Long-Term Care & Services for Seniors

Code Yellow
(Missing Resident/ Client)

Regional Municipality of Durham
Social Services Department
Long Term Care (LTC) and Services for Seniors

Title: Code Yellow - Missing Resident/Client	
Section/Manual: Emergency Manual	
Reviewed:	
Revised: June 2017, June 2022	
Peer Group Approval:	**Date:**
Also reviewed by: (other peer group)	
Senior Leadership Approval: *Laura MacDermaid*	**Date: June 21, 2022**

1.   Policy

1.1   There will be an organized process to follow in the event of a missing resident.

1.2   If a resident is identified as missing, the staff will initiate a systematic search procedure.

1.3   This plan will be reviewed on an annual basis or within 30 days of a code yellow being called. This emergency plan must be posted in an easily accessible location within the home.

2.   Purpose

2.1   To facilitate a quick and appropriate response to a missing resident to ensure they are safely returned to the home.

3.   Communications

3.1   Emergency plans will be posted in the homes and on the Long-Term Care and Services for Seniors website. There will be regular consultation with Residents and Family Councils as well as our internal and external stakeholders when reviewing and evaluating emergency plans.

3.2   There will be an internal and external stakeholder list which is located in the first section of the emergency manual.

4.   Procedures

4.1   Resident Is Thought to Be Missing

A. **Immediately notify the Registered Nurse (RN)** in charge of the missing resident's Resident Home Area (RHA)

B. The RN or designate on the missing resident's RHA will conduct the initial search with staff from the RHA.

C. If the resident is not found after the initial search is completed, the RN or Designate will **contact the Emergency Coordinator** (EC) for assistance

Hillsdale Estates	RN on Honey Harbour/Strawberry Fields (x 6418)
Hillsdale Terraces	RN on Vineyard View (x 5210)
Fairview Lodge	RN on Cullen Garden/Ashburn Way (x 5961)
Lakeview Manor	RN on Beaver River (x5366)

D. **Together**, the **EC** and **RN** will determine if the resident is really missing by performing the following steps (not necessarily in the following order and depending on individual circumstances):

(1) Consult staff members and read progress notes in electronic health record (eHR).

(2) Consult roommate and other residents, if appropriate, to determine if the resident indicated he/she would be going out.

(3) Check the Day Book and Resident Sign In/Out Books located on all RHAs.

(4) Review security cameras for outdoor areas.

(5) Check entire RHA/floor area.

(6) Check with recreation staff to see if resident is involved in programs

(7) Contact substitute decision maker (SDM) and notify of resident absence. Check to ensure that the resident is not with SDM.

4.2   If Initial Search Indicates, Resident Is Missing

A. Emergency Coordinator (EC) will establish a search command post in the front lobby/reception area.

B. Ensure Administrator/designate is notified

C. EC will get the resident's photo from eHR and send a picture of the missing resident to all staff with access to email.

D. EC or designate to use the emergency communication system to announce "Code Yellow" three times, stating the resident **Name & Resident Home Area** the resident lives on.

E. The RHA RN or designate accesses the admission record in the resident health record. This will outline the resident information/picture/SDM information. Current clothing or any identifying information may need to be added to this information sheet.

F. The Emergency Coordinator will hold a meeting at the command post with the search team to share all pertinent information about the missing person including details of the missing resident information sheet. The search team will be provided copies of their search area, search checklist, info sheet and photo.

G. The members of the search team will then conduct visual searches in their assigned Search Area using:

(1) the home location checklist (see appendix 3)

(2) resident information sheet (see appendix 1)

H. Once an area has been searched, staff will report findings to the Emergency Coordinator within a **specified time.**

I. The Emergency Coordinator will gather the search results.

J. The EC will ensure that the people are notified as per the Code Yellow checklist report (see appendix 2).

K. If resident is not found within 30 minutes, notify Police to assist with external search.

L. If resident is found off the grounds of the home the police can retrieve the resident if they have been called.

M. Staff may accompany to assist Police.

N. Colour copies of the resident picture and a copy of the resident information sheet should be given to the police if they become involved in the search.

4.3   **The Resident is Found**

A. When the resident is found EC or Designate to announce on the emergency communication system "Code Yellow all clear three times" x3

B. EC completes "Code Yellow Checklist Report –" **(See appendix 2)** to ensure there is communication that resident has been found and documentation is completed.

C. RN to assess resident and update Medical Director.

D. RN to review the incident with staff documenting any safety precautions and corrective action to be put in place to prevent re-occurrence.

