Record of Safer Walking / Wander Search Workshop

16 and 17 November 2019

Brentwood Hotel

16 Kemp Street

Wellington

Photo Credit: NZ Police

Safer Walking Wander Search Workshop 2019 Programme

	Saturday 16 November 2019
Time	Activity
945	Morning Tea Welcome Introductions Purpose & Objectives
1030	National initiatives: Safer Walking Profile Sardonyx - data regarding incidents Privacy Recommendations Review of Technology National Reference Group 2019 WanderSearch NZCT Website
1130	Health and Safety
1200	Lunch
1300	Funding discussion MSD and disability allowance
1330	Local initiatives Standard operating procedures: Referrals, Initial contact, Maintenance, Terms and Conditions, Forms
1530	Afternoon tea
1600	Connecting with adults with dementia, and children with autism
1630	Supporting Wander Search programme into the future Local SAR level National level
1900	Dinner

	Sunday 17 November 2019
Time	Activity
830	Training - what are groups doing and how well is it working
900	Case studies
1000	Morning Tea
1030	Case studies
1130	Learning from case studies. Areas that need improvement Recommendations for training
1200	Lunch
1230	Technology RF digital / analog GPS Medical Alarms Tough pad receivers - pilot project lead by WanderSearch Auckland
1330	Conclusions from meeting, and future actions
1500	Finish

List of Attendees:

GROUP	LOCATION
Alzheimers Nelson	Nelson
Dunedin SAR	Dunedin
Fiordland SAR	Te Anau
Gisborne SAR	Gisborne
Gisborne SAR	Gisborne
Hokitika SAR	Hokitika
Horowhenua SAR	Levin
LandSAR	Wellington
LandSAR	Tauranga
LandSAR	Queenstown
Manawatu SAR	Palmerston North
Manawatu SAR	Palmerston North
Marlborough SAR	Blenheim
Nelson SAR	Nelson
Northland SAR	Whangarei
NZSAR	Wellington
NZSAR	Wellington
Police SAR	Auckland
Police SAR	Hamilton
Police SAR	Wellington
Police SAR	Wellington
Southland SAR	Invercargill
Southland SAR	Invercargill
Tauranga SAR	Tauranga
The Royal College of GPs	Taupo
Wairarapa SAR	Masterton
Wander Search Auckland	Auckland
Wander Search Canterbury	Christchurch
Wander Search Canterbury	Christchurch
Wander Search Hawkes Bay	Napier
Wander Search New Zealand	Auckland
Wander Search Rotorua	Rotorua
Wander Search Waikato	Hamilton
Wander Search Wellington	Wellington
Wellington SAR	Wellington
Westport SAR	Westport

Presentations

LandSAR

power point for
workshop 2019 Sat 16

Workshop Sun 17.pdf

NZSAR

Workshop Nov 2019
- NZSAR.pdf

All the participants received at the start of the workshop a flash drive on which was loaded the workshop handout, and photos from NZ police that can be used in promoting Wander Search (the photos need to be credited to NZ Police).

Welcome

The workshop was opened by Carl McOnie, CEO LandSAR and Duncan Ferner, Secretariat Manager NZSAR at about 9:30 am.

Purpose & Objectives

Initial areas of interest that the participants indicated they wanted to get from the Workshop:

Networking: Share best practice and Case studies
Consistency and standardization in documents
Organisation: Fundraising, Advertising and Computer systems/databases
Technology: Training, Use, New and Options
Communication: LandSAR and NZSAR
Client engagement

Photo: of participants Saturday 16 November 2019

National Initiatives

1. Literature Review of Technology

Blackfriars Research and Reporting Jan 2019, the review can be found on the LandSAR website: https://www.landsar.org.nz/about/safer-walking-wander-search/

2. Safer Walking Programme High-level Privacy Assessment

The following, and can be found on the LandSAR website: https://www.landsar.org.nz/about/safer-walking-wander-search/

       Safer Walking Programme Privacy Assessment
       Guidelines for keeping information secure
       Recommended Privacy Notice (Word document for groups to complete)
       Personal Information Sheet (Word document for groups to complete)

Note: post workshop the Personal information sheet has been updated to include the person's GP/Medical Centre.

