the pediatric unit
- Parents are instructed not to hand over their children to persons who are not wearing Kingston General Hospital identification or who have no legitimate reason to handle an infant or pediatric infant/child
- Parents are discouraged from leaving their children unattended for any length of time or for any reason
- Immediately report the unsafe treatment or abandonment of an infant or child to Protection Services (**4142**) who will contact the Police immediately
- Immediately confront any unfamiliar person seen handling an infant or child on the unit, and report to Security Services

### 2.4. The "Typical" Abductor<sup>2</sup>

Prevention is the best defense against infant abductions. **There is no guarantee that an infant abductor will fit this description.** Know whom to look for and that person's method of operation.

- Female of "childbearing" age ( 12 to 50), often overweight
- Usually compulsive; frequently relies on manipulation, lying, and deception to gain access
- Usually states that she has lost a baby or is incapable of having one
- Often married or cohabitating; companion's desire for a child or the abductor's desire to provide her companion with "his" child may be the motivation for the abduction
- Frequently lives or is familiar with the community where the abduction takes place

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<sup>1</sup> A child is any person that is less than 18 years old. An infant is any child that is less than 1 year old.

<sup>2</sup> The "Typical" Abductor provided by the National Center for Missing & Exploited Children.

- Usually visits the Neonatal Intensive Care Unit or Obstetrical units at more than one healthcare facility prior to the abduction; asks detailed questions about procedures and the maternity floor layout
- Frequently uses a fire exit stairwell for her escape; and may also try to abduct from the home setting
- Usually plans the abduction, but does not necessarily target a specific infant; frequently seizes any opportunity present  
Frequently impersonates a nurse or other allied healthcare personnel
- Frequently becomes familiar with healthcare staff, staff work routines, and victim parents
- Demonstrates a capability to provide “good” care to the baby once the abduction occurs

## 2.5. Incident Command Centre

Upon receiving notice of an infant/child abduction Protection Services will immediately establish an Incident Command Centre<sup>3</sup> within the Security Office on Dietary 1. The Representative of Protection Services<sup>4</sup> will assume command and coordinate the response activities.

The person acting as the Incident Commander (e.g., Director, Protection Services/Delegate) must be prepared to transfer command to a higher authority (Police, CEO), or apply unified command<sup>5</sup>.

## 2.6. Police Response

Police will respond in the manner of a missing person, unless an abduction has been witnessed or is strongly suspected. The unit/location reporting the Code Amber should be prepared to answer questions from the Police. They will require physical description details, medical history (if applicable), home address, frequented locations, etc. The person most familiar with the missing/abducted child should be the person to provide these details, if possible.

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<sup>3</sup> “Incident Command Centre” is a centrally located space available to coordinate and manage resources. “Incident Command” reports to the Hospital Emergency Operations Centre (if active).

<sup>4</sup> The Representative may be, but is not limited to: Director of Protection Services, Manager of Emergency Management, Manager of Security & Life Safety, or Security Supervisor.

<sup>5</sup> “Unified Command” is a team effort which allows all departments/agencies with responsibility for the incident, to jointly provide management direction to an incident through a common set of incident objectives and strategies established at the command level.



### 3.0 Response & Recovery – All Staff

#### Response

#### 3.1. Procedure If You Are Aware of an Infant/Child Abduction

- If you are witness to an infant/child abduction immediately notify:

Switchboard (4444) providing:

Your name and title: \_\_\_\_\_

Location of abduction/child went missing: \_\_\_\_\_

Age: \_\_\_\_\_

Other: \_\_\_\_\_

Required description of child/infant: \_\_\_\_\_

Sex: \_\_\_\_\_

Hair Colour: \_\_\_\_\_

Extension number to have Police call back: \_\_\_\_\_

#### IF AN ABDUCTOR IS WITNESSED:

Physical description of the abductor including clothing worn: \_\_\_\_\_

Weapons involved: \_\_\_\_\_

Any other relevant information: \_\_\_\_\_

Affected area Manager by phone extension or cell phone

If the child/infant is a patient, consult with the affected area Manager/Delegate and if it is deemed necessary, have a Social Worker notify his/her parent/legal guardian.

