

SECTION:	EMERGENCY PLANNING/LOSS OF SERVICES	APPROVED BY:	Director
NUMBER:	E.155	SIGNATURE:	
RESPONSIBILITY:	All Managers	DATE:	October 13, 2013
REFERENCE POLICY:		REVISED:	July 2022
SUBJECT:	Code Yellow – Missing Resident		Page 1 of 3

POLICY:

Upon discovery of a missing resident, WFL will provide a systematic approach in locating the missing resident and notify the proper authorities to ensure the safe location of the missing resident.

INTRODUCTION:

Resident census is communicated to each unit and to the leadership team and front office staff by the Admissions Coordinator. Registered staff on each unit note the census memo. Any resident known to be away or planning to be away from their unit is shared with staff during individual unit reports. Residents going out of the facility are to sign out at the designated area.

PROCEDURE:

Initial Report and Search

1. A search procedure will be followed to locate any resident who is missing or has not returned to their unit within a reasonable time frame based on their stated time of return, known condition and personal habits.
2. Any resident who does not appear for a meal, cannot be located or has not indicated that he/she will be absent will automatically be considered missing.
3. Upon report from an employee or family member that a resident is not located, the nurse will confirm that the resident is not away from the unit for an appointment, off the unit activity, or listed on the sign out form.
4. If a resident is suspected missing, an immediate and thorough search of the home RHA will occur including closets, bathrooms, recreation room, tub/shower rooms and court yards will be completed. The resident's RHA will be the primary focus of the initial search as well as any other areas the resident may be known to visit (i.e. front lobby, hairdressing etc) and should be done expeditiously and ideally completed within 10 minutes.
5. If unable to locate the resident after the initial search, staff will then notify the Manager/Supervisor of Resident Care (SRC) or Charge RN immediately.

6. The Manager/SRC or Charge RN will contact the family/responsible persons to inquire if they are aware of the resident's whereabouts. If still unknown, then a Code Yellow will be announced.

Code Yellow Announcement & Search

7. The Manager/SRC or Charge RN, will announce on the overhead emergency paging system twice the following:

“CODE YELLOW, CODE YELLOW, ALL RESIDENT HOME AREAS AND DEPARTMENTS PLEASE SEND ONE STAFF MEMBER TO (LOCATION) TO RECEIVE A CODE YELLOW UPDATE.

The purpose of the page and the resulting meeting is for the Manager/SRC and/or Charge RN to update staff regarding the missing resident, provide a description, picture and arrange a thorough search of the building and property. The Manager/SRC or Charge RN will assign search assignments to ensure all areas are searched thoroughly. The attached Code Yellow Search Assignments Checklist for the corresponding facility shall be used. All staff that attended the Code Yellow meeting shall bring the information back to their department, update their colleagues and fulfill their search assignment.

8. All departments will be required to report back to the Manager/SRC or Charge RN once the search of their areas and/or search assignment has been completed.
9. The SRC or Charge RN will contact the Manager (or manager on-call) to advise them of the situation and report the current status of the search.
10. The SRC or Charge RN will contact the local hospital and make them aware that they have a missing resident and give them a description.
11. If the resident is not found after the entire building and grounds have been searched the Manager/SRC or Charge RN will notify Police by calling 911. They will need to be prepared to provide the following information:
 - Resident name
 - Age, gender, weight, height of resident
 - Clothing the resident was wearing
 - Mental health status – dementia; distressed
 - Any other relevant medical concerns - diabetic
 - Time and location resident was last seen
 - Details regarding the search conducted
12. The Manager may contact Public Works Facilities to access video surveillance to assist with investigation if determined appropriate.
13. Upon arrival of the Police, the Manager/SRC or Charge RN will provide an update regarding the search conducted and any other information requested. A picture of the resident and the resident's contact information should be readily available.
14. The Manager/SRC or Charge RN will call the family/responsible persons and keep them up to date regarding the search for the resident and the name and contact information of the investigating police officer.

When the resident has been located, the Manager/SRC or Charge RN will:

1. Cancel Code Yellow via the overhead pager.
2. Notify family/responsible persons.
3. Notify the Manager (manager on-call).
4. The Manager will notify the MOHLTC and complete the appropriate reports.

Woodstock - Code Yellow Search Assignments Checklist

Designated staff members shall report back to their departments and update their staff on the search requirements. All areas must be searched thoroughly including under beds, storage areas, washrooms, closets, offices, meeting rooms, adjacent stairwells, courtyards etc. Report back to the Charge RN or SRC after completing the search.

Time Code Yellow was announced: _____

<u>Area/Location</u>	<u>Designated Staff Member(s)</u>	<u>Search Completed Time</u>
1. Lakewood RHA/Courtyard	_____	_____
2. Pinecrest RHA/Courtyard	_____	_____
3. Peach Place RHA/Courtyard	_____	_____
4. Applegrove RHA	_____	_____
5. Orchard Lane RHA	_____	_____
6. Mapleville RHA/Courtyard	_____	_____
7. Front foyer, GPA & offices	_____	_____
8. Kitchen and food storage	_____	_____
9. Chapel, activity room/Courtyard	_____	_____
10. Parking lot and grounds	_____	_____
11. Roof and main stairwell	_____	_____
12. Laundry areas	_____	_____
13. Maintenance areas electrical & boiler room, shop etc.	_____	_____

Roof area must be completed by 2 staff and searchers must remain 6 feet from any edges at all times unless protected by a guardrail. If area cannot be searched safely i.e. darkness or inclement weather than report this information to Police if notified.

Ingersoll - Code Yellow Search Assignments Checklist

Designated staff members shall report back to their departments and update their staff on the search requirements. All areas must be searched thoroughly including under beds, storage areas, washrooms, closets, offices, meeting rooms, adjacent stairwells, courtyards etc. Report back to the Charge RN or SRC after completing the search.

Time Code Yellow was announced: _____

<u>Area/Location</u>	<u>Designated Staff Member(s)</u>	<u>Search Completed Time</u>
1. Cherryhill RHA	_____	_____
2. Oakdale RHA	_____	_____
3. Administrative Offices	_____	_____
4. Served and dining areas	_____	_____
5. Chapel, activity rooms	_____	_____
6. Back service areas	_____	_____
7. Parking lot and grounds	_____	_____
8. Roof and stairwells	_____	_____

Roof area must be completed by 2 staff and searchers must remain 6 feet from any edges at all times unless protected by a guardrail. If area cannot be searched safely i.e. darkness or inclement weather than report this information to Police if notified.

Tillsonburg - Code Yellow Search Assignments Checklist

Designated staff members shall report back to their departments and update their staff on the search requirements. All areas must be searched thoroughly including under beds, storage areas, washrooms, closets, offices, meeting rooms, adjacent stairwells, courtyards etc. Report back to the Charge RN or SRC after completing the search.

Time Code Yellow was announced: _____

<u>Area/Location</u>	<u>Designated Staff Member(s)</u>	<u>Search Completed Time</u>
1. Rosewood RHA	_____	_____
2. Cedarcrest RHA	_____	_____
3. Administrative Offices	_____	_____
4. Servery and dining areas	_____	_____
5. Chapel, activity rooms	_____	_____
6. Back service areas	_____	_____
7. Parking lot and grounds	_____	_____
8. Roof and stairwells	_____	_____
9. All basement areas	_____	_____

Roof area must be completed by 2 staff and searchers must remain 6 feet from any edges at all times unless protected by a guardrail. If area cannot be searched safely i.e. darkness or inclement weather than report this information to Police if notified.