

Wander Symposium 10 August 2014 – Notes

Agency Reflections

Duncan Ferner, NZSAR

Many agencies are involved in Wander work, including a number from government, a range of NGO's and commercial enterprises. The NZSAR Council (CE's from DOC, Police, Defence, CAA, Maritime NZ and Ministry of Transport) wants to work collaboratively with all agencies who can impact on wander search and rescue to reduce the need, enhance readiness and ensure an efficient response is available if required.

NZSAR believes that Wander SAR is under-represented in Police reporting as a number of incidents are not captured in search and rescue databases.

The 'Wander Partnership Framework' (adopted by the NZSAR Council) utilises the 4R approach to emergency management: Reduction, Readiness, Response and Recovery.

Although the language used to describe missing people may be different in each agency, the goals are similar. Example of different language use: wanderers, safer walking, bolters, cognitive impairment and secure.

NZSAR seeks to assist you to succeed and will work to that end but it does not have large amounts of money so we will need to achieve this collaboratively. NZSAR supports this symposium to achieve these things:

- A robust and integrated Wander system
- Efficient and sustainable Wander organisations
- Capable Wander people
- Reduced demand for Wander SAR services

Harry Maher, LandSAR

LandSAR's mandate is search and rescue; and they want all organisations to work together to achieve Wander outcomes.

There needs to be clarity at local level how arrangements and organisations work together.

The focus of work is on the people, not technology.

Joe Green, NZ Police

The Police are a co-ordinating authority for SAR. Relationship building is very important and Police want to better define the relationship and make it more consistent between agencies.

Vanessa Pullan, Clinical Advisor, Alzheimers New Zealand

Dementia is damage to the brain and Alzheimers is one form of dementia. There are 21 member organisations. Alzheimers Association is involved with Wander and Wandertrak services.

Currently, there are 53,000 people in NZ with dementia and this is expected to grow to 147,000 by 2050. Potentially up to 40% of sufferers are undiagnosed. Only a small percentage of people with dementia are in residential care; most are in the community.

Priorities are:

- Better services and outcomes for people living with dementia in the community
- Increased knowledge and skills within the wander sector of dementia
- Nationally consistent services – not reinventing wheels
- Stakeholders working together – less fragmentation
- Robust processes, policies and procedures

Practitioner Experiences

Russ Montgomery, Marlborough LandSAR

The number of searches in the back-country has decreased but the number in urban areas has increased. Now nearly 50:50 back-country:urban.

Role is finding people. January 2013– July 2014 (18 months) have had 4 call-outs but haven't been deployed fully. Included 3 lost pendants.

Administration required by Police, LandSAR and Alzheimers Marlborough i.e. three-way. Administration sits where the skills are and it is much more effective having Alzheimers involved.

Issues:

- Volunteer management and training – could absorb WanderSearch into LandSAR. Equipment and training is similar so if combine resources are better able field a team if called out.
- Volunteer recruitment and retention - accept that rescue will be both back-country and urban.
- Pendants - battery life and replacement. Need to improve design so can't be removed. Funding for pendants for clients – who pays? Inconsistent nationally.
- Extend client base – more than just Alzheimers wearing pendants.
- Processes round protecting people's rights – some people don't want to be tracked. Essential that have standards, as well as legal and ethical considerations in place.

- Systems – operations of LandSAR and NZ Police are different between regions. May need to check SOPs. Also differences occur as a result of information given by person calling 111.

Delanie Halton, WanderSearch, Auckland

In greater Auckland, two people per day are reported missing to Police. Mostly the search is unproductive. Dementia patients are main wearers of pendants. The number of missing persons is likely to increase.

Issues:

- Can WanderSearch be rolled out to all regions? How does WanderSearch work in smaller regions? May not be feasible to establish in a region with small number of volunteers.
- Research and development – can this be undertaken nationally?
- Readiness – how do we ensure this function works? Need communication with rest homes; having a tracking device is just one tool.

Anthony Harmer, WanderSearch Wellington

Mission is to support anybody known to wander. Want to have a safe and secure community. Support also offered to people caring for those who wander.

Issues:

- Confusion arises from having both LandSAR and WanderSearch talking to Alzheimers NZ.
- Autism groups – these need to be connected, both regionally and nationally.
- Wandertrak regional coverage.
- Police could look after ALL lost people using 111.
- Pendants – do these turn LandSAR and Police into a caregiver/babysitter?
- DHB – could they become lead agency for looking after potential wander clients?

Feedback and Discussion

Ross Cocker, Westport, LandSAR

- Self-funding – the community knows what LandSAR is doing. Publicise at A & P shows etc.
- Pendant – invoice full amount and then show a \$0 balance which is thanks to fundraising. This sometimes results in donations. \$289 is a barrier to some people. There are 4 pendants in use, and some in reserve.

Dawn, Nelson Alheimers

- Pendants – have 30 and 18 are in community. Pendants are free to clients but pay \$25 to be a member of Alheimers society.
- Have a working relationship with LandSAR who have a tracking receiver unit.

Delanie Halton, WanderSearch

- Income is from grants. Have a look at DIA and FunView. Are a Charitable Trust so can access different funds from LandSAR.
- Pendants – set up an AP of \$25 per month. This may be more affordable than one-off \$300 cost. Looking at getting client to sign contract when pendant issue.

Sam Milligan Wairarapa LandSAR

- Have a Rescue Trust which is funded by Rotary, Lions, Land Trust, Pub charities and banks.
- Have two tracking kits.
- Be nice to get money from a national source, rather than having to go to grant agencies – this is time consuming.
- A smaller group needs around \$10,000 to operate.
- Mileage claims – Police for search and rescue; to LandSAR for training.