Continue to call the home number periodically until he/she is found

If the child/infant is involved in a Children's Aid Society case, notify CAS

Complete an "Incident Person Description & Information Notice" describing both the infant and the abductor if possible for Security

When Police call for further information have the person most familiar with the missing/abducted child provide them with the details they request (if possible).

Isolate the area that the infant/child was last seen in to preserve any evidence that may assist in locating the missing infant/child

Cohort other patients in the area to a location away from where the child/infant was taken to preserve any evidence and limit movement around the area/unit

**If the abductor is still visible in the area, attempt to verbally occupy the abductor, but do not physically interfere with him/her and initiate Code Purple (Hostage Situation)**

- Request other personnel in the area to secure the area, preventing access by unauthorized personnel, until arrival of Security and Police
- Ensure no-one other than Security or Police, or persons providing immediate medical care, enters or leaves the unit until authorized by Police

### **3.2. Upon Discovery That an Infant/Child Is Missing**

- If the infant/child is not visible on the unit, immediately conduct a preliminary search of the immediate and adjacent areas to the unit, quickly checking all rooms in those areas
- If the infant/child is not found during the preliminary search we assume that the child has been abducted until proven otherwise, refer to **Section 1.0: procedure if you are aware of an infant/child abduction**

### **3.3. Procedure If You Hear A Code Amber Announced Overhead**

- Be aware that a “Vocera” broadcast may be made with a description of the abductor and/or child.
- Observe and report anyone suspected of being the missing infant/child, but do not physically interfere with him/her
  - To report a sighting of a suspected abductor or missing child contact:
    - Incident Command Centre (**via Switchboard or Security**) (use Vocera technology, if available)
  - Approach the child, if they are alone, and request them to stay with you until Security or Police arrive
- Do not** call Switchboard unless it is urgent
- Do not** respond to the Code Amber location unless you are a staff member assigned to that area
- Refrain from leaving the building until the “All Clear” has been announced
- Instruct visitors and patients to remain inside

## **Recovery**

### **3.4. Upon Notification That the Crisis Has Concluded**

- Upon hearing the “All Clear” resume normal operations
- If you are the initiator of the Code Amber be prepared to provide a statement to the attending Security Officer for reporting purposes
- Take whatever necessary precautions advised by the area Manager or Protection Services to prevent the reoccurrence of an infant/child abduction
- Refer any media inquiries to the Strategy Management & Communications office

## 4.0 Response & Recovery – Switchboard

### Response

#### 4.1. Upon Notification That an Infant/Child Is Missing/Abducted

- Caller's name and title:** \_\_\_\_\_
- Location of abduction/child went missing:** \_\_\_\_\_
- Required description of child/infant:** \_\_\_\_\_
- Age:** \_\_\_\_\_ **Other:** \_\_\_\_\_
- Sex:** \_\_\_\_\_
- Hair Colour:** \_\_\_\_\_
- Extension number to have Police call back:** \_\_\_\_\_

#### IF AN ABDUCTOR IS INVOLVED:

- Physical description of the abductor including clothing worn:** \_\_\_\_\_
- Weapons involved:** \_\_\_\_\_
- Any other relevant information:** \_\_\_\_\_
- Announce overhead three times ***"CODE AMBER (location, age, sex, hair colour)"***
- Notify:
- Security Operations Centre **4142**
  - Police **911** (When speaking to Police **do not** use term Code Amber, state "Missing Child")
    - Tell Police to meet Security at the Davies Main Entrance
    - Police will require extensive details. Transfer them to the extension provided by the reporting unit
  - President & CEO **2341** and provide contact number for Incident Command (**6393**)
  - Affected Area Manager/Administrative Coordinator (7021)
  - Social Work

### Recovery

#### 4.2. Upon Notification That the Crisis Has Concluded

- Announce over the public address system three times, ***"CODE AMBER, ALL CLEAR"***
- Refer any media inquiries to the Strategy Management & Communications office

