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## MISSING PERSONS POLICY

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### **Purpose:**

The Higher Education Act as amended by the Higher Education Opportunity Act (HEOA), effective October 1, 2010, requires Title IV institutions with on-campus student housing facilities to establish a missing student notification policy and procedure.

### **Background:**

**All UCR personnel are expected to appropriately respond to, and immediately document, a residential missing persons report or notification (including telephone reports).** Reports of resident missing persons (including runaways) must be handled without delay, and be given priority. Generally, these reports are referred to the on-duty Assistant Resident Director and/or Resident Director On-duty in Residence Life, who will immediately notify UCPD. Reports of non-resident missing persons should also be immediately referred to UCPD.

### **Policy:**

When a resident student is first reported as potentially missing, staff should consult with the on-duty Assistant Resident Director and/or professional staff to take prudent action to determine if this is a valid missing persons case. Actions may include:

- 1) Call the contact number of the missing person on file (other than the home phone number.)
- 2) Perform welfare check on the resident (should be conducted by professional staff.)
- 3) Speak with roommate(s), hall mate(s) or other known associates about the whereabouts of the potentially missing resident.

When performing these steps, staff should keep FERPA and other privacy considerations in mind. For example, if a parent calls to indicate that they have not heard from their son or daughter, the staff should not indicate that the resident does or does not live with us. However, they can take information and indicate that, if the student is in one of our Housing facilities and can be located; a message will be relayed to the resident to contact the concerned party. Staff may mention privacy laws to alleviate issues about inability to release information.

After performing the above, the professional staff on-duty needs to be informed of the actions that the staff has taken and the outcomes of those actions. UCPD should be notified immediately when the initial report comes in, even if the individual has been missing less than 24 hours). UCPD, following their missing persons protocol, will make the determination that the student is missing and initiate any needed investigation. When the professional staff determine that we have been unaware of a resident's whereabouts for 24 hours or more, along with following regular protocol (such as advising on-duty staff), UCPD must be updated.

When a resident is determined to have been missing the following steps will be taken by professional staff in consultation with UCPD:

- 1) If the resident has designated (a) missing persons contact person(s):
  - a. Within 24 hours notifying at least one contact person that the student is missing.
- 2) If the resident is under 18 years of age and is not emancipated:
  - a. Within 24 hours notifying the student's custodial parent or guardian and any other designated missing persons contact person that the resident is missing.

**Designated Contact Information:**

To assist with missing persons incidents, each resident, through their Housing Contract is encouraged to identify a contact person or persons (separate from their Emergency Contact, though it may be the same person(s)) whom the institution shall notify within 24 hours of the determination that the student is missing. This information will be registered confidentially, be accessible only to authorized campus officials, kept separate from other Emergency Contact information, and it may not be disclosed, except to University officials in the event of an emergency.