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## Return Home Registry

### 326.1 PURPOSE AND SCOPE

This procedure outlines the features of the Return Home Registry (RHR) database and department expectations regarding its use when responding to service calls related to high risk missing persons who suffer from specified debilitating conditions.

### 326.2 PROGRAM OVERVIEW

The Return Home Registry is a searchable database that can be accessed by the Communication Bureau and other specified department personnel to assist in reuniting missing or found persons with their family members and/or caregivers in the event they wander from their home. Those prone to wander can include persons of all ages who suffer from one or more developmental disorders or dementia related illnesses that may impact their ability to safely return home. These conditions include, but are not limited to, Alzheimer's, Autism, Cerebral Palsy, Down syndrome, and children with debilitating illnesses or special needs.

### 326.3 DATABASE CHARACTERISTICS

The database will retain only that information necessary to aid department personnel and the community in locating registrants who are missing or returning those who have been found to their relatives and caregivers. The data file for each program registrant will contain:

- (a) Relevant biographical information
- (b) Two current photographs (one portrait & one full body)
- (c) Relative or caregiver contact information
- (d) Past patterns of travel and behavior
- (e) Other vital information on the registrant's mannerisms, appearance or speech anomalies

### 326.4 APPLICATION TO FIELD SERVICES

Each department employee who contacts an unregistered person, who fits the criteria above, should present this program to the relative or caregiver and attempt to register the person. If the relative or caregiver declines the offer to register the person, the employee should provide him/her with an RHR pamphlet and a reference to the official City website for online registration. The RHR forms are located in the Report Writing Room adjacent to the missing person forms. They are also located on the Department Intranet.

Registration Process: The handling employee will complete the RHR Registration Form and have a forensic specialist respond to take photographs. Completed registration forms will be submitted with the incident report that documents the occurrence. The Department Record (DR) number will be placed in the upper right hand corner of the registration form. Supervisors will forward the

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registration form to Crime Prevention without delay. Crime Prevention is responsible for the initial entry of all registrants.

If a forensic specialist is not available to take photographs, any available digital camera can be used. One portrait style and one full length photograph should be taken. The photographs should be downloaded to: R:\GenFiles\Patrol\ReturnHomeRegistry\Photographs. A file should be created with the last name of the person and the DR number.

Using the database: In the event an officer discovers a disoriented person who is unable to provide useful information that would assist in identifying his/her identity or residence, the officer should query the RHR database. At the officer's request, the Communications Bureau will enter the person's height, weight, approximate age, hair color, eye color, scars and other descriptive information into the registry database. If the person has registered with the program and a match is made, the officer will have valuable information that will facilitate a rapid return of the person to their relatives or caregivers.

When responding to a report of an at-risk missing person, the officer should ask the Communications Bureau to query the RHR database for registration information. If the missing person is in the database, the Communications Bureau can forward his/her photographs to all field personnel. The Communications Bureau can also provide information regarding previous walk-away events, mannerisms and other anomalies that could aid in the search.

#### **326.5 COMMUNICATIONS DIVISION RESPONSIBILITY**

In the event the Communications Bureau receives a missing person, walk-away, or other related service call that involves a program registrant, the handling dispatcher will ensure the following:

- (a) Check RHR for to determine if the missing person is in the system.
- (b) Provide available information to field personnel.

#### **326.6 REPORTING**

Field Personnel handling lost or found persons will reference in their report any use of the RHR database. Further, if the person was previously unregistered, the employee will document the registration or referral, if made.