**Purpose**

1. To provide a mechanism to locate missing items
2. To assure that reports of missing items will be thoroughly investigated and documented.

# **Procedure**

1. A **Missing Item Report** is initiated in response to any report from a resident, visitor, or employee of a missing item (i.e. valuables, equipment, clothing, personal belongings).
2. The report will include an accurate description of the missing item, the date, time and location where the item was last seen, and the name of the person reporting the loss.
3. A thorough investigation will be made, including searches of residents' room and personal belongings, dietary trays, and soiled linen, and wastebaskets (as possible).
4. Staff members or witnesses will be contacted to validate where and when the missing item(s) was last seen.
5. If the item is not located within 2 hours, the following people will be notified of the missing item, and procedure that will continue. Supervisor will determine the timing of the notification if during night hours:
6. Nursing home - Family or resident's representative
7. Assisted Living - Family or resident's representative (unless resident requests this not be done.)
8. Independent - Resident will be kept informed of progress of investigation
9. We will assist in notifying the police and obtaining Police Reports as needed or requested by families, residents, employees, or visitors. Each has the right to call the Police to ask that a report be made.
10. The community's management should evaluate each report of missing item(s) and notify police in cases related to valuable items, insured items, or when theft is suspected.
11. Continued investigation, interviewing and/ or searching will be continued by a designated member of the management team.
12. Investigations will be completed, and notifications will be made according to the following general guidelines:
    1. Clothing items, inexpensive personal items: 3 days
    2. Insured items: 1 week
    3. Hearing aids, glasses, dentures, etc.: 3 days
13. Specific to missing and damaged dentures:
    1. A dental referral will be made within 3 days of discovering missing/damaged dentures
    2. A speech referral will be made within 3 days to ensure the resident can still eat and drink adequately while awaiting dental services
    3. The investigation will determine if the facility, resident or other is responsible for the loss or damage.
       1. If it has been determined to be the responsibility of the facility, the resident/family will not be charged for replacement or repair. It is the responsibility of the facility.
14. The Administrator and/or Executive Director will be notified of requests for reimbursement, angry responses, and other concerns related to losses. Appropriate follow up on concerns will be determined and carried out.