

GOOD SAMARITAN SENIORS COMPLEX POLICY AND PROCEDURE

Manual: FIRE and DISASTER	Subject: CODE YELLOW – Missing Resident
Section: C	Effective Date: JUNE 2022
Approved By: Deirdre Britton	Supersede: June 2002, March 2004, June 2012, June 2019, June 2020

APPENDICES:

- Appendix 1 – Code Yellow Emergency Checklist
- Appendix 2 – Code Yellow – Post-Emergency Checklist

POLICY

Good Samaritan Seniors' Complex is committed to providing a safe and healthy environment for everyone.

As soon as a Resident is missing, "**Code Yellow (Resident's name)**" will be the designated page used to inform staff in all areas that a Resident is missing and a search is to be conducted immediately.

Units must be adequately supervised at all times. If there is not enough staff on duty to carry out the search and supervise the unit, the ADMINISTRATOR or DESIGNATE / RN / RPN will immediately initiate a call-back of staff.

BACKGROUND

Residents are considered missing when they are not in a location where staff can find them. Residents are encouraged to move freely in the Home/Lodge except in areas considered to be hazardous. Some Residents may be restricted to designated areas for their own health and safety, unless accompanied by a designated person.

PROCEDURES

CHARGE NURSE (or DRC)

When a Resident cannot be immediately located – organize initial search as follows:

- Direct available staff to search the unit, including lounges/bathrooms, locked rooms.
- Check the leave of absence book, visitors' log, and with program staff.
- Check with other unit nurse/staff to see if Resident is on that unit; check with Home/Lodge staff to see if Resident has gone there.
- Establish a "command post" where responding staff will report for instructions.

When a Resident has not been located following initial search:

- Announce on the paging system 3 times in a calm voice:

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- **“Attention all staff. Code Yellow RESIDENT NAME”**
- **REPEAT 3 TIMES**
- Use the Code Yellow Emergency Checklist to track actions and log the times of the response.
- Obtain a description and photo of the Resident from the Resident’s profile; try to determine when and where the Resident was last seen and what they were wearing.
- Direct available staff to:
 - Complete search of all assigned areas in Home/Lodge (locked and unlocked), including dietary, activity/dining room, laundry, offices, bathrooms, etc.
 - Check courtyards and outside front entrance; search the exterior grounds and immediate neighbourhood, out buildings, cars.
 - Report back to RN/RPN when their area(s) has been checked.
- Designate a staff to initiate follow up with everyone who may have seen the Resident that day.
- Designate a staff member to call the family to inquire if the Resident has left the building with them or with others.

If the Resident has not been located following the second search:

- Call 911 (police);
 - when police arrive, give police the Resident’s photo and all other pertinent information including search details;
 - police will direct further action, next steps.
- Call Administrator (if not already aware)
 - Administrator or designate will report to the MOLTC/RHRA where appropriate/required);
- Initiate the staff call-back list if the incident happens outside of peak staffing hours.

When the Resident is located:

- Announce on the paging system 3 times:
 - **“Attention all staff. Code Yellow RESIDENT NAME, all clear”**
 - **REPEAT 3 TIMES**
- Advise all searchers and persons who have been contacted that the Resident has been located, including the following:
 - a. Administrator;
 - b. Resident’s family;
 - c. Police (if Resident was found by someone other than police);
 - d. Ownership group; and
 - e. MOLTC / RHRA as required.

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- Assess the Resident's condition by taking the necessary steps to ensure their health, safety and comfort.
 - Contact EMS if the Resident has been injured or is ill.
 - Notify the treating medical practitioner if necessary.
- Document the incident on the Resident's progress notes and strategies for future mitigation of similar incidents; update care plan where indicated.
- Complete the Code Yellow Emergency Checklist to maintain an accurate record of the search; provide the report to the Administrator or designate.
- Hold a short de-briefing to obtain timely feedback on the handling of the code.

ALL STAFF

- When a Code Yellow is paged, staff will report to their assigned unit/area to receive direction from the ADMINISTRATOR or DESIGNATE / RN / RPN to complete the following;
 - Check their assigned area by looking in Resident rooms, under beds, in closets, bathrooms, lounges, utility rooms, etc.
 - Ensure external ground/neighbourhood searches are performed in pairs.
 - *Note: it is best to search the neighbourhood by vehicle. Trained search teams from emergency services will do a more thorough ground search.*
- Report back to the ADMINISTRATOR or DESIGNATE / RN / RPN when search area is complete;
 - report can be in person, or by cell phone or another device.

References:

