

**REED COLLEGE
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.

Original publication: August 2013

Latest review & revision: July 2018

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 (503-517-5355). 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. 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 need not be delayed for 24 hours.

Determining A Student Is Missing

Community Safety will investigate all reports of missing students. A Community Safety Manager (or Manager On-Call) shall be the one to determine what steps are appropriate to take in order to investigate a report of a missing student. In the course of the investigation, Community Safety staff will--in most cases--define the student as missing, and initiate the Missing Student Procedures, when one or more of the following is applicable:

- 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(s) 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 absence may be the result of a criminal act and/or the student's physical safety may be in jeopardy

Reporting a Missing Student

**REED COLLEGE
COMMUNITY SAFETY
DEPARTMENTAL DIRECTIVE**

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 (503-517-5355) 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.

Notifications

Dispatch shall immediately notify the CS Manager On-Call (CSMOC) 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 Assistant to the Vice President (VP) of Student Services during business hours, or the Dean On-call (DoC) after hours to coordinate an investigation of the report.

The CS Manager On-Call shall create a SASSI (Shared Access to Student Services Information) note flagged for the appropriate staff and include all immediately available information. The CS Manager On-Call may also contact the CS Director/Asst. Director 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 Assistant to the VP/DoC, 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 (Automated Report Management System) database
- Review the Student's SASSI record
- Contact the Dean of Students' office for any additional contact information and/or relevant background
- Gather all following relevant information from all available sources:*

 - Full name
 - Age
 - Birthdate
 - Phone number(s)

**REED COLLEGE
COMMUNITY SAFETY
DEPARTMENTAL DIRECTIVE**

- Residence, including Reed and permanent
- Physical description
- Credit card information
- Social Security Number, if applicable
- 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
- Any other information that could be useful to police, if contacted
- The Rave Alert notification system may also have useful contact information
- If the student lives off campus, it is appropriate to call 9-1-1 and request a welfare check.

*Note: 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
- 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 they have 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

**REED COLLEGE
COMMUNITY SAFETY
DEPARTMENTAL DIRECTIVE**

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 the DoC or Dean of Students and determine who will make contact
- Notify the Director of Public Relations
- Initiate contact(s)
- Document in SASSI
- Provide police contact information (case number, detective name & number, etc.) as available and appropriate

Contacting Police

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 DoC or Dean of Students and determine who will make contact
- Notify the Director of Public Relations
- Document in SASSI
- Contact the Portland Police Bureau (PPB) and provide all available information
- Obtain the PPB case number and 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 that this situation 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

**REED COLLEGE
COMMUNITY SAFETY
DEPARTMENTAL DIRECTIVE**

- ❑ The DoC or 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.