

Regardless of whether this happens at the centre (missing) or during an excursion (lost), the following procedure is to be used.

Remaining calm and composed is the key to effectively and efficiently finding solutions in stressful situations. While the concept of losing a child seems terrifying (and it will be), the majority of instances are resolved in a matter of minutes.

### **On site (*missing*)**

A missing student refers to a student whose whereabouts are unknown during an activity or lesson. If a student is late for roll-call prior to the start of an activity or lesson, wait 5 minutes before initiating the following steps:

1. *Identify exactly which student is missing. (There may be more than one.)*
2. *Confirm with an International Group Leader (IGL) or BSC YL manager whether student has been excused from the session.*
3. *If not, ask the IGL to phone the student.*
  - a. *If the student has still not been located, using a BSC YL phone, call the student.*
  - b. *If this is unsuccessful, contact the CM to ask for the student's accommodation information.*
4. *Accompanied by another BSC representative or by the student's IGL, go to the student's accommodation and knock on the door.*
  - a. *A student's room may not be entered by a BSC YL employee. This can only be done by their IGL.*
  - b. *A key may be required to gain access. Should this be the case, an incident report must be filed.*
5. *If the student is not in their accommodation (bathroom included), the common areas (common rooms, dining hall, etc.) will need to be visited next.*
6. *Should the student still not have been located, the DSP will need to be consulted. (Escalation protocols to be followed in accordance with BSC Emergency Protocols.)*

### **Off site (*lost*)**

A lost student refers to a student whose whereabouts are unknown during an excursion. If a student is late for a check-in during an excursion, wait 15 minutes before initiating the following steps:

1. *Identify exactly which student is lost. (There may be more than one.)*
2. *Ask the IGL to phone the student. If the student is an individual and does not have an IGL, the BSC employee should have the student's contact number on them.*
  - a. *If the student has an IGL, ask them to phone the student.*
  - b. *If the student is an individual, phone the student using a BSC phone.*
  - c. *At no point should students be left unattended without having been signed out using the Release Form. So, if a student's whereabouts are identified and the student needs to be collected, a BSC YL team member or IGL must remain with the rest of the group while the other collects the student.*
3. *Should the student still be lost, go to the meeting point.*
  - a. *If the student is not at the meeting point, and has failed to contact the emergency contact number provided to them upon their arrival at their BSC centre, the group are to wait at the meeting point for an additional 15 minutes.*
  - b. *The DSP must be informed if a student's whereabouts are unknown for 30 minutes.*

- 4. If a total time of 45 minutes has elapsed with the whereabouts of the student still being unknown, the DSP will escalate accordingly.*

### **Escalation**

Should the whereabouts of the student(s) remain unknown for 60 minutes, the DSP will inform their respective DDSL.

The DSP will be advised as how to proceed. Police will be called after 90 minutes if the student is not located.