

## MISSING ITEMS

Upon admission, each resident and/or family member is encouraged to leave valuables at home. The residents are also encouraged to keep money in an account in the business office. It is reviewed upon admission as well as stated in the *Resident Handbook* that the facility is not responsible for lost or stolen items.

However, residents are encouraged to report missing items immediately. The facility staff that is informed of the missing item will notify the facility Social Service staff, DON or Administrator as soon as possible either verbally or through written communication on the shift to shift communication report. The facility Social Service staff member will initiate the Missing Items Form and begin the investigation. The facility social service staff will begin an investigation of the missing item(s) by interviewing the resident and /or their representative/guardian to develop a timeframe of the missing item, description and the last place the item was seen. The facility Dept heads will be notified in morning meeting to assist in the search. Every effort will be made to locate the item. The facility administrator will be informed by the social service staff within 24 hours if not already aware through previous communications.

If the item is located, it is returned immediately. The facility Social service staff will follow-up with the resident and/or their representative/guardian on the outcome of the investigation and will document this notification on the Missing Items Report. If the item(s) are not found and/or the resident and/or their representative/guardian are not in agreement with the outcome/interventions taken, the social service staff will offer the resident to take this concern/issue to the facility grievance committee. The resident may file a grievance, including a missing item as a grievance, with the grievance committee at any time orally or in writing (see the facility grievances policy).

The resident may be offered a lock box or locked drawer as an intervention as applicable.