## 5.0 Response & Recovery – Protection Services

### Response

#### 5.1. Upon Notification That an Infant/Child Is Missing/Abducted

##### Security Operations Centre Operator

- If you have not already received the description of the missing child/abductor from the Rounds Officer call the affected area to obtain it and communicate the description to all Officers via radio
- If an abductor has been witnessed, make an all users broadcast via “Vocera” using the following format:
  - “Attention all staff, this is a Code Amber emergency”
    - “The abducted child is described as:”
      - Age*
      - Sex*
      - Hair Colour*
    - “Be on the lookout for the following individual who is suspected of abducting the child:”
      - “The individual is described as:”
        - Race*
        - Sex*
        - Age*
        - Hair Colour*
        - Clothing Description*
      - “If you observe the individual or child report the location immediately to the Incident Command Centre at extension **6339** via Vocera, but do not physically interfere”
- Immediately contact Environmental Services to assist in responding to all of the exits in the facility to stop and question everyone trying to leave
- Notify Queen’s Security (**613-533-6111**)
- Notify the Underground Parking Garage (**613-533-6979**)
- Notify the Director of Protection Services/Delegate<sup>6</sup>
- Monitor the surveillance cameras
- Refer any media inquiries to the Strategy Management & Communications Office

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<sup>6</sup> Delegate refers to the next level of appointed authority, in this case, the Emergency Management On-call Person

**Security Shift Supervisor**

- Obtain the description of the missing child/abductor from the Security Operations Centre Operator
- Report to the Davies Main Entrance to escort Police to the Incident Command Centre
- Ensure all posts are responding to their designated positions:
  - Rounds Officer: Affected Area
  - Emergency Room Officer: Emergency Ramp/King St.
- Assume the role of Operations Officer within the Incident Command Centre. Refer to Response & Recovery – Incident Command Centre page 11

**Rounds Officer**

- Report to the affected area and obtain:
  - Name and position of person reporting missing infant/child
  - Incident Person Description & Information Notice
  - Immediately notify the Security Operations Centre Operator and all Officers via radio with the details from the Incident Person Description & Information Notice
- Secure the area as much as possible, preventing access by unauthorized personnel until the arrival of Police
- Observe and report to the Incident Command Centre anyone suspected of being the abductor, but do not physically interfere with him/her
  - Approach the child, if they are alone, and request them to stay with you
- If you are contacted with information pertinent to the location of the missing child/abductor, notify the Incident Command Centre immediately
- Observe and report to the Incident Command Centre anyone suspected of being the abductor, but do not physically interfere with him/her
- If you are contacted with information pertinent to the location of the missing infant/child, notify the Incident Command Centre immediately

**Emergency Room Officer**

- Report to the Emergency Ramp/King St. area and observe and report to the Incident Command Centre anyone suspected of being the abductor, but do not physically interfere with him/her
- If you are contacted with information pertinent to the location of the missing infant/child, notify the Incident Command Centre immediately

 **Mobile Patrol Officer**

- Respond to KGH and conduct a perimeter search using the patrol vehicle
- Observe and report to the Incident Command Centre anyone suspected of being the abductor, but do not physically interfere with him/her

**Recovery****5.2. Upon Notification That the Crisis Has Concluded****Security Operations Centre Operator**

- Participate in a debriefing session
- Refer any media inquiries to the Strategy Management & Communications Office
- Resume normal duties

**Security Shift Supervisor**

- Participate in a debriefing session with the Incident Command Centre
- Conduct a Security team debriefing
- Ensure a comprehensive incident report is filed as soon as possible

