



General WanderSearch Information and Guidelines for Clients

Introduction

When a person who is using a WanderSearch device goes missing the family/whānau/caregiver calls the Police on 111 who organise the search. Each WanderSearch device has its own Radio Frequency (RF) number. Specially trained Police and Search and Rescue volunteers using WanderSearch equipment tune into the RF number. This is how they locate the person wearing the device.

Devices can be issued to people with a range of cognitive impairments who may have a risk of going missing such as some people with dementia, autism, brain injury, and other conditions.

WanderSearch has proven to be a highly successful tool for locating people. There is no guarantee that the missing person will be located immediately. Although the system works extremely well there are many reasons that it might take a while. These may include, location of large buildings, location of the WanderSearch device on the person, strength of the signal and model of device.

Who is WanderSearch suitable for?

WanderSearch is suitable for people with a cognitive impairment who have a risk or history of going missing where other options may not be suitable.

Things to know

- Devices are waterproof and are designed to be worn all of the time. They can be worn in the shower; however, it is recommended to remove the device before swimming. Devices should not be worn in salt water.
- You will be asked to complete a Safer Walking Profile and to keep this updated. This information will be kept by you and given to the Police in the event help is needed to locate the device wearer.
- Devices cannot be switched off by the client and need to be switched on and off by the WanderSearch issuing organisation.
- The RF devices used in WanderSearch have no indicator to show they are working, yet on rare occasions they can be turned off by magnets in the home or elsewhere. Devices should not be worn around magnetic fields such as bio-mag beds.
- Devices must be returned to the issuing organisation when they are no longer required.
- Devices may be able to be worn with medical equipment such as pacemakers due to their low RF output, but a medical professional should always make this decision. The medical professional should also be able to advise if the fitted medical equipment is communicative and would interfere with a WanderSearch device. If there is concern about interference, it may be that a WanderSearch device can be worn elsewhere on the body, such as on the ankle.
- Devices should be checked weekly. A visual inspection will identify any surface damage, which may weaken the casing or allow moisture to enter the unit, which could stop it working. Any damage should be reported to the WanderSearch issuing organisation straight away.

- A testing meter can be issued with the WanderSearch device to test that the device is working weekly.
 - WanderSearch devices are replaced every 6 months, and the old device is sent to the manufacturer for refurbishment (new battery and casing). The WanderSearch issuing organisation will make contact to arrange a time to issue a new device which will have a new RF number.
 - Devices that are exposed to a lot of wear may be replaced more often than 6 monthly.
 - The organisation issuing the WanderSearch device is not liable for failures of the device or any delayed search response.
 - The client and/or their designated family/whānau /caregiver must sign the issuing contract to take responsibility for the device. They also need to ensure that all other support people know this information and the process for getting help if needed.
- ✓ **DO** ensure the person at risk is wearing the device **at all times** and you have a record of the radio frequency number handy.
 - ✓ **DO** let us know if the person has any difficulty wearing the device, we might be able to try a shorter cord or another model of device.
 - ✓ **DO** keep a completed Safer Walking Profile handy and keep details up to date.
 - ✓ **DO** contact us if the device is lost (we may be able to find it, or there may be a charge for replacement).
 - ✓ **DO** contact us if the person at risk moves address or no longer requires the use of the device.
 - ✓ **DO** report any damage immediately so that we can repair or replace the device.
 - ✗ **DO NOT** fly with devices while they are turned on (they are a transmitting devices). This is a Civil Aviation Authority regulation. Contact us on the below details as soon as travel is known, and, if travelling within New Zealand, we can arrange for the device to be turned on again at your destination.
 - ✗ **DO NOT delay** contacting the Police (**Dial 111**) if the person wearing the WanderSearch device goes missing (see process below).

When the person with the WanderSearch device goes missing

Ring 111 and ask for Police. Tell the operator:

- The name of the missing person and that they have gone missing.
- The type of cognitive impairment they have (dementia, autism etc.).
- They are **wearing a WanderSearch device**.
- Ask for the Search and Rescue Coordinator to be advised As Soon As Possible.
- Answer any other questions that the Police have.

Steps for device issuing

- Read this information, the privacy notice and complete a Safer Walking Profile.
- If you want to proceed to get a device sign an issuing contract / agreement.
- Receive the device and be shown how to use a testing meter if one is issued.

For any queries about WanderSearch or concerns about the device please contact us on:

Contact name/name of WanderSearch issuing organisation:

Phone number:

Email address:



Privacy notice for Safer Walking & WanderSearch Groups

A number of regionally based organisations across the country provide WanderSearch devices. WanderSearch devices are small, robust radio-frequency signal transmitters that are worn by a person at risk of going missing. If the person does go missing trained Police and/or Land Search and Rescue volunteers use specialist search equipment to detect, and home-in on the specific radio frequency of the device issued to the person. The device is not monitored at any time that the person has not been reported as missing, protecting a person's right to privacy in their day-to-day life.

Your device issuing group needs to collect personal information in order to provide a WanderSearch device and to maintain it. In particular, issuing groups require:

- Full name of the device wearer
- Date of Birth
- Address
- POC – i.e. Caregiver and contact details
- Frequency number of existing issued device
- When the device battery needs to be replaced
- Personal preferences of the person if relevant – i.e. preferred name (so not to cause agitation)
- Justification for device issue (i.e. cognitive impairment)
- Significant hazards identified at the property i.e. dogs
- If the person has a Safer Walking Profile form.

In order for the New Zealand Police to easily activate the correct response, should they be requested by a caregiver to help locate the at-risk person, the Police need to know their name and the frequency number of the device. Consequently, this information is shared with the New Zealand Police.

We keep your information safe by storing it securely and restricting access to it. Only the person/s issuing and managing the devices in your area, and authorised Police can view this information when required.

We will update your information if you request it and will also check it with you every six months, when we replace the device and send the existing device away for refurbishment. We will securely destroy any out-of-date information by erasing digital information and securely disposing of physical documents. Likewise, if we are informed that a device is no longer required the person's information will be erased and/or disposed of and the NZ Police notified as to the change.

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact the person/regional organisation who issued your pendant. You can find contact details for your local group on this webpage: <https://wandersearchnz.org.nz/contact-find-us/>.

Summarised and non-identifiable information maybe be used for analysis in the future to assess the Safer Walking/WanderSearch programme such as the number of device wearers in a region. No information about your name or identifying information would be part of this summarised information.