



Bureau of Emergency Communications Policy & Procedure

City of Portland, Oregon

7.396 Welfare Check

Defines procedures to process calls using the call types WELCK and WELCKP

I) General

- A) The call types WELCK and WELCKP are appropriate for citizens requesting a welfare check on another person under certain circumstances.

II) Call Taker

- A) Create a WELCK or WELCKP for the following situations:
 - 1) A caller requesting an occupant welfare check when ALL of the following circumstances are met:
 - (a) A person has not been seen by, or made contact with relatives, neighbors, friends, or employer, AND
 - (b) This behavior is unusual and/or there are other suspicious circumstances (newspapers and mail stacking up, etc.), AND
 - (c) We are unable to confirm there is a patient, AND
 - (d) The person calling for the welfare check is unable to check on the person him/herself or cannot access the residence.
 - 2) Any person who does not appear able to care for him or herself and there is no indication that medical assistance is needed (stumbling in the street, wandering into traffic, lost or confused adults, etc.).
 - 3) Missed Medical Appointment – Health care provider requesting welfare check on the basis of a missed appointment.
 - (a) Create a call for dispatch if:
 - (1) Provider has exhausted all avenues to reach patient and patient's emergency contacts, AND,
 - (2) Provider believes patient is in immediate danger of physical harm or death if medical treatment is not provided OR provider is aware of other circumstances in addition to missed appointment that indicate patient's welfare may be compromised.
 - 4) If a person is down on a sidewalk, street, park, or other area, but is conscious and appears incapable of caring for themselves, police will respond to determine the need for further assistance.
 - (a) In Portland, create a police call only if Portland Street Response is unavailable. Refer to [SOP 6.011 Portland Street Response](#).



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- 5) If a person is down and unchecked, police will respond to determine the need for further assistance.
 - (a) In Portland, create a police call only if Portland Street Response is unavailable. Refer to [SOP 6.011 Portland Street Response](#).
- 6) A Psychiatric Review Board revocation notification. If the caller cannot meet the police officers and wishes to know the results of an occupant welfare check:
 - (a) Document the request to have the responding officer contact the complainant with results in Remarks.

III) Net Dispatcher

- A) Dispatch based on call Type, Remarks, and Priority.
- B) Refer to the [7.016 Mental Health/ECIT Dispatch Protocol](#)

IV) Service Desk Dispatcher

- A) Upon receipt of a teletype for a Psychiatric Review Board revocation, create a WELCKP call documenting information in Remarks.

V) Supervisor

- A) Make appropriate notifications upon request and document in Remarks.

References

- [6.011 Portland Street Response](#)
- [7.016 Mental Health/ECIT Dispatch Protocol](#)