**Rounds Officer**

- Participate in a debriefing session
- Resume normal duties

**Emergency Room Officer**

- Participate in a debriefing session
- Resume normal duties

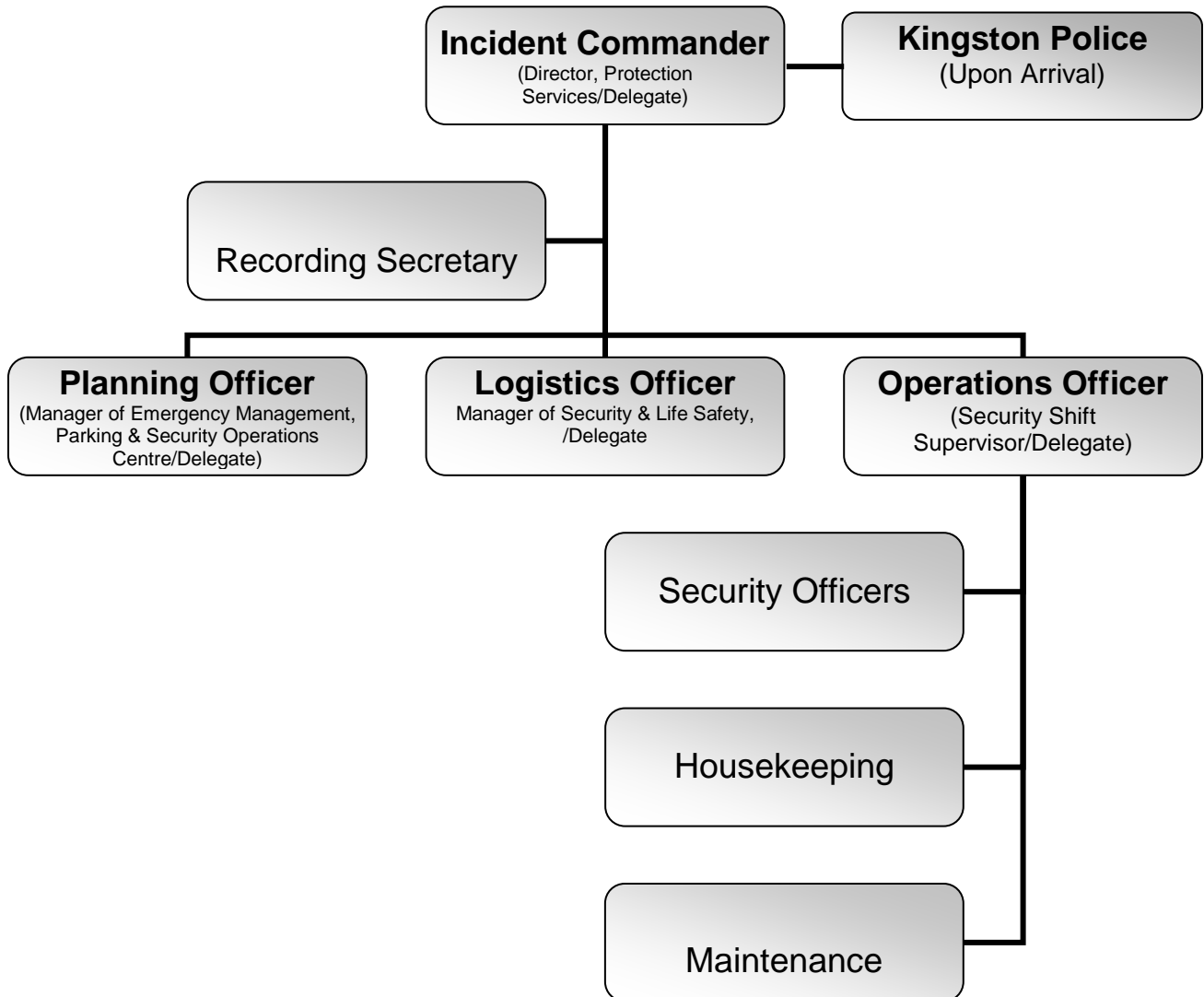
**Mobile Patrol Officer**

- Participate in a debriefing session
- Resume normal duties

## 6.0 Response & Recovery – Incident Command Centre

### Response

#### 6.1. Incident Management System



## Upon Receiving the “Code Amber” Notification

### Incident Commander - Director of Protection Services/Delegate

- Establish the Incident Command Centre
- Ensure that Switchboard personnel are aware of the location and contact number for the Incident Command Centre
- Obtain a status report from Affected Area Manager/Delegate
- Appoint the following positions, only if the regular assigned persons are not available
  - Planning Officer** \_\_\_\_\_
  - Logistics Officer** \_\_\_\_\_
  - Operations Officer** \_\_\_\_\_
  - Recording Secretary** \_\_\_\_\_
- Notify Strategy Management & Communications Office
- Maintain a consistent business cycle of status updates with all ICC members
- Be prepared to transfer command to a higher authority (e.g., Police/Fire/CEO)
- In collaboration with Operations officer, brief search teams
- Prepare to provide a situational report to the Police
- Prepare to provide a situational report to the President & CEO/Delegate<sup>7</sup>
- Prepare to receive further calls from Switchboard operators
- If the abductor is still visible initiate the “**Code Purple**” (**Hostage Situation**) emergency procedure