4.4   **Reporting Requirements**

A. If the incident meets the criteria, ensure the incident is reported to the Ministry of Long-Term Care (MLTC) using the Critical Incident Reporting System (CIS).

Type of Incident	Action to be taken	Contact information
Resident missing for 3 or more hours	Immediately report using the online Critical Incident system form (CIS)	If CIS is not available during regular business hours report the incident directly to CIATT by phone #1-855-819-0879

After hours # 1-888-999-6973 |
| Resident is missing for less than 3 hours and who returns to the home with no injury or adverse change in condition. | Initiate the online CIS form within one business day of the incident | |

     (1) For Further details- Please refer to ADM – 01-07-16 Mandatory and Critical Incident reporting.

B. Complete all required reports and ensure the incident is documented in resident care chart.

C. Shred search checklist, missing resident information sheet.

D. Ensure resident care plan is updated under elopement risk.

4.5   Precautionary Measures

A. A resident admission picture should be taken and is updated every year or as required. Resident Data Sheets are set up for each resident on PCC.
B. There is a binder at Reception listing all residents with the potential to elope. This binder is maintained by the receptionist.
C. Nursing will check resident's whereabouts throughout the shift and as per Care Plan.
D. The resident's right to independence is respected however residents are encouraged to tell a staff member or use the sign in/out book/white board located on the RHAs when leaving the building either alone or accompanied by a family member or responsible adult. Registered staff writes the resident's name on the 24-hr. clipboard when they are out on LOA.
E. All Departments are to inform the RN or designate when a resident will be absent from the area.
F. Alarms: If door alarms are activated indicating an exit door has been opened, staff must check for a possible missing resident. No door alarm is to be kept turned off for any reason.

5.   Summary and Debriefing – (See Appendix 2)

5.1   All departments will be responsible for:

A. Maintaining a record of supplies and equipment used, where it was sent, and ensuring its return when the evacuation is over.
B. Participating in debriefing to evaluate the emergency and in the post, review providing reports and recommendations.

    C. Formally submitting an evaluation of the emergency within 30 days of the emergency being declared over.

    D. Assisting in creating revisions and implementation of adjustments to the plan.

    E. In-servicing any modifications with staff in their respective departments.

6. Training Requirements

6.1 General Orientation – New Staff

    A. Education and training on the Emergency Plans are provided through the Divisional Orientation and Departmental Orientation.

6.2 Annual and Ongoing – All Staff

    A. Education is provided on all the emergency codes on an annual basis through e-learning platform. This code will be practiced annually at minimum.

7. References

7.1 Fixing Long Term Care Act, 2021, OReg 246/22 s 268,269 and 115.

8. Attachments/Appendices

8.1 Appendix 1 Resident Information – Admission Record

8.2 Appendix 2 Code Yellow Checklist and Evaluation Report

8.3 Appendix 3 Search Location Checklists

Appendix 1 Resident Information – Admission Record

ADMISSION RECORD

Resident Photo	Home Name	Aug 12, 2019 11:59:30 ET

RESIDENT INFORMATION

Resident Name		Unit	Floor / Room / Bed	Admission Date	Resident #

Sex	Birthdate	Age	Marital Status	Religion	Admitted From	Primary Lang.	Secondary Lang.

Health Card Number	Health Card Expiry	Social Insurance Number	URI #

Veterans Affair #	Insurance	

OTHER INFORMATION

Allergies

Admission Date	ASSIGNED STAFFING LEVELS - EVACUATION OF RESIDENTS	Permission to photograph	

CARE PROVIDERS

Provider	Phone	Address

PHARMACY

Pharmacy	Phone/Fax	Address

EXTERNAL HOMES

Name	Description	Phone/Fax

CONTACTS

Name	Type	Relationship	Address	Phone

DIAGNOSIS INFORMATION

ADVANCE DIRECTIVE

VITAL SIGNS

Blood Pressure	Pulse	Temperature	Respirations	Height	Date of last Tetanus Shot

MISCELLANEOUS INFORMATION

Date of Discharge	Time	Discharged to

Signature	Date	Time

Personal Effects Sent With	Relationship	Date	Time

Appendix 2   Code Yellow Checklist and Evaluation Report

EC/Designate to review the Code Yellow Checklist Report, signed off by Administrator/designate

