

INFANT/CHILD ABDUCTION

SCENARIO

A patient's mother has been visiting and helping to care for the newborn while the new mother rests. The patient's mother states she is going to the cafeteria, and indicates that her daughter and the baby are resting comfortably in their room. There is no reason for staff to be suspicious.

A short while later, the new mother contacts the nurses station asking where her mother and the baby are. Following some quick questioning the staff suspect the baby's grandmother may have taken the newborn with her as a way to "protect" her from the high-risk lifestyle of the baby's mother. The staff immediately alert the department manager and Security. The hospital operator announces a "code pink" through the hospital's overhead paging system and the infant abduction plan is activated.

INFANT/CHILD ABDUCTION

INCIDENT PLANNING GUIDE

Does your Emergency Management Plan Address the following issues?

Mitigation & Preparedness

1. Does your hospital have a system and security procedures to prevent infant/child abduction (e.g., alarm bands, secured area, patient education)?

2. Does your hospital have an infant/child abduction plan?

3. Does your hospital have a process to communicate the situation to law enforcement and provide a staging area for their arrival?

4. Does your hospital have procedures to quickly obtain incident specific details (e.g., witnesses, security cameras, surveillance tapes)?

5. Does your hospital provide infant abduction education and conduct exercises to staff?

Response & Recovery

1. Does your hospital have a process to confirm that the infant/child has been abducted?

2. Does your hospital have a procedure for immediate facility/campus lockdown?

3. Does your hospital have a procedure for monitoring the facility and campus exits, and searching all persons exiting until exhaustive search is complete and able to confirm that the suspect and infant/child are gone?

- Does your hospital have a communication plan which addresses:
 - Notifying area hospitals of the incident?
 - Internal and external alert and notification procedures?
 - Pre-scripted media messages and a fact sheet that outlines the appropriate type of information that can be provided to the media?
 - Providing timely and accurate information to staff, patients, and families?

5. Does your hospital designate a person to liaison with arriving law enforcement and communicate with hospital officials?

6. Does your hospital incident command plan include the establishment of a unified command with law enforcement?

7. Does your hospital have a plan to communicate the situation and provide regular updates to the patient, in coordination with law enforcement?

8. Does your hospital have a plan to address mental health support needs for patient, family, and staff?

9. Does hospital have a procedure to reunite the infant with the patient, should the infant be located?

10. Does your hospital have a plan to establish a media briefing area and for providing regular media briefings?

INFANT/CHILD ABDUCTION

INCIDENT PLANNING GUIDE

-
11. Does your hospital immediately notify and consult with hospital legal counsel?
-
12. Does your hospital have a process to protect the privacy of impacted patients and families (e.g., changing rooms, changing names on hospital registration systems)?
-

INFANT/CHILD ABDUCTION

INCIDENT RESPONSE GUIDE

Mission: To manage and collaborate in the process of locating and recovering a lost or abducted infant or child.

Directions

- Read this entire response guide and review incident management team chart
 - Use this response guide as a checklist to ensure all tasks are addressed and completed
-

Objectives

- Confirm that an abduction has taken place
 - Secure mother and staff involved with infant or child's care
 - Activate the Infant/Child Abduction Response Plan
 - Collaborate with law enforcement to recover the infant or child
 - Provide mental health support services to the patient and staff
-

Immediate (Operational Period 0-2 Hours)

COMMAND

(Incident Commander):

- Activate the Infant/Child Abduction Plan
- Notify law enforcement agencies of incident and provide details, as able
- Establish a unified command with law enforcement, upon arrival
- Activate appropriate Command Staff and Section Chiefs

(Public Information Officer):

- Establish a media staging area
 - Provide regular media briefings and situation status updates, releasing only information that has been approved by the hospital Incident Commander and law enforcement
 - Provide informational bulletin for current patients to notify them of the incident and the measures initiated, as appropriate
-

INFANT/CHILD ABDUCTION

INCIDENT RESPONSE GUIDE

COMMAND

(Liaison Officer):

