

## Missing Person Announcements

Supersedes:

Effective: 08-01-08

Boston EMS is occasionally asked to assist other departments in locating missing persons. These requests are typically related to an AMBER Alert, missing Alzheimer or otherwise mentally challenged adult, or a missing child.

1. Requests for announcements regarding a missing person in the Boston area shall be referred to the Dispatch Operations Supervisor who will gather the pertinent information and, in conjunction with the on-duty Shift Commander, determine the appropriate means of disseminating the information. In addition to radio announcements, a department email and / or alphanumeric page notifications may be made.
2. When a radio announcement is made, the information should be entered and tracked in the CAD System using the TYPE code BOLO (Be On the Look Out). The CAD Text should include as much detail as is known at the time, such as the missing person's name, age, description, clothing and (in the case of an AMBER Alert) any suspect or vehicle information.
  - 2.1. Radio announcements should be relatively brief, giving a description of the individual, last known location and direction of travel. The announcement should include the CAD Incident number where members can look up more detailed information.
  - 2.2. After making the radio announcement, the dispatcher will log on the "BOLO" unit, and assign the incident to the BOLO unit. Doing so will remove the incident from the dispatcher's pending incident list. A notation should be made in the incident history (miscellaneous comment or supplement) when the radio announcement is broadcast.
  - 2.3. The frequency of the announcement will be determined by the Supervisor and will depend on the situation. Generally, the announcement will be made every other hour for a period of 16 hours. If the BOLO remains active at that time, the information will be sent to Department members via email and the incident will be closed in the CAD System. If the BOLO is cancelled prior to that time, an announcement should be made when the alert is cancelled, at which time the BOLO incident can be closed.

### Reference Information:

AMBER ALERT (America's Missing: Broadcast Emergency Response) notifications are coordinate through the Massachusetts State Police (see also Massachusetts AMBER Alert Plan). All information shall be verified for accuracy with the Boston Police Department, or if necessary the Massachusetts State Police Communications Section.

<http://www.masschiefs.org/documents/AMBER%20ALERT%20PLAN%20INFO%20AND%20OUTLINE.pdf>

SAFE RETURN is a program organized for patient with dementia by the Alzheimer's Association in conjunction with Medic Alert. If a caller notes that the missing person is part of the SAFE RETURN program or a confused person is found wearing a Medic Alert bracelet, contact 800-667-2565 for additional information and resources.