



NEW CASTLE COUNTY POLICE

Project Lifesaver Program

DIRECTIVE 41

Appendix 41-L

(UPDATED August 24, 2021)

New Castle County Department of Public Safety Division of Police

Standard Operating Procedure Project Lifesaver Program

PURPOSE

The purpose of this Standard Operating Procedure is to describe the organization and scope of the New Castle County Police Department's Project Lifesaver Program. The purpose of Project Lifesaver is to utilize state-of-the art technologies in conjunction with existing public safety operations for emergency service response to missing persons suffering from Alzheimer's disease, dementia, autism, Down syndrome, or other related mental disorders.

POLICY

It is the policy of the New Castle County Police Department that the Project Lifesaver Program is an officially endorsed function of this agency. All personnel on the Project Lifesaver Team will be trained in the use of the locator systems equipment, installation and maintenance of client transmitter equipment, and response/search procedures. Team members will conduct maintenance checks of transmitters that have been issued to clients every 60 days and will respond to search & rescue callouts or dispatches for clients of the program.

PROCEDURES

A. Organization of the Project Lifesaver Program.

1. A supervisor will be appointed as the Project Lifesaver Coordinator along with two co-coordinators and will organize all Project Lifesaver responses, training, and staffing.
2. The Project Lifesaver Coordinator will appoint a co-coordinator to act as an Administrative Assistant. The Administrative Assistant will be responsible for the day-to-day operations and coordination of the Project Lifesaver Program.
3. The Project Lifesaver Coordinator will appoint a co-coordinator to act as a training assistant. The training assistant will be responsible for initial training for new members, bi-annual training for existing members.

4. The coordinator or designee will maintain a database for all clients and caregivers and disseminate this information to all team members in a timely and efficient manner. In addition, the coordinator or designee will maintain statistics and provide reports for all Project Lifesaver activities.
5. The coordinator or designee will ensure that new and/or replacement equipment is ordered when necessary and all team equipment is maintained in proper working order.
6. The coordinator will develop and advance good relations with surrounding jurisdictions to ensure cooperation between our agencies. This may include search and rescue training exercises with other Project Lifesaver Teams or training with search and rescue units in other jurisdictions.
7. The Project Lifesaver team members will be sworn New Castle County Police Department Officers, civilian employees or agency approved volunteers.
8. Team members (officers) are responsible for installation of battery replacements or other equipment, and other administrative support functions.
9. Team members that are on duty will respond to missing person calls to assist with the search, recovery, and safe return of clients. Off duty team members may be called if additional team members are needed.
10. The initial LEISS report shall be completed by the Patrol Section.
 - a. All assisting units shall complete a supplemental report documenting their efforts.

B. Selection of Project Lifesaver Team Members

1. All team members of Project Lifesaver will go through the following process:
 - a) Potential team members will submit a memorandum accompanied by a supervisor's recommendation to the project coordinator's office requesting to be a member of the Project Lifesaver Team.
 - b) These individuals will be required to attend the initial two-day (16 hour) operator's training class provided by one of the project co-coordinators.

- c) All efforts will be made to have multiple members represented by the Patrol Section. The Patrol Section will have the majority of the team members for this program. The Patrol Section operation is a 24-hour, seven day a week operation and is better suited to handle clients in this program that are discovered missing.

C. Client Selection and System Setup

1. All potential clients/caregivers who contact our police department will be directed to the project coordinator's office.
2. The coordinator will determine the capacity of the Project Lifesaver Program and will create a waiting list for future clients based upon a first come, first served basis.
3. The caregiver will be sent the Project Lifesaver application and caregiver contract and will be required to read and complete both documents. A physician's diagnosis of Alzheimer's disease or related dementia disorders, autism, Down syndrome, or other related mentally dysfunctional disorders is needed to enroll in this program.
4. The coordinator or designee will respond to the client/caregiver's residence and provide an overview of Project Lifesaver. A photograph of the client will be taken, and client information will be documented during this visit.
5. The wrist band containing the transmitter will then be applied to the client after our designee ensures that the transmitter has received a unique frequency number. The caregiver will then be briefed concerning handling and care of the equipment.
6. Before leaving the area, the coordinator or designee will test the equipment to ensure that a signal is received from the transmitter and that he/she records the best frequency.
7. Upon returning to headquarters, the coordinator will update client/caregiver information in the database and make the necessary copies for the files. A premise history will be completed with the client's name and address. In the comments section information about the client being a member should be noted as well as the frequency number for the client's wristband for tracking purposes.
8. At no time will equipment be placed upon a client without the

consent of a legally responsible party.

9. A client can be removed from the program if the caregiver violates any terms of the caregiver's contract (refer to the contract for terms).

TRAINING

- A. Team members are expected to attend all scheduled training exercises. Members may only be excused from one session in a twelve-month period. Failure to attend the training will result in removal from the team. Team members will be re-certified every two years by attending a Project Lifesaver recertification class. The program training coordinator will ensure that the initial certification and recertification classes are held when necessary each year.
- B. All training records will be maintained in the project coordinators office with copies forwarded to the Professional Development Unit for filing.

Equipment Maintenance

- A. All Project Lifesaver equipment is to be checked monthly.
- B. All wrist transmitter batteries will be changed approximately every 30 days, but not more than 45 days, from the date of installation.
- C. The LSI Osprey receiver batteries will be checked and changed as needed.
- D. All equipment will be stored in the Arms room for easy access on a 24-hour basis. The Arms room access protocol will be followed when retrieving equipment.
- E. The Project Lifesaver Administrative Assistant will maintain an equipment/maintenance log.

After-Action Report

An After-Action report will include a division memorandum when a search is conducted for a client in this program. A patrol supervisor involved in the search for the client will generate an After-Action Report outlining the below areas and direct that memorandum to the project coordinator. If the client happens to be the assigned client of one of the search team members involved in the search, then that team member will draft the memorandum. The memorandum at the minimum will include the following information:

- A copy of all incident reports related to the investigation.
- The duration of the search.

- The search area.
- Any overtime utilized for the search.
- Identification of all personnel and/or assets utilized for the search.
- Identification of all personnel and/or assets called-out for the search.
- An explanation of the results; was the missing person located, condition, etc.