- Notify and liaison with local government officials, as needed
- Call local law enforcement to initiate an "Amber Alert"
- Call the National Center for Missing and Exploited Children, 800-THE-LOST, for assistance in handling the ongoing investigation and crisis

(Safety Officer):

- Ensure the safety of patients, families, visitors and staff during hospital search procedures
-

OPERATIONS

- Secure the facility and deny access or exit. Search any persons exiting the facility, as appropriate
 - Assign staff to conduct a floor-by-floor, door-by-door search of the facility
 - Assign a liaison to coordinate with law enforcement/FBI
 - Conduct staff and mother/family interviews to gather information and evidence, in conjunction with law enforcement
 - Provide law enforcement with photos, footprints of child, etc., if available
 - Provide additional information to staff and security about the abductor as information is available to facilitate internal search
 - Provide mental health support to the patient and other family members
-

PLANNING

- Establish operational periods, incident objectives and develop the Incident Action Plan, in collaboration with the Incident Commander
-

INFANT/CHILD ABDUCTION

INCIDENT RESPONSE GUIDE

Intermediate and Extended (Operational Period 2- Greater than 12 Hours)

COMMAND

(Incident Commander):

- Update and revise the Incident Action Plan
- Ensure the continuation of normal hospital operations
- Activate Medical/Technical Specialist – Risk Management to assist with response and documentation of incident
- Continue to brief key senior management on the situation
- Appropriately report incident to state, JCAHO and other regulatory agencies as a sentinel event

(PIO):

- Continue regular media briefings and updates, in conjunction with law enforcement
- Provide situation status updates to hospital staff and patients

(Liaison Officer):

- Update local officials and other agencies, as appropriate

OPERATIONS

- If it is determined that abductor has left facility, consider releasing staff posted at doors to normal duties
- Continue to provide mental health support and physical care to the mother and family members
- Provide assurance and support to other new mothers or parents of children in the facility, regarding the safety of their infant/child
- Consider maintaining a visible security presence in the impacted department
- Re-register the mother under a fictitious name and move her room location to maintain privacy
- Ensure the continuation of normal patient care services and hospital operations
- Continue communications and collaboration with law enforcement
- Provide appropriate medical exam of infant/child, and unification with parents

PLANNING

- Revise and/or complete Incident Action Plan
-

INFANT/CHILD ABDUCTION

INCIDENT RESPONSE GUIDE

LOGISTICS

- Provide mental health support and stress management services to department staff

FINANCE/ADMINISTRATION

- Track costs and expenditures of response

Demobilization/System Recovery

COMMAND

(Incident Commander):

- Oversee the hospital's return to normal operations
- Ensure continued liaison and communication with law enforcement

(PIO):

- Conduct final media briefing providing situation status, appropriate patient information and termination of the incident

(Liaison Officer):

- Notify appropriate local officials of the termination of the incident

OPERATIONS

- Restore normal operations and patient care services
 - Restore normal visitation and non-essential services

PLANNING

- Finalize the Incident Action Plan and demobilization plan
 - Compile a final report of the incident and hospital response and recovery operations
 - Ensure appropriate archiving of incident documentation
 - Write after-action report and corrective action plan to include the following:
 - Summary of actions taken
 - Summary of the incident
 - Actions that went well
 - Area for improvement
 - Recommendations for future response actions
 - Recommendations for correction actions

INFANT/CHILD ABDUCTION

INCIDENT RESPONSE GUIDE

LOGISTICS

- Provide ongoing mental health support and stress management services for involved employees, as needed