Lorna Gribble, LandSAR Hamilton

- Masonic Lodge donated tracking devices to Alheimers.
- Small grants are used to meet operating costs.
- Pendants – in some cases WINZ funding is available – but this is not consistent across NZ.

Workshop Sessions

Communication

- Issues include:
 - o Inconsistent language used to describe missing people; be good to sort this so that a common message is used.
 - o What does “wandering” mean?
 - o WanderSearch/Police/LandSAR are not a baby-sitting service.
 - o We need to respect privacy and ethical issues.

- At regional level there is a risk of reinventing the wheel – the issues are complex and may have been solved elsewhere. We need to take opportunities to share knowledge and solutions.
- Audience for wander related communication includes:
 - Family and client
 - Support group
 - Medical professionals
 - Funding providers
- Messages for communication should go to each of the above groups about:
 - Preventions, system, availability, access, criteria, cost
- Medium for communication – web, newsletter, medical systems, posters, GP, direct presentation.

See table enclosed for a suggested communications framework

Fundraising

Funding - Overall, Alzheimers groups appear to attract adequate funding. Funding is both national and local.

Technology – could explore bulk purchasing for pendants.

Roles and Responsibilities (Group 1)

- Reduction and Readiness
 - Dispersed e.g. Alzheimers
 - Centralised e.g. WanderSearch Auckland, Wellington
- Response and Recovery – require Police and LandSAR
- Possible opportunity for horizontal and vertical integration of the partnership framework using a matrix, centralised agency arrangement/delivery model
- Possible opportunity to establish WanderSearch model elsewhere. These could orbit around Auckland? Or be affiliated with LandSAR? Or be own entity?
- Information sharing – within and out of network. Note that small decentralised organisations are still interested in process/policy information even if don't have Trust arrangement in place
- Lead agencies include: WanderSearch, LandSAR, Police, Alzheimers NZ, IDEA, Health (MoH, DHB, MSD), NZ Disability Support, Aged Residential Care Assoc
- Role/jobs required by centralised agency/delivery model include: point of contact, template for each category, guidelines/standards, training (e.g. for searchers once found person), research and development, ethical and privacy issues, PR, relationship between lead agencies, systems and processes

Roles and Responsibilities (Group 2)

- Local level issues for groups include:
 - o Variety of different arrangements – 8 geographical locations and each currently has a different model. Note that different needs and abilities are at each region. A dispersed model will work for some
 - o Objective could be nationally consistent but regionally responsive
 - o Inclusiveness – as many lead agencies as possible need to be involved at local level
 - o Decisions around delivery model needs to be determined by results. Delivery model must include upstream providers - (MoH, DHB, MSD)
- National issues:
 - o What sort of national support is required? See above list of role/jobs
 - o Could have lead groups OR existing agencies like NZSAR and LandSAR

Data

- Data gathering. Emergency data base – include births, deaths, marriages, ambulance, internal audit.
- Reports/Reporting:
 - o National reports needed e.g. pendants in use/pendants spare/category of user.
 - o Police – “missing person” codes need to be refined.
 - o Update Police database re pendant users.
 - o Police POL 130 Database reporting form drop down menu
- Research:
 - o Is required at a national level, evidence based. This would also be useful for fundraising etc.
 - o All information that comes in must be collated and analysed.
- SAR groups – establish need where tracking is and is not available
- Privacy Concerns:
 - o Privacy issues around data collection and storage of personal information for wander purposes need to be clarified.
 - o Police collection & storage of information for potential wanderers – What are the rules and processes?

Summary of Findings and Desired Actions

1. NZSAR will report on the symposium (this document).

2. NZSAR will seek to establish Wander Reference Group. It ought to consist of operational people and support the governance role of the Wander Stakeholder Group. The reference group will aim to do things like; take ideas and best-practice from all agencies (regions) through to practical end-use; promote sharing of information, prepare commonly agreed documentation, guidelines and aid-memoirs, conduct wander related research etc etc.

Suggested Initial Outputs

- a. Develop national guidelines for:
 - Roles and responsibilities (nationally consistent / regionally relevant).
 - Data gathering, reporting and sharing (format, content, reporting, collating and analysis).
- b. National support group communication framework and methods.
- c. Research and development – support for a single national project and focus.
- d. Develop profile sheets/assessment of client criteria for pendants (eg, fully funded/part-funded/not funded)
- e. Monitoring progress.

Desired approach:

- a. Create transparency about what happens across NZ.
- b. Don't reinvent the wheel – share information.
- c. Collectively work on breaking down silos between agencies and promote ways for us to work together.
- d. Possibly aim for something like Coastguard has – a bespoke service for each harbour but collectively share functions like marketing, R&D, PR etc.

Suggested Communications framework

Audiences	Audience members	Messages	Media
Client groups	WanderTrak users, families, caregivers		Website
Support organisations	Alzheimers, LandSAR, NZSAR, Autism, Ideas, Police, Disability Support, Age Care, resthomes / BUPA, WINZ, amateur radio groups ...	Service availability, how to access it, criteria for access, costs	Policies and procedures, roles and responsibilities (and boundaries) funding tips, governance and structures, relationships and MOUs, training standards and competencies, technology (availability, limitations, dos and don'ts), gear availability (sharing), database outputs (aggregated), contacts and capabilities, branding (consistent use of), shared presentations (Powerpoint)
Medical professionals	GPs		Website, Map of Medicine, poster (some debate on this one), newsletter, Dementia Pathways, direct presentation to GPs
Funders	All, including private	Database outputs, success reports, cost and benefit analysis, personal stories	Website, acknowledgement and reporting (use national template), direct presentation

Priority for development is web presence