3. National Reference Group 2019

Updated the groups on the meeting with the National Reference Group meeting on 4 September 2019, and the general willingness for sharing information and collaboration.

4. WanderSearch New Zealand Charitable Trust Website

This site is under reconstruction currently and hope for it to be accessible in the next few weeks. The contact list is being updated. The URL is wandersearchnz.org.nz, and so very rarely do people find it on a google search.

Note: post workshop it was found that the website had a Robots.txt file which prevented search engines 'looking into it' hence why people couldn't find it.

 Refer to Appendix A for comments from participants.

5. Safer Walking Profile

Rhett Emery introduced this initiative to the workshop, and the link https://nzsar.govt.nz/SAR-Teams/Wander-SAR#Safer%20Walking%20Profile (refer to the above attached NZSAR presentation).

Note: post workshop the profile is also available on the LandSAR website https://www.landsar.org.nz/about/safer-walking-wander-search/, and the new Wander Search NZ site http://wandersearchnz.org.nz/safer-walking-profile/

6. Sardonyx - data regarding incidents

Rhett Emery introduced the information that has been extracted form the new Police SAR information management system: Sardonyx. This has hard evidence of the time saved in searches for people who have a Wander Search device compared to people who do not (refer to the above attached NZSAR presentation).

Photo: Rhett Emery presenting Saturday 16 November 2019

Health and Safety

Information for Volunteers on the Worksafe website: https://worksafe.govt.nz/managing-health-and-safety/getting-started/understanding-the-law/volunteers/information-for-volunteers/

Information about Police Vetting https://www.police.govt.nz/advice-services/businesses-and-organisations/vetting/vetting-process

Discussion – groups need to be aware of duties to keep people safe: what the hazards are for volunteers and mitigation strategies.

==Note post workshop: LandSAR will looking into guidelines for groups with respect to the tasks that wander search volunteers undertake that are not otherwise covered by LandSAR's health and safety procedures.==

Refer to Appendix B for comments from participants.

Funding discussion

MSD and disability allowance

Registration as a Work and Income supplier: https://www.workandincome.govt.nz/online-services/supplier-registration/

==It was agreed that NZSAR, LANDSAR and Dr Sara Gordon with input from groups re costing will present a case to MSD on a national basis for agreed funding for the Wander Search System (devices) for people that quality for the Disability Allowance.==

Refer to Appendix C for comments from participants.

Local initiatives

Participants shared their own local initiatives and then a member of each of the 6 tables told the meeting about their table's initiatives.

25 documents from various groups willing to share their material was looked through by each table of participants, this allowed people to see what other groups use and for them to find documents that could form the basis of standard documents.

Refer to Appendix D for comments from participants.

Criteria for issuing pendants

The participants where asked for the criteria they use for deciding weather to issue a device to a person or not. Generally, at risk people are referred to them by police or Alzheimers Society / Dementia Organisation, a few take self-referrals.

Refer to Appendix G for comments from participants.

Connecting with adults with dementia, and children with autism

Dr Sara Gordon and Nadine Korcz discussed aspects of connecting with people with cognitive impairments.

==Note post workshop: resources (including links to informative websites) will be posted in the Groups section of the new Wander Search NZ website.==

Supporting Wander Search programme into the future

Local SAR level
National level

This topic was concluded on the finial Sunday afternoon session. There was no support for the continuation of the WanderSearch New Zealand Charitable Trust. There was some interest in forming an advisory group within LandSAR.

Note post workshop: The WanderSearch New Zealand Charitable Trust, at its meeting on 28 November 2019 voted to disestablish. They also agreed that the oversight of the tough pads project is being handed over the LandSAR as will be any funds not spent before the trust terminates.

Refer to Appendix E for comments from participants.