X when completed	Resident Not Found		
	Internal Search completed, and resident not found	Date/Time:	
	Resident information completed		
	Notification Completed		
	Administrator/designate		
	Director of Care		
	Physician		
	Ministry of Health duty inspector (as per regulatory reporting)		
	Director Long Term Care and Services for Seniors (if applicable)		
	Durham Region Police (if applicable)		
	Name of Officer:	Badge #	
	Family/SDM notified		
	Name:	Relationship:	
	Documentation completed		
	Resident Found		
	Location Resident found:	Date/Time:	
	Notifications completed:		
	Administrator/designate		
	Family/SDM		
	Director of Care		
	Physician		
	Ministry of Health duty inspector (as per regulatory reporting)		
	Director Long Term Care and Services for Seniors (if applicable)		
	Assessment of resident's condition when found:		
	Physician's orders received (if applicable)		
	Incident report completed	Yes	No
	MLTC Critical Incident Report Completed	Yes	No
	Documentation completed		
	Documented safety precautions and corrective action put in place to prevent re-occurrence		

Review and Evaluation	
	Discussion with team on the process
	Gaps in process
	Suggestions for improvement.
Date:	Signature:

Appendix 3

Search Location Checklist - <mark>Fairview Lodge</mark>

Search Location	Emergency Box Location	Assigned to: Assign alternate if needed	Search Completed (x) Call command Centre in 15 minutes
			Staff A
Grounds	Front office	ESM	
Ground Floor	Kitchen	FSM	
Ground Floor Mechanical/Electrical Rooms	Kitchen	ESM	
1st Floor Centre Core	Front Office	AA/Office Staff	
First Floor West Ashburn Way Dining Room Activity Room	Care Centre Resident Rooms Dining Room Activity Room	RN/RPN/PSW ES FS	
First Floor East Cullen Gardens	Care Centre Resident Rooms Dining Room Activity Room	RN/RPN/PSW ES FS	
2nd Floor Centre Core	2nd Floor Health Room	RCC	
2nd Floor West Whitby Junction	Care Centre Resident Rooms Dining Room Activity Room	RN/RPN/PSW ES FS	
2nd Floor East Trafalgar Square	Care Centre Resident Rooms Dining Room Activity Room	RN/RPN/PSW ES FS	
2nd Floor North Marigold Lane	Care Centre Resident Rooms Dining Room Activity Room	RN/RPN/PSW ES FS	
3rd Floor Centre Core	3rd Floor Health Room	RCC	
3rd Floor West Yorkshire Place	Care Centre Resident Rooms	RN/RPN/PSW ES FS	

	Dining Room Activity Room		
3rd Floor East Heritage Harbour	Resident Rooms Dining Room Activity Room Care Centre	RN/RPN/PSW ES FS	
Penthouse	Penthouse	ESM	
Building Perimeter		ESM	
Comments: Where possible, staff who are most familiar with the areas are assigned to search accordingly.			

Search Location Checklist - <mark>Hillsdale Estates</mark>

Search Location		Assigned to: Assign alternate if needed	Search Completed (x) Call command Centre in 15 minutes
Ground Floor	Business Office	BO staff - AA	
Ground Floor	Front Lobby -Reception -Gift Shop -Washrooms -Painter Room -Fire Room	Reception Staff/ESM	
Ground Floor	Adult Day Program	ADP coordinator	
Ground Floor	Kitchen -Receiving Area	FSM	
Ground Floor	Mechanical/Electrical Rooms	ESM	
2nd Floor Pineridge Place	-Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms	RN/RPN/PSW	
2nd Floor Trillium Trail	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms	RN/RPN/PSW FS ES	
2nd Floor Moonlight Bay	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms	RN/RPN/PSW FS ES	
2nd Floor Apple Blossom	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms	RN/RPN/PSW FS ES	

3rd Floor Willow Way	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms	RN/RPN/PSW FS ES	
3rd Floor Lavender Lane	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms	RN/RPN/PSW FS ES	
3rd Floor Golden Pond	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms	RN/RPN/PSW FS ES	
3rd Floor Blueberry Hill	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms	RN/RPN/PSW FS ES	
4th Floor Maple Grove	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms	RN/RPN/PSW FS ES	
4th Floor Primrose Path	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms	RN/RPN/PSW FS ES	
4th Floor Honey Harbour	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility	RN/RPN/PSW FS ES	

	Room -Resident Rooms		
4th Floor Strawberry Fields	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms	RN/RPN/PSW FS ES	
Penthouse	Penthouse	ESM	
Lower Level	Basement	ESM	
Building Perimeter	Parking Lot	ESM	
Comments: Where possible, staff who are most familiar with the areas are assigned to search accordingly.			