### Operations Officer - Security Shift Supervisor/Delegate<sup>8</sup>

- Ensure that a Security officer is on route to the affected area
- Direct an officer to the Davies Main Entrance to await arrival of Police
- Assign Security Officer(s) to the unit to ensure that the unit that the infant/child was last seen is isolated to preserve evidence
- In collaboration with Incident Commander, brief search teams
- Under the direction of the Incident Commander, be prepared to coordinate search teams
- If you are contacted with information pertinent to the location of the missing infant/child, notify the Incident Command Centre immediately

<sup>7</sup> “Delegate” is the next level of (appointed) authority. In this case the Duty Administrator, or as appointed.

<sup>8</sup> “Delegate” is the next level of (appointed) authority. In this case the designated Second in Charge as appointed by the Shift Supervisor



- In the absence of the Director of Protection Services, the Security Supervisor will assume command of the incident until the arrival of a higher authority (i.e. Administrative Coordinator, Police, etc.)

**Logistics Officer** - Manager of Security & Life Safety/Delegate

- Obtain copies of the **Incident Person Description & Information Notice** to distribute to other patient care areas
- Contact Maintenance **(4030)**, Portering **(4610)** & Environmental Services **(2309)** to provide staff to assist in the search
- Gather and prepare search team kits
- Provide radio communication as necessary
- Initiate the recall of off-duty Security personnel, as required
- Ensure the continuation of Security functions in the remainder of the facility
- Inventory search team kits upon their return
- Be prepared to provide provisions for the Incident Command Centre in the event of an extended emergency (i.e. food, etc.)
- If you are contacted with information pertinent to the location of the missing infant/child, notify the Incident Command Centre immediately
- Prepare for the termination of the emergency and any debriefing requirements

**Planning Officer** – Manager of Emergency Planning, Parking & Security Operations Centre/Delegate

- Initiate the recall of staff, as required, via the fan out procedure
- Ensure the continuation of security functions in the remainder of the facility
- Prepare for the termination of the emergency and any debriefing requirements
- If you are contacted with information pertinent to the location of the missing infant/child, notify the Incident Command Centre immediately

**Recording Secretary**

- Document the response actions within the Incident Command Centre

**Recovery****6.2. Upon Hearing the All Clear Announced****Incident Commander**

- Instruct Switchboard to announce the “All Clear”
- Prepare for team debriefing

**Operations**

- Ensure that a comprehensive occurrence report is filed immediately

- Participate in a debriefing session

**Logistics**

- Ensure the return and proper storage of all search kits
- Update maps, checklists and supplies in each search kit
- Participate in a debriefing session

**Planning**

- Ensure that all documentation is collected for debrief preparation
- Participate in a debriefing session

**Recording Secretary**

- Document the recovery actions within the Incident Command Centre

## 7.0 Response & Recovery – Environmental Services & Portering

### Response

#### 7.1. Upon Receiving the “Code Amber” Notification

##### **Environmental Services Assistants**

- Proceed to the nearest exit and question anyone attempting to leave the facility
- If you have been requested, report to the Incident Command Centre (Security Office – Dietary 1) to assist in the possible search of the facility
- Await further instruction from the Incident Command Centre
- Prepare to be briefed on search criteria and search zones – you will be assigned a search kit containing maps, checklists, master keys and a flashlight

#### 7.2. After Receiving Direction from the Incident Command Centre

##### **Environmental Services & Portering Staff Assigned for Searching**

- Begin the search of your assigned zone by using the search team checklists
- Check off rooms searched, and rooms that you could not access
- Upon completion of searching your assigned area report back to the Incident Command Centre
- Observe and report to the Incident Command Centre **(6393)** anyone suspected of being the missing infant/child, but do not physically interfere with him/her
  - Approach the child, if they are alone, and request them to stay with you until Security or Police arrive