FINANCE/ADMINISTRATION

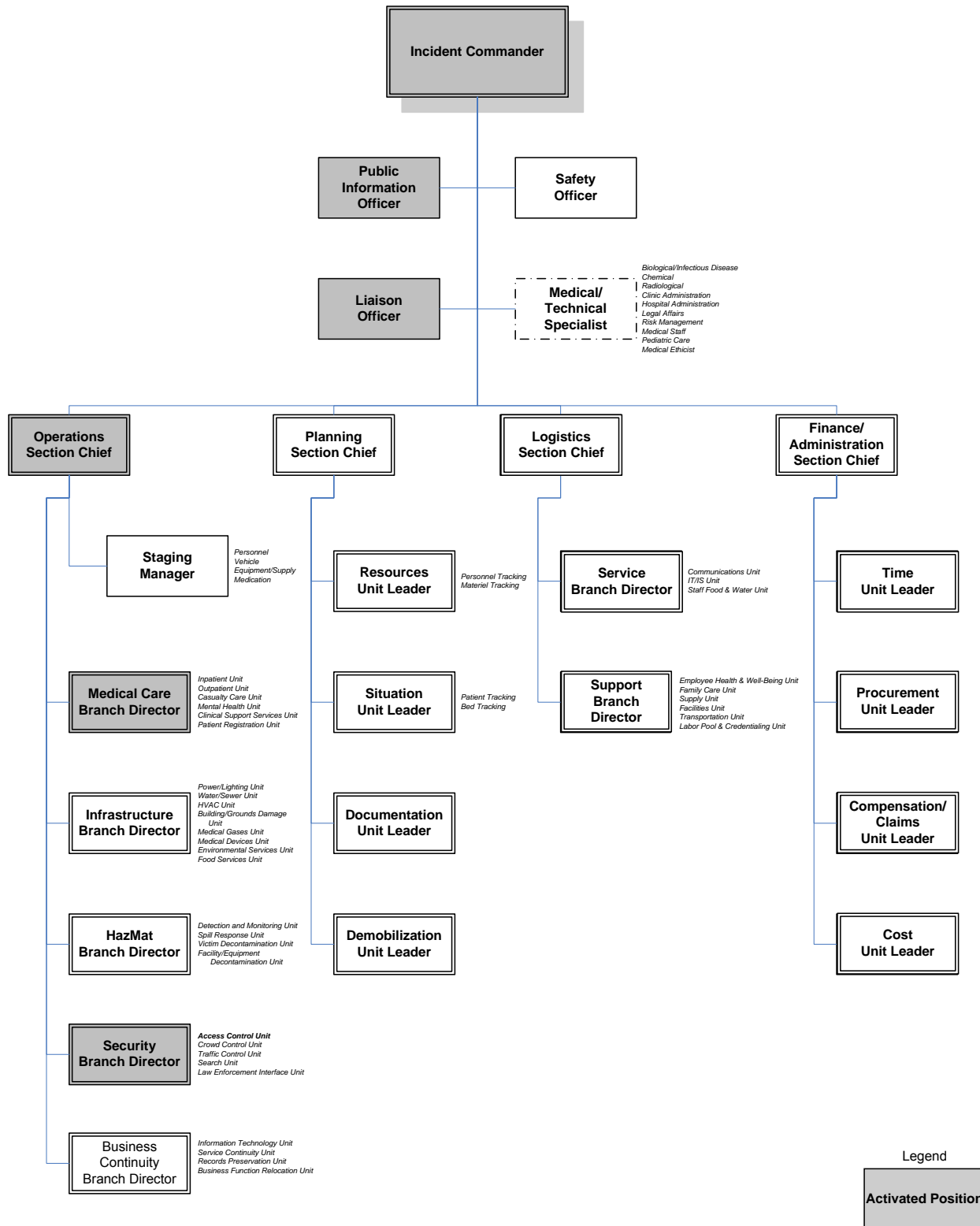
- Compile final response and recovery cost and expenditure summary and submit to the Incident Commander for approval

Documents and Tools

- Emergency Operations Plan
 - Hospital's Infant/Child Abduction Response Plan
 - Secure surveillance media (tapes or other video)
-

