

**REED COLLEGE  
DEPARTMENT OF COMMUNITY SAFETY  
DEPARTMENTAL DIRECTIVE**

**MISSING STUDENTS**

Source(s): Reed Student Services On-call Handbook, Community Safety Director Directive, Clery Act. Note: This language should be identical to what is contained in the On-call Handbook.

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Latest review & revision: August 2013

**Legal Requirement**

Federal law (Clery Act) requires that specific actions be taken within 24 hours once a student who resides on campus is determined to be missing. Because of this, the following procedures shall be used anytime a Reed student is reported to be missing.

**Summary**

All reports of missing students shall be immediately forwarded to Community Safety Dispatch (503-771-1112 x0). Community Safety will document the report and initiate appropriate investigation and notifications. At a minimum, when a student is determined to have been missing for 24 hours, both the student's indicated contact(s) and the Portland Police Bureau shall be notified within 24 hours of this determination. In circumstances where there is evidence of a risk to the student's physical/psychological well-being, investigation and notifications may be made immediately upon determining that a student is missing and do not need to be delayed for 24 hours.

**Determining A Student Is Missing**

Community Safety will investigate all reports of missing students. In the course of the investigation, Community Safety staff will in most cases define the student as missing, and thereby initiate the Missing Student Procedures, when one or more of the following applies to the student about whom there is an initial report: A documented and currently relevant history of behavioral and/or health issues that suggests the student should be considered at risk until proven otherwise  
Credible report from friends, family, faculty, or others that suggest this student should be considered at risk until proven otherwise

An apparent absence of reasonable and benign explanations for the absence  
Circumstances indicate that the apparent absence may be the result of a criminal act and/or the student's physical safety may be in jeopardy

**Reporting a Missing Student**

Any member of the Reed community who believes that a student is missing, regardless of the student's residence, shall contact Community Safety Dispatch in person or by phone (503-771-1112 x0) and provide all available information. Contact by e-mail or other means that are not immediate are unacceptable due to the potential seriousness of missing student reports, and the strict response timeline imposed by law.

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**Notifications**

Dispatch shall immediately notify the CS Manager on call and provide all available information. Dispatch may make additional notifications at the direction of the CS Manager, but should not do so until directed.

The CS Manager on call shall contact the RD on call to coordinate investigation of the report.

The CS Manager on call shall create a SASSI note flagged as a SIA report and include all immediately available information. The CS Manager on call may also contact the CS Director and/or the Dean on call if the circumstances of the report represent an imminent safety threat.

The CS Manager on call may contact the Public Relations Director if the circumstances of the report make media attention likely.

The CS Manager on-call, in collaboration with the RD on-call, shall use the attached missing student checklist to initiate an appropriate investigation and to ensure appropriate notifications are made.

**Investigation of a Missing Student Report**

**Checklist of Potential Investigative Steps**

The listed actions may be taken in any order appropriate to the circumstances:

Review the student's name in the CS ARMS database

Review the Student's SASSI record

Contact the Dean of Students' office for any additional contact information and/or relevant background

Gather relevant information from all available sources\*:

Full name

Age

Birth date

Phone number(s)

Residence, including Reed and permanent

Physical description

Credit card information

Social Security Number

Driver's License

Passport/visa information (international students)

Missing person and emergency contact information

Student employee: contact campus employer for any additional information

Vehicle registration with Reed (car, bicycle, etc.)

Any other information that could be useful in trying to contact the student

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Any other information that could be useful to police, if contacted

\*Note: the information gathered will not be released, except to Reed staff assisting in the investigation, or police should they be contacted.

Create ARMS incident report with all relevant information

Create SASSI note with SIA flag

Determine if the student has listed a "missing person" contact person, emergency contact, cell phone, permanent residence, etc.

Attempt to contact the student through one or more of the following means. All contact attempts should alert the missing student to the fact that s/he has been reported missing, and that failure to establish contact with the student within 24 hours will result in the college contacting the student's emergency contact(s) and law enforcement:

E-mail (Reed & personal)

Phone, via voice and/or text

Social media (Facebook, Twitter, Tumblr, etc.)

Note at the student's college residence

Knock on the student's college residence door

Known friends of the missing student

Enter the student's college residence (key-in)

Contact faculty & advisor for information

Consider a community notification asking for assistance in contacting or locating the student

Contact area hospitals

Consider contacting local media for publication of the student's information

**Contacting the Designated Contact/Emergency Contact**

If the student is determined to have been missing for 24 hours, and investigation does not result in contact with the student or some other indication that the student is not missing, any designated contact(s) the student has listed as "missing person" contacts, and/or emergency contacts, must be contacted.

Additionally, if the student is under the age of 18 and not emancipated, a parent or guardian must be contacted. Contact with one or more of these individuals may be made sooner if appropriate.

All of the following steps should be completed in relation to contacting one or more of the individuals listed above:

Notify VP/Dean of Students and determine who will make contact

Notify the Director of Public Relations

Initiate contact(s)

Document in SASSI with a SIA note

Provide police contact information (case number, detective name & number, etc.) as available and appropriate

**Contacting Police**

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If the student is determined to have been missing for 24 hours, and investigation does not result in contact with the student or some other indication that the student is not missing, police must be contacted within 24 hours. Contact with police may be made sooner if appropriate.

All of the following steps should be completed in relation to contacting police:

Notify VP/Dean of Students and determine who will make contact

Notify the Director of Public Relations

Document in SASSI with a SIA note

Contact police and provide all available information

Obtain the PPB case number and a name & contact information for the detective assigned the case. This information should be provided to the student's parents and/or emergency contact(s)

Consider a community notification that a student is missing and has been reported to police

Community Safety may follow up with police periodically, as appropriate to the circumstances

**Information Sharing & Communications**

All staff involved in responding to a missing student report should consider the following information when communicating about the incident:

Refer questions from non-Reed individuals to Public Relations staff

Community Safety will be the primary liaison with police

The VP/Dean of Students will be the primary person to contact parents, emergency contacts, and/or the missing person contact

Parents should be asked how they would like information about the missing student shared with the Reed community, if at all

Parents should be provided with any available contact information for police

Once a missing student has been located, notify individuals and groups previously contacted, as appropriate

**Documentation**

The CS Manager on call shall complete an ARMS incident report for all missing student investigations. Additionally, the CS Manager shall make a SASSI note that contains the relevant information in the appropriate student's record.