### Recovery

#### 7.3. Upon Notification That the Crisis Has Concluded

- Collect all notes, maps, search kits and return to the Incident Command Centre
- Return to normal duties

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## 8.0 Response & Recovery – Maintenance

### Response

#### All Maintenance Staff

##### 8.1. Upon Receiving the “Code Amber” Notification

- If you have been requested, report to the Incident Command Centre (Security Office – Dietary 1) to assist in the possible search of the facility
- Await further instruction from the Incident Command Centre
- Prepare to be briefed on search criteria and search zones – you will be assigned a search kit containing maps, checklists, master keys and a flashlight
- You may be asked to stand by an exit and question anyone attempting to leave the facility

#### Maintenance Staff Assigned for Searching

##### 8.2. After Receiving Direction from the Incident Command Centre

- Begin the search of your assigned zone by using the search team checklists
- Check off rooms searched, and rooms that you could not access
- Upon completion of searching your assigned area report back to the Incident Command Centre
- Observe and report to the Incident Command Centre **(6393)** anyone suspected of being the missing infant/child, but do not physically interfere with him/her
  - Approach the child, if they are alone, and request them to stay with you until Security or Police arrive

### Recovery

##### 8.3. Upon Notification That the Crisis Has Concluded

- Collect all notes, maps, search kits and return to the Incident Command Centre
- Resume normal duties

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## **9.0 Response & Recovery – Affected Area Manager**

### **Response**

#### **9.1. Upon Receiving the “Code Amber” Notification**

- Report to the affected area
- Assume command of the situation on the unit
- Ensure that the area that the infant/child was last seen is isolated to preserve evidence
- Contact the Incident Command Centre via Switchboard or Security to provide a situation report to the Incident Commander
- Be prepared to transfer command to a higher authority (i.e. Police, CEO)
- If the abductor is still visible, do not attempt any action, isolate the area and wait until Police arrive
- Notify Program Operational Director and Program Medical Director

### **Recovery**

#### **9.2. Upon Notification That the Crisis Has Concluded**

- Arrange for a debrief session between yourself and the Incident Command Centre
- Arrange for a debrief session with involved staff

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## **10.0 Response & Recovery – Social Work**

### **Response**

#### **10.1. Upon Receiving the “Code Amber” Notification**

- Contact the Incident Command Centre via Switchboard or Security to determine if Social Work services are required on the child’s unit
- If directed to do so by the Incident Command Centre, contact the missing child’s parent/legal guardian and have them report to the hospital
- Be prepared to provide assistance to the parent/legal guardian of the missing infant/child

### **Recovery**

#### **10.2. Upon Notification That the Crisis Has Concluded**

- Provide assistance to the parent/legal guardian as necessary (i.e. counselling contacts, etc.)
- Report to the Incident Command Centre for debriefing

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## 11.0 Response & Recovery – President & CEO

### Response

#### 11.1. Upon Receiving the “Code Amber” Notification

- Contact the Incident Command Centre (Security Office – Dietary 1 ext. 6393)
- Prepare to receive situational report/briefing from the Incident Commander
- Consider whether there is a need to implement the Hospital’s Emergency Operations Centre (See EOC Implementation Plan)
- If the abductor is still visible, initiate the “**Code Purple**” (**Hostage Situation**) emergency procedure
- Consider implementation of Crisis Communication Plan

### Recovery

#### 11.2. All Clear – Declaring Return to Normal Operations

- When the infant/child returns to the unit authorize Switchboard to announce the “All Clear”
- Arrange for a debrief session between the Incident Command Centre and the Emergency Operations Centre
- Arrange for a debrief session with involved staff
- Determine the need for a Critical Incident Stress Debriefing (EFAP<sup>9</sup>) for involved staff**

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<sup>9</sup> “EFAP” is an Employee & Family Assistance Program available free of charge to staff of Kingston General Hospital through the Healthy Workplace Services department.

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