UCSF Housing Services Missing Persons Policy & Protocol
for Students, Post-Docs, Residents, Fellows and Faculty who reside in on-campus housing
(revised Nov. 4, 2010)

I. Missing Person Emergency Contact:

UCSF campus housing is home to a broad range of tenants. The community population is approximately 40% graduate/professional students, 25% faculty/post docs/interns, 25% spouses/partners/roommates, and 10% children of residents. Each residential unit has 1-4 leaseholders, and all leaseholders and other adult tenants of each unit are invited to identify and confidentially register a “missing person” or “emergency” contact. If a tenant is reported missing and that individual has registered a missing person contact with UCSF Housing Services, the indicated contact will be notified within 24 hours of Housing Services receiving the missing persons information.

II. Instructions:

a. To register a missing person emergency contact, indicate their name, phone number, email address, and city/state/country of residence on the Housing Agreement, section 2 under “emergency contact information.”

b. For individuals under 18 years of age, a custodial parent or guardian will be contacted with 24 hours of the determination that you are missing, regardless of who is listed as an emergency contact.

c. If no “emergency contact” is registered with Housing Services, the staff will rely upon the campus police to initiate any appropriate contact—in compliance with police protocols. Using this method may delay notification.

III. Police Notification:

Upon receipt of information indicating that a tenant may be missing, the Housing Services staff will immediately notify the UCSF Police Department. It is the policy of UCSF Police to make such reports top priority and they will initiate an investigation without delay.

IV. Publicizing the Policy:

UCSF Housing Services will insert the preceding policy statement, once approved, into the tenant handbooks and post the handbook on line. The policy will also be listed under the “Resources” link on the Housing Services website.

All adult residents are to be made aware of the policy at the time of lease signing. Current residents will receive a notification that the new policy is in place and be invited to register a contact name with the Housing office.

V. Protocol for Missing Persons who reside in Campus Housing:

When the Housing staff is made aware that a resident may be missing, they will:

A. Confirm the individual reported missing is in fact a tenant.
B. Confirm if emergency contact information is listed in the “emergency contact” section of the contract.
C. Determine if the missing person is under or over the age of 18.
D. Complete a brief Campus Incident Report to gather all relevant information [incident report form to be developed by SAA]. In lieu of report form being available, utilize email.
E. Contact the UCSF police with all relevant information.
F. If an emergency contact has been provided, or if the person reported missing is under 18 years of age, the police will notify the emergency contact (parent or guardian for tenants under 18 years of age) with 24 hours of receiving the information.
G. Inform Associate Vice Chancellor of Campus Life Services and Vice Provost of Student Academic Affairs of the missing person report via telephone.
H. Send a copy of the Campus Incident Report form (or email) to the Police, the Associate Vice Chancellor of Campus Life Services and the Vice Provost of Student Academic Affairs.