Training

The groups discussed their different training reschemes, refer to Appendix F for comments from participants. There was also expressions of the disconnect between aspirational – *all police and LandSAR volunteers know about the Wander Search system and LandSAR volunteers are trained in the use of the search equipment* to the reality that time and resources restrict this from happening.

It is optimum that police and LandSAR train together at least annually in a Wander Search exercise, police HQ is looking into encouraging this happening where appropriate.

Reviewing Wander Search training is an area that will be progressed by LandSAR soon.

Photo: Matt Wheble presenting Sunday 17 November 2019

Case studies

Three cases where presented by police SAR present,

1. Brandon McCarthy from Auckland Police SAR presented the case of a woman with autism who went missing from an IDEA services residential home, she had a wander search device and a cell phone and was successfully found. It was noted that the cell phone was useful in delimiting the area to search for the missing person. It was also noted that the lengthy delay in reporting the person missing (and the fact she had a cell phone) added difficulty to defining a search area within which the signal from the device could be detected.
2. Vince Ranger from Hamilton Police SAR presented the case of a man with dementia who was living alone and went missing from his home. He was found deceased by his family some weeks later. The man did not have a wander search device, although he had a medical alarm. It was noted that although the exact time the man left his home was unknown, he evidently travelled further and crossed terrain than was unexpected for a person in his condition. It was also noted that the medical alarm was useful in that it could be identified by other alarm users' base units when modified by the medical alarm provider (it sends out a signal once every 24 hours).
3. Matthew Wheble from Police Head Quarters, presented a case on behalf of Ants Harmer from Wellington Police SAR. The missing person was a man with an intellectual disability but no wander search device on him (he had one in the past but had shifted regions), he was found but was in a bad state and required hospitalisation. It was noted that members of the public recognised him, and an off-duty police person had a concern for the man's welfare and was able to follow him until they went out of cellular network coverage. It was also noted that the man walked an unexpectedly long way and into difficult steep bush terrain.

Photo: Brandon McCarthy presenting Sunday 17 November 2019

Technology

Steve Davis from Canterbury WanderSearch talked but RF digital / analog devices, both suppliers can manufacture digital – programmable transmitting devices.

GPS devices were discussed, and the ones imported by Canterbury WanderSearch were past around, Linda Rutland told the meeting about how they use these devices.

Medical Alarms, Jim Lindsay, Director of TraceCare did a brief presentation on the buddi system – this is a GPS enabled medical alarm that only the week before was finally approved by MSD as an medical alarm funded through the disability allowance (for people who quality). Brochures on the buddi system and another GPS enabled medical alarm - from Securely were distributed to the participants.

TraceCare: https://nzmedicalalarms.co.nz/

https://securely.nz/medical-alarms/

Tough pad receivers - pilot project being delivered by WanderSearch Auckland. Delanie Halton, manager WanderSearch Auckland Charitable Trust and Garry Learmonth, Trustee of WanderSearch Auckland Charitable Trust and WanderSearch New Zealand Charitable Trust presented the project. The project is taking a lot longer than was anticipated over a year ago. There were several unforeseen problems that had to be resolved and currently the receiver is picking up signals from remote devices such as garage door openers. It is hoped by Delanie and Garry that the supplier will be able to introduce software that will deal with this problem and the project will get to the trail phase shortly.

Conclusions from meeting, and future actions

The issues that participants wanted addressed are contained in Appendix E Supporting Wander Search programme into the future. Note not all the recorded suggestions are universal, and not all the groups where represented at the workshop either.

One of the highest priority areas is to get the national wander search website developed including a group only section where resources can be posted or links made to other websites. A fully functional and informative website will address several of the issues raised by the participants. It was generally agreed that the WanderSearch Hawkes Bay Operations Guide 2019 was a good document – it will be posted on the website as a resource for groups.

Second priority is to develop the funding case to MSD, this is a collaborative effort by LandSAR/NZSAR/ GP representative / groups for costing. We also need to engage Maori and Pacifica with Wander Search.