Search Location Checklist – <mark>Hillsdale Terraces</mark>

Area To Be Searched	Assigned to: (Assign alternate when needed)	Search Completed (x) Call Command Centre Within 15 Minutes
1st Floor Resident Home Areas		
Vineyard View	RN	
Tulip Court	RN	
Garden Gate	RN	
Activity Room	RN	
TV Lounges	RN	
Dining Rooms	FSS	
Serveries	FSS	
Prep Kitchens	FSS	
Utility Corridor and Rooms	RN	
Therapeutic Garden	RN	
1st Floor Centre Core		
Receiving Bay	ESM	
Main Kitchen	DFS	
Auditorium/Worship Centre	R&T COORD	
Café	DFS	
Offices & Treatment Room	ESM	
Elevators	ESM	
Public Washrooms	ESM	
Front Entrance	ESM	
Exterior Linen Room	ESM	
Exterior Sheds	ESM	
2nd Floor Resident Home Areas		
Sugar Trail	RN	
Cedar Heights	RN	
Forest Hill	RN	
Activity Room	RN	
TV Lounges	RN	
Dining Rooms	FSS	
Serveries	FSS	
Prep Kitchens	FSS	
Utility Corridor and Rooms	RN	
Area To Be Searched	**Person Responsible** (Assign alternate when needed)	**Search Completed (x)** Call Command Centre Within 15 Minutes
2nd Floor Centre Core		
Garbage Chute	ESS	
Locker Rooms	ESS	
Training Room	ESS	
Staff Lounge	ESS	
Beauty/Barber Shop	ESS	
Offices, Meeting & Treatment Room	ESS	
Admin Lounge	ESS	
Balconies	ESS	

3rd Floor Resident Home Areas		
Ocean View	RN	
Lighthouse Lane	RN	
Activity Room	RN	
TV Lounges	RN	
Dining Rooms	FSS	
Serveries	FSS	
Prep Kitchens	FSS	
Utility Corridor and Rooms	RN	
3rd Floor Centre Core		
Garbage Chute	RCC	
Mechanical Room	ESM	
Tuck Shop	R&T Coord	
Social Room	R&T Coord	
Offices & Treatment Room	RCC	
Boardroom	RCC	
Balconies	RCC	
Stairwells 1-6	R&T Coord	
Roof	ESM	
Basement		
Elevator	ESM	
Offices	ESM	
Laundry Room	ESM	
Mechanical Rooms	ESM	

Search Location Checklist – <mark>Lakeview Manor</mark>

Area To Be Searched	Person Responsible (Use alternate if necessary)	Search Completed (x) Call Command Centre Within 15 Minutes
Basement:		
• Kitchen, receiving, maintenance shop, storage rooms, laundry, staff lunchroom, morgue, washroom, locker rooms, stairwell	ESM	
1ˢᵗ Floor		
• Front Office & Admin. Offices	ESM	
• Boardroom / Meeting Room	ESM	
• Adult Day Program & Washroom	Rec Coordinator	
• Main Hall & Kitchenette	FSM	
• Vending Room	ES	
• Worship Centre	ES	
• Entrances / Library	ESM	
• Volunteer and Recreation Offices	Rec Coordinator	
• Hairdressing	Rec Coordinator	
• Public Washrooms	Rec Coordinator	
• Practitioner & Admissions Offices	Rec Coordinator	
• The Harbour Resident Rooms	RN	
• The Harbour Dining & Activity Areas	FS	
2ⁿᵈ Floor:		
• Beaver River Resident Rooms	RN	
• Beaver River Dining & Activity Areas	FS	
• The Old Mill Resident Rooms	RN	
• The Old Mill Dining & Activity Areas	FS	
• Washrooms	ES	
3ʳᵈ Floor:		
• Hummingbird Resident Rooms	RN	
• Hummingbird Dining & Activity Areas	FS	
• Blue Heron Resident Rooms	RN	
• Blue Heron Dining & Activity Areas	FS	
• Washrooms	ES	
• Penthouse	ES	
• Laundry Chute	ES	
• Garbage Chute	ES	
• Stairwells	ES	
Grounds:	ES	
• Railway tracks	ES	

• Immediate Grounds – perimeter of the building, park, patios, courtyards, garbage containers, parking lot – including vehicles.	**ES**	