

Subject: **CODE YELLOW – MISSING RESIDENT**

Section: **DISASTER CODES**

Approved By: **Senior Management Committee**

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Policy Number: **EPM-CY-190**

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POLICY

Code Yellow will be used each time a resident cannot be located.

STANDARD

Pursuant to the Fixing *Long-Term Care Act* 2021 Fairhaven is committed to the safe and secure environment for its residents.

PROCEDURE

Upon discovering a resident is missing:

1. The Registered Practical Nurse (RPN) will have a delegate check the Resident Sign-Out Book and determine if a leave of absence has been taken and what return time was indicated.
2. If the missing resident is not signed out or at least one hour has passed since the resident was due to return from their leave of absence (LOA), staff working on the Resident Home Area (RHA) complete a thorough search. A search commences immediately for a resident missing from a secure home area
3. If the resident is not found, the Registered Practical Nurse (RPN) notifies the Registered Nurse (RN) of a suspected missing resident.
4. The RN will then notify Reception, who will announce twice over the Public Address System:

“(Name, first and last) please return to (resident home area).”

If Reception is unavailable, s/he will page ***“(Name, first and last) please return to (resident home area)”*** him/herself.

5. If the resident is not found, the RPN will provide the following information to the RN immediately:
 - a. the time the resident was last seen;

- b. what the resident was wearing at that time;
 - c. whether or not the resident was wearing an ID or Wander Guard bracelet; and,
 - d. the contents of the resident's next medication pass.
6. The RN notifies the Admin RN (extension 323 or 326), who during regular business hours, contacts the ED/designate. During non-business hours, the Admin RN will contact On-Call Manager.
 7. The Manager on Call will notify the ED/designate who will notify the Chair of the Committee of Management
 8. If the resident is not found within 10 minutes of the initial page, the Admin RN requests Reception to announce twice over the Public Address System:

“***Code Yellow, (Name, first and last), (Resident Home Area)***”
 9. If the resident is not found, the ED/designate will set up the Boardroom as the Operation Center (Room 2024) and authorize overtime if necessary for staff to participate in the continued search and to advise employees of their duties.
 10. The Admin RN or designate will begin documentation process using Form EP-CY2 (Missing Person Incident Tracking Report).
 11. RN or designate will print/email and circulate a picture of the resident from Point Click Care or Q:\Resident Pictures and use it to perform an organized search in every area.

Staff will use the specific *Emergency Room Checks*, Form EP-CY 3 to 15, for each area as determined in the form's title.

The following duties will be carried out immediately following the page of a Code Yellow:

- a. The Admin RN/ designate will notify the Ministry of Long Term Care (MOLTC) within 3 hours
- b. The Admin RN will contact the Police to aid in the search.
- c. The Admin RN/designate will access the Security Camera. Directions are provided on Form EM-CY1.

- d. The Admin RN/designate will contact the missing resident's POA.
- e. RPN's will direct PSWs on each home area to search each room, bathroom, utility room, linen closets and other places the resident is likely to go, in an organized fashion.
- f. Resident Programs staff will account for all residents engaged in social programming activities and report it to the Admin RN or Delegate.
- g. Dietary staff will thoroughly search the kitchen, storage room, general receiving area and loading area.
- h. Environmental Services will check the service areas of the building, including the boiler room, electrical room, elevator room, laundry, locked storage, janitor closets and garbage rooms.
- i. The Environmental Services Manager/ designate will gather a team and coordinate a search of exterior areas.
- j. Administrative staff will check all offices and common areas as well as contact the local bus and taxi services that frequent the home to see if a recent pick up has been made.

During non-business hours, nursing staff on duty will be directed to complete thorough searches in non-nursing areas.

Each department will inform the Admin RN or Designate of the search status on an ongoing basis.

12. The ED/Designate will delegate an employee to contact neighboring community agencies (to see if the resident has been seen or ask for assistance):

- a. Peterborough Manor 705-748-5343
- b. Riverview Manor 705-748-6706
- c. Five Counties 705-748-2221
- d. Peterborough Transit 705-745-4801
- e. Peterborough Regional Health Centre 705-743-2121
- f. Peterborough Emergency Management 705-742-7777 extension 2722

When the resident is found:

- 1. The Admin RN/designate notifies the resident's POA that the resident has been found.
- 2. Resident Care Manager will fill out a Critical Incident Form (MCIS Form).

3. The Admin RN will document the details of the return and update the resident's care plan to prevent reoccurrence. A complete re-assessment of the resident's condition is completed and documented including pertinent follow-up.
4. Upon the "**All Clear**" being paged the Leadership Team will debrief in the Board Room and determine any follow up action using the "**Form EP- CY17 (Action Plan)**" to be forwarded to Senior Management.
5. Staff will be debriefed on the events and resolution.
6. Upon the action plan being completed all documentation from the incident will be forwarded to the Environmental Services Manager to be filed appropriately.

References

Overhead paging HR530