Summary action list:

1. Website
2. Funding case
3. Advisory group
4. Health and safety guidelines
5. Training review
6. SOPs

Appendix A – G : Collated comments from Participants

A.   WanderSearch New Zealand Charitable Trust Website

What do you want on this site?

Summary Sheet:

Comments:

Structure

Member only site

Simple

Avoid words like tracking and monitoring

Home-page button – ï want information on a safety device for wandering

Website easy access – private section / sharing resources and training

Public Section

SOP

1.   SOP Tracking Equipment
2.   SOP Tracking techniques

Advice

 Hints and Tips for tracking

How to set up guide for new groups

Tips for dealing with clients and care givers

Lessons learnt section

Case studies

Contact list

Regional coverage map (area for each group) and contacts for each group

Contact details for each group and links

Single national contact mobile and email

Documents

Forms - editable

Information (downloadable hand-outs)

Guiding principles

Policies

Funding

Suggestions

Resources

Link to what available

Client information

Increase public awareness of wander search

Referral process

What to do if someone goes missing

Info for Clients

Other initiatives to support safer walking / how to manage environmental for high risk people (environmental solutions

Guide for people where to get help/assistance

Safer walking profile

Q & A suggestions

Limitations of system

Equipment

What's available and costs e.g. fridge magnets

Suppliers contact details

List of other location products

Health and safety section

Guidance for risk assessment and who is responsible

Safety manual

Links

LandSAR site to relevant sections or duplicate

Other supporting agencies eg Alzheimers, Autism

What's new section for groups

Sharing ideas

New developments

New equipment

Forums

Need moderation

B. **Health and Safety**

Guidelines for groups (not policies)

Take 5 safety assessments when volunteers

Lessons learnt section

Briefing volunteers guidelines

Safety checklist

Going into private homes

Care facilities

lone volunteer – use app – get home safe

privacy – using personal mobile (user know your number)

be observant

self protection

Situational awareness – exits

Who to contact if you are unsure about entering house, back up support/secondary contact?

Communication issues – English as a second language

Identification

ID for volunteers/ hi Vis / ID to be carried

Contact numbers for volunteers/ use of private phones

Hazards

Cats / dogs

aggression from residents / challenging behaviours

crime in home / drugs / p-lab /home detention

normal household hazards

rural hazards

obstruction and junk in home / booby traps

access issues (require $WD and boat)

going into the unknown

Infectious diseases at rest homes

Traffic

No cell coverage

Wander Search CT

Not covered

C. **Funding discussion**

National Fund raising

Supports National supplier fundraising.

All funding from national source is of benefit

Support with salary funding – very difficult to find

MSD – disability allowance

Supports MSD work for disability allowance ($15 -20 per month?)

Voluntary to opt in

Fund raising

Information

Uniform costs nationwide

Access to specialist fund raisers

Guidance / templates for groups regarding fund raising.

Standardised forms

Avoid brand name WandaTrak – call them WanderSearch Safety Device

Funding required for

Admin 1 day pw for 30 pendants full time for 100+ pendants

Need more resource to promote and respond to programme growth

Vehicle expenses

Cell phone

Laptop

Office expenses

Accountancy

Lower priority for equipment

Refurbishment

Initial procurement

Standardised forms

Avoid brand name WandaTrak – call them WanderSearch Safety Device

D. **Local Initiatives**

Promotion

Local flyer – in Rest homes/GP

Brochures

Talks at local groups – Grey power, Women's Institute, Drs, Rest Homes, Rotary – generate donations

Posters – in medical centres

Booklet about dementia for people that aren't with the society – written by a past Alzheimers staff member

Advertising pens posters

Funding

Automatic monthly payments to cover refurbishments (Dunedin)

Nil invoice that also shows true cost – generates donations (Westport)

Contracts/ agreements with users

User pay – min $100 – they look after it if they have to pay for it

Operations

Spokephone app – transfers calls to another number $600 pa Canterbury

Operation Guide

Stickers on/off for pendants

Cards – with date and frequency number

Offer one colour and only pendant (not keyring)

