

 <b>City of Norfolk</b>	Operational General Order – 457		Missing or Endangered Adults
	<b>Department of Police General Order</b>		
	<b>CALEA:</b>	41.2.5	
	<b>VLEPSC:</b>	OPR.05.01g	
LEGAL REVIEW DATE:	10/4/2010	PRESCRIBED DATE:	12-30-10 <sup>ur3</sup>
City Attorney:	<i>Heather J. Kelly</i>	City Manager/Director of Public Safety:	<i>[Signature]</i>
APPROVED BY THE AUTHORITY OF THE CHIEF OF POLICE:		<i>[Signature]</i>	

Office of Preparation: Strategic Management Division mh/acb

### Purpose

This directive outlines policy and procedures for reporting and investigating complaints regarding missing adults, endangered adults and missing senior adults.

### Policy

Norfolk Police Officers shall immediately report any missing adults, endangered adults or missing senior adults in accordance with the procedures outlined below. Officers shall arrange for emergency medical treatment as necessary and handle criminal acts such as neglect, exploitation, abduction, assault, or fraud, in accordance with established procedures.

### Supersedes:

1. G.O. OPR-457, dated May 14, 2009
2. Any previously issued directive conflicting with this order

### Order Contents:

- I. Missing Adults
- II. Endangered Adults
- III. Missing Senior Adults

I. Missing Adults (CALEA 41.2.5) (VLEPSC OPR.05.01g)

A. Reporting Procedures

1. All reports of missing adults shall be taken immediately from the complainant. There is no time requirement for an adult's absence before a report shall be taken.
2. Reports of missing adults shall be taken by police personnel by completing PD 18, Incident Report (IBR), in accordance with G.O. OPR-415: Incident Based Reporting (IBR).
3. The person receiving the complaint shall furnish the telecommunicator with information on the missing adult so that periodic broadcasts can be made to units in the field. Where there is a workable lead, the Detective Division shall conduct an investigation as soon as practical.
4. If a missing adult meets one of the following conditions, a more active police effort is required and an investigation shall immediately be undertaken.
  - a) Disabled or Incapacitated or Missing Senior Adult – Person who is missing has a physical/mental disability that renders the person unable to care for himself/herself, or thereby subjects himself/herself or others to personal or immediate danger.
  - b) Involuntary – Person is missing under suspicious circumstances or other circumstances indicating the disappearance may not have been voluntary.
5. If the missing adult meets one of the conditions listed in Section I. A. 4, the complainant shall be required to sign the affidavit section of the IBR, Missing Person Supplement.
6. If, during the reporting process or any subsequent investigation, it is determined that the missing adult does not meet the requirements of Section I. A. 4, all information regarding the location of the missing adult shall be held in confidence and not released to complainant(s).

B. Investigative Responsibility

1. Investigations of missing adult reports are the responsibility of the Detective Division.
2. Investigations shall be conducted in accordance with Detective Division Standard Operating Procedures.

## II. Endangered Adults

### A. Reporting Abuse, Neglect or Exploitation

1. If an adult needs care and/or protection, the officer shall immediately contact the Norfolk Human Services Department, Division of Social Services, Adult Protective Services (APS) Hotline Numbers, Attachment (A). If required, officers shall also arrange for emergency medical treatment and a Detective Division investigator. In all cases, an IBR must be completed in accordance with G.O. OPR-415: Incident Based Reporting (IBR).
2. For all cases where an officer has reason to suspect abuse, neglect, and/or exploitation of an adult, officers shall immediately contact APS and provide the following information:
  - a) Officer's name, command, and telephone number where he/she can be contacted.
  - b) The address, age, and name of the victimized adult.
  - c) Detailed information on the circumstances, signs of abuse, neglect and/or exploitation, and other relevant information that can be used by the APS during their investigation.
  - d) If available, the name and address of the person(s) suspected of abusing, neglecting or exploiting the victim.

### B. Indicators of Abuse, Neglect and Exploitation

Officers shall consider the totality of the circumstances to determine instances of possible abuse, neglect and exploitation. Attachment B and the indicators listed below are also factors to be considered:

1. Physical Signs:
  - a) Dehydration or malnutrition.
  - b) Broken bones.
  - c) Pain to the touch.
  - d) Scratches, punctures, burns, or bruises.
  - e) Soiled clothing or bed.
  - f) Squalid living conditions.
2. Behavioral Signs:
  - a) Depression.

- b) Lack of communication and talking.
  - c) Isolation or withdrawal.
  - d) Anxiety.
  - e) Anger.
  - f) Frequent change of healthcare professionals (e.g., lot of medications prescribed by different doctors).
3. Signs of Abuse by a Caregiver
- a) Forced isolation.
  - b) Statements to others that the victim is a burden.
  - c) Conflicting stories or details of physical signs of abuse.
  - d) Inappropriate sexual relationship or language.
  - e) History of mental illness, criminal behavior, or family violence.
  - f) Preventing victim from speaking with others or answering questions on the victim's behalf.
4. Signs of Financial Exploitation
- a) Missing personal belongings.
  - b) Suspicious signatures.
  - c) Frequent checks made out to cash.
  - d) Victim has no knowledge of monthly income.
  - e) Numerous unpaid bills.
  - f) Large bank withdrawals.
  - g) A change of the victim's will.