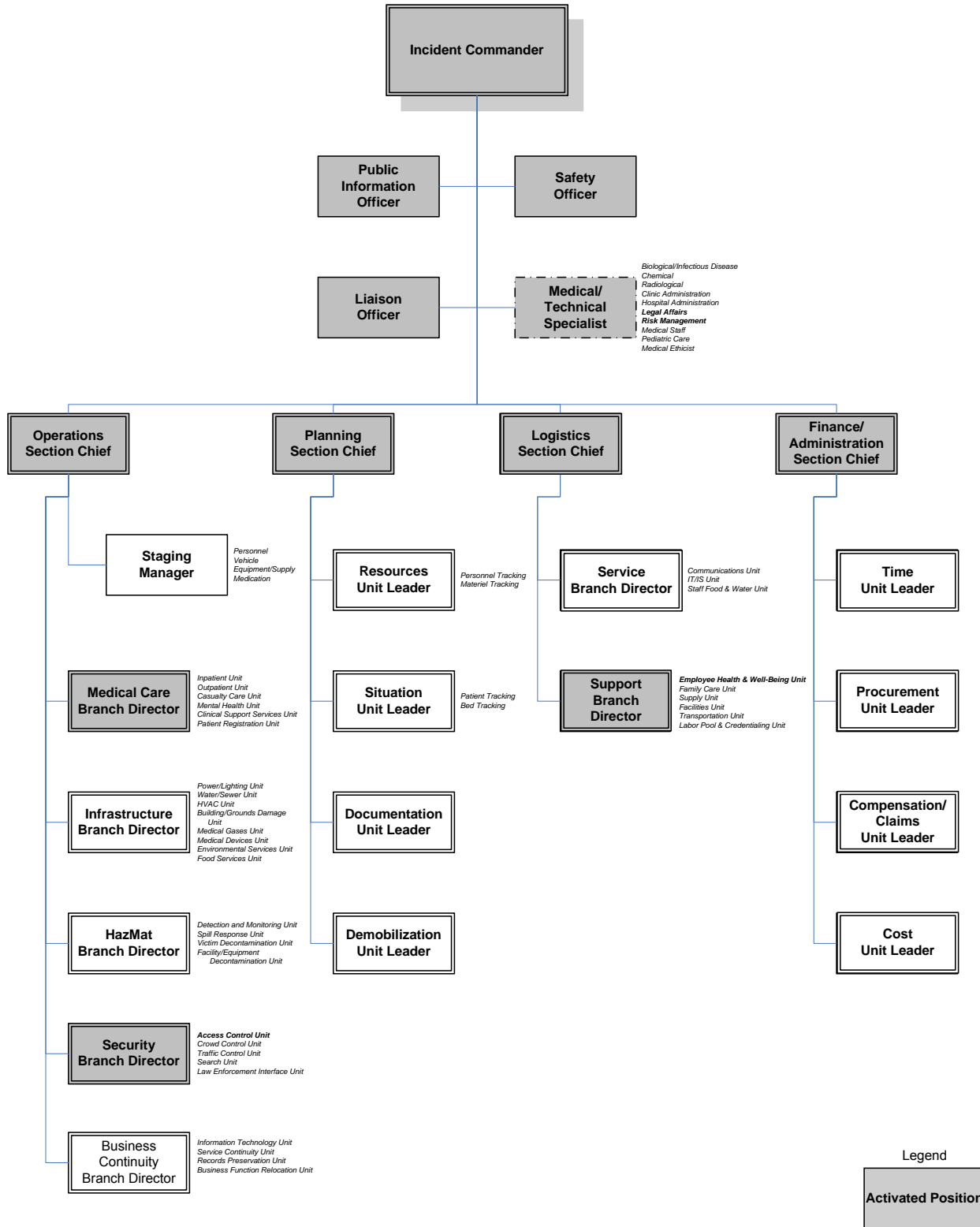
INFANT/CHILD ABDUCTION

INCIDENT MANAGEMENT TEAM CHART -- IMMEDIATE



INFANT/CHILD ABDUCTION

INCIDENT MANAGEMENT TEAM CHART – INTERMEDIATE AND EXTENDED



INFANT/CHILD ABDUCTION

INCIDENT MANAGEMENT TEAM CHART – DEMOBILIZATION

