

*Code Adam was created in memory of 6-year-old Adam Walsh, who was tragically abducted from a Florida department store and later found murdered. Code Adam is a program of the National Center for Missing & Exploited Children, a non-profit co-founded by Adam's parents, John and Revé Walsh.*

**Basic Procedures:** This will be a very simple process when implementing Code Adam procedures. All departments simply stay within their area and search their area completely/thoroughly (Zone Coordinators in our case- based on NissiBlu's Emergency Checklist Plan L1-SCR-030). This means everyone within their department and those in the administration areas would have assigned areas to search.

Think like a child and search all possible locations a child could hide. Be sure to approach all unattended children within your assigned area, even if their clothing does not meet the description you have been given. There are six steps which must be followed when implementing Code Adam. Speed in implementation is of the utmost importance.

**Notes:** The loss/missing of a child should be classed as a priority incident. Coordinate internal and external communication when putting Code Adam in to action — especially radio etiquette to minimize traffic. (For 20 minutes only, all the radios in the premises will only be used if another case of emergency arises).

**Difference between Lost and Missing Child:** *Asking the parent/guardian to confirm if they think their child is somewhere in the facility OR if the parent/guardian suddenly lost sight of their child and cannot locate them within the facility — fearing that their child is missing.*

**Step 1:** Quickly gather the information on lost/missing child.

A member of staff should remain with the person reporting so that they are not distressed and are available to identify possible sightings of the child (PR). Enquiries must be made to establish where the child has been and whether there is any further cause for concern/police intervention. PR will liaise with the Safeguarding Co-ordinator to assist with further enquiries.

**Information on Child's Description**

- Name and contact details of person reporting the child missing and their relationship to the child.
- Child's Name, Sex, Age.
- Child's Hair Colour, Eye Colour, Approximate Weight and Height, Build.
- Race (brown, white, or black skin).
- Clothing like colour and type of clothing and, more importantly, shoe colour and style (although the clothes may be changed, in case of missing children/ abductors do not usually remove or change shoes).
- Any Distinguished Characteristic.
- Any other significant information (i.e. jewellery wearing/toys holding).
- Location/ Area last seen.
- Time Last Seen.

-If a photograph of the child is available, and written consent has been given by the guardians, then the picture shall be circulated via mobile phones to Zone Coordinators.

**Step 2:** Announce over radio, as well as verbally to zone coordinators, “Code Adam Alert”- “Code Adam Alert”.

Child Safeguarding Coordinator(s); meaning, a) the H&S Officer and the Quality Coordinator and b) -Reps’ Manager should have laminated guides of the respective Zones based on Nissiblu’s Emergency Plan Zone Checklist (If either Quality Coordinator or the H&S Officer is absent then the FO Manager should cover their role). -Rep will first follow Tui’s Missing Child Guidelines and then adjust accordingly; specifically, if the child is lost from any of their Kids Club, then the Tui’s Rep should act as Zone Coordinators, but for the areas where children activities takes place (as of their Missing Child Guidelines).

Inform staff to be aware of a missing child and specify the Zone or Area last seen. Briefed staff will then be deployed to prearranged locations within the relevant zone(s) as set out in the emergency plan. The last place sighted will be the starting point for Zone Coordinators to search.

The name must not be passed by radio and must be communicated discretely if by phone to all Zone Coordinators.

Note: Do not exceed more than 10 minutes searching for the child. Police to be informed and search extended to peripheral/surrounding areas of the hotel

Child Safeguarding Coordinators will give the description of the child over the radio. Receivers of the alert should write down the information. After hearing “Code Adam Alert” and writing the Information on Child’s Description, personnel will take their respective roles as Zone Coordinators.

-These staff will stand in the locations and observe persons coming and going from the area and try to locate the lost/missing child. Persons matching the description of the child must be stopped and spoken to, including children who appear to be with an adult. This is to check that the child belongs to that adult.

**Zone Coordinators** should immediately start looking for the child. Zone Coordinators will reassure visual containment of the zone locations and monitor people leaving these areas.

- All Zone Coordinators will search their areas in all places where a child could possibly hide like restrooms, small cubby holes, locked and unlocked rooms, storage areas, cafe behind soda machines, or anywhere you feel a child could hide within your area. Search should also include pre-identified areas such as play areas, toilets, bushes, fairgrounds.

-The Zone supervisor will contact Silver Command(s) and the Safeguarding Co-ordinator(s) via radio when the sweep is complete.

**Departmental Supervisors** should make their way to door/outlet points, as coordinated by FO Manager and -Rep., supplied with a description of the child and be briefed about being vigilant on anyone leaving the hotel and be prepared to challenge if in doubt.

**Predesignated employees** regarding the hotel’s exits will move to their position and immediately begin monitoring the exits.

Zone Coordinators, Departmental Supervisors and Predesignated employees should ask patrons with children who resemble the description of the lost child to move to the main entrance and see security. Someone will escort the parent or guardian of the missing child to the main entrance to assist security with identification of the child. Ask the

child his/her name and if the adult is their parent. Security will ask patrons to wait until Child Safeguarding Co-ordinator(s) arrive.

**Step 3:** If the child is not found in 10 minutes call police and report the child missing.

-The person who gathered the information must give a complete description using the Information Guide of Step 1. Do not wait for security to complete this requirement, because security will be monitoring patrons leaving and also checking outside areas.

**Step 4:** If the child is found it will be reunited with parent or guardian to the Lost Children Reunite Point (MINI CLUB).

If the child is found and it appears to have been lost and unharmed, the Departmental Supervisor and/or the Predesignated Employee should immediately pass details of child's state and well-being to the Child Safeguarding Co-ordinator(s) and request for the nearest Zone Coordinator/Departmental Supervisor (briefed and suitable staff, to pair with the steward so that 1:1 contact with the child is minimised). Physical contact with the child should be avoided where possible).

Descriptions of the child should not be circulated in public unless the child is already secure.

Child to be lead to the Lost Children Point (MINI CLUB) as designated in the safeguarding area.

-Prior to discharging the child ensure the parent/carer is fit (for example that they are not intoxicated) and consult with the Silver Command(s) if there is doubt. (Police intervention may be necessary if the parent/carer is unfit to care for the child.)

-When the child is reunited with parent/carer, steward to inform Child Safeguarding Co-ordinator(s). Staff to be notified that the child is found and normal duties should be resumed.

***Adults claiming the child should be asked for ID unless it is clear that the child recognises the adult.***

Child Safeguarding Co coordinator (s) shall complete an incident form and ensure a written record of the incident is maintained as an audit trail by both the Quality Coordinator and the H&S Officer.

**Step 5:** If the child is found accompanied by someone other than the parent or legal guardian.

-Ask the adult to see the security at the main entrance because they must gather some information from them for an Incident Report. If the adult refuses, once they walk away from you, contact security over the radio and inform them that an adult was accompanying the child. Follow the adult, at a distance, and give a complete description of the person over the radio.