### III. Missing Senior Adults

#### A. Reporting Procedures

Virginia State Code, Section 15.2.-1718.1 establishes special reporting procedures for a missing senior adult. The department shall immediately, but in all cases within 2 hours of receiving the report:

1. Enter identifying and descriptive data into the Virginia Criminal Information Network (VCIN) and the National Crime Information Center

(NCIC) System.

- a) This task will be satisfied by immediately delivering the original IBR, signed by the complainant, to the Central Records Division. The report shall be hand delivered by the officer taking the report.
2. Forward the report to the State Police;
3. Notify all other law enforcement agencies in the area; and
4. Initiate the investigation of the report.

B. Investigative Responsibility

1. Investigations of missing senior adult reports are the responsibility of the Detective Division.
2. Investigations shall be conducted in accordance with Detective Division Standard Operating Procedures.

Definitions

Missing Adult:

Any person age 18 or older, who does not meet the criteria listed for an endangered, incapacitated, or missing senior adult, and whose whereabouts are unknown and is being reported missing by a complaining witness.

Endangered Adult:

Any adult, who is 60 years of age or older, or who is 18 years of age or older and incapacitated, for whom there is the occurrence or suspected occurrence of neglect, abuse, and/or financial exploitation as set forth in State Code Sections 63.2 -100 and 63.2-1603 through 1610, concerning adult services.

Incapacitated Adult:

Any adult who is impaired by reason of mental illness, mental retardation, physical illness or disability, advanced age or other causes, to the extent that the adult lacks sufficient understanding or capacity to make, communicate or carry out responsible decisions concerning his or her own well-being.

Missing Senior Adult:

Any adult over 60 years of age, who suffers from a cognitive impairment that renders him unable to provide care to himself without assistance (including a diagnosis of dementia or Alzheimer's Disease), whose whereabouts are unknown and whose disappearance poses a credible threat to health and safety as defined in State Code 52-34.4.

Related Documents:

1. G.O. OPR-415: Incident Based Reporting (IBR)
2. G.O. OPR-720: Juveniles
3. Norfolk Police Department Emergency Action Plan

Attachments:

- A. Adult Protective Services (APS) Hotline Numbers
- B. Indicators of Abuse, Neglect, and Exploitation

## ADULT PROTECTIVE SERVICES (APS)

### Hotline Numbers

Telephone Number	Agency	Availability
664-6123	APS Local Daytime Hotline	Mon-Fri: 0800-1700
664-6022	APS Local After Hours Hotline	Mon-Fri: 1700-0830 Sat-Sun: 0800-0759
1-888-832-3858	State Hotline	After hours alternative number

# INDICATORS OF ABUSE, NEGLECT, AND EXPLOITATION

## ABUSE

- Multiple/severe bruises, burns, welts
- Bilateral bruises on upper arms
- Clustered bruises on trunk
- Bruises which resemble an object
- Old and new bruises
- Signs of bone fractures
- Broken bones, open wounds, skull fracture
- Striking, shoving, beating, kicking, scratching
- Internal injuries
- Sprains, dislocation, lacerations, cuts, punctures
- Black eyes
- Bed sores
- Untreated injuries
- Broken glasses/frames
- Untreated medical condition
- Burns, scalding
- Restrained, tied to bed, tied to chair, locked in, isolated
- Overmedicated
- Verbal assaults, threats, intimidation
- Prolonged interval between injury and treatment
- Demonstrates fear of caregiver
- Case manager not allowed to see client alone
- Recent or sudden changes in behavior
- Unexplained fear
- Unwarranted suspicion

## SEXUAL ABUSE

- Genital or urinary irritation, injury, infection or scarring
- Presence of a sexually transmitted disease
- Frequent, unexplained physical illness
- Intense fear reaction to an individual or to people in general
- Mistrust of others
- Nightmares, night terrors, sleep disturbance
- Direct or coded disclosure of sexual abuse
- Disturbed peer interactions
- Depression or blunted affect
- Poor self-esteem
- Self-destructive activity or suicidal ideation

## NEGLECT

- Untreated medical condition
- Untreated mental health problem(s)
- Bedsores
- Medication not taken as prescribed
- Malnourishment
- Dehydration
- Dirt, fleas, lice on person
- Fecal/urine smell
- Animal infested living quarters
- Insect infested living quarters
- No functioning toilet
- No heat, running water, electricity
- Homelessness
- Lacks needed supervision
- Lack of food or inadequate food
- Uneaten food over period of time
- Accumulated newspaper/debris
- Unpaid bills
- Inappropriate or inadequate clothing
- Needs but does not have glasses, hearing aide, teeth, prosthetic device
- Hazardous living conditions
- Soiled bedding/furniture
- Frequent moving
- House too hot or cold

## FINANCIAL EXPLOITATION

- Unexplained disappearance of funds or valuables
- Dependent relationship (e.g. adult child is financially dependent upon the older person or the older person is dependent for care giving by the alleged abuser)
- Misuse of money or property by another person
- Transfer of property, savings, etc.
- Excessive payment for care and/or services
- Client unaware of income amount
- Depleted bank account
- Sudden appearance of previously uninvolved relatives/friends
- Change in payee, power of attorney, Will
- Caregiver is overly frugal
- Unexplained cash flow
- Unusual household composition
- Chronic failure to pay bills
- Personal belongings missing
- Client is kept isolated
- Signatures on check that do not resemble the client's signature
- Client complains doesn't know what happened to money
- Checks no longer come to house
- Client reports signing papers and doesn't know what was signed