Rest home check pendant every morning

Take photos of people for different perspectives and in door frame and in outfits that are important to them

Inter group training

Advertising pens posters

Fridge magnets – need to be updated at pendant change

Scan for volunteers

E. **Supporting Wander Search programme into the future**

National body:

Wind up Trust and go with the Advisory Group – reps all groups (inclusive group for ongoing national support with broad representation) prioritise submissions

National Coordination to remain inclusive of all groups and to provide secretariat type support

Our Groups are satisfied with the programme and support they receive

Workshops

Want repeat workshop every 2 years

Regular workshops for all groups

Regular Wandersearch training such as this at least biannually

Standardisation

Standardise terminology – for devices and tracking units

Std client profile program / database for each/ all groups to use

Lack of consistency nationally

Public Awareness and stakeholder

Want a national awareness campaign on Wandersearch – regular not a oncer

The need to increase the public profile of safer walking programme / wandersearch

More support from other stakeholders – referrals / understanding of capabilities

Program is broader than Wander Search

Story / info sharing – monthly newsletter

Volunteer recruitment support

Ongoing access to R&D funding options

Frontline police connection to WS Coordinators to happen quickly re potential clients / incidents

Branded clothing for WanderSearch personnel

Local fundraising support

Funding sources – GEM portal

Approach Minister for Seniors

F. **Training**

Training guidelines

For Police

For LandSAR

For Client visits

Wander Search competencies established within LandSAR training modules – LandSAR to be the trainer – Radio; urban search; wandersearch

Internal – (WanderSearch group) Currently – training materials obtained from elsewhere for small groups; using team expertise in larger groups.

Need for training– (WanderSearch group) variable – depends on the personnel in each location, Smaller groups need trainers to come in, larger groups have skills within to cover training someone from outside coming in every couple of years could be useful. Trainers must be active practitioners

Frequency

Nelson trains 6 x per year

Tauranga trains 1 x per year

Waikato Trackers training as police 2 x per year

Southland LandSAR trains 1 x evening session per year

Northland exercises 1 or 2 x per year

Wairarapa trains 3 or 4 x per year

Dunedin 1 per year

Blenheim – working on it

Canterbury – was 2 x year – need to get LandSAR to take up the training post Margie

WSHB – issue only

WS Rotorua – issue only

Westport – group and self-training, incorporates Police

Manawatu – regular group Training with Police searching using pendants

Wellington – rerun genuine success search as a training run, max of 3 people at a time

Train with groups in Masterton and group in South Wairarapa Pendants on 2 or 3 volunteers and turned lose into the community – using 3 receivers the teams track the volunteers and generally have found these people within 1 – 2 hours. We like to set-up training in building containing plenty of rooms containing lots of furniture, Training to locate pendants in confined spaces.

Some people have not been to training for over a year.

Training with Police

Police training – difficult to get staff to attend

Gisborne -has difficulty getting police along to training with Wander search

Need clarity regarding roles/callout procedures / police SAR coordinators / Sar Squad / Wandersearch group

General comments re training

Encourage trackers to attend Suburban Search Course

Home visitors need training – buddy system

Trackers training on LandSAR Vollies

Bigger regions the police SAR squad seem to be the first responders

Better to train a few people well – better than many not being good but good for all LandSAR members to understand the technology

Important that volunteers rely on the equipment and not their senses

Set-up to find beacon

Two teams, radio contact

Track in town and in the open area

G. Criteria for issuing pendants

Previous wandering events / high risk

Police referred – one group as main criteria

(most groups it is the above)

Care givers / family are concerned

Care facility

Referred

GP Recommendation (1)

Age concern

Dementia group

DHB

Child support units

Special needs school

Considerations

Medical/physical abilities or person

Family support

Early diagnosis dementia – get used to the pendant

Need risk stratification assessment for issue devices to people -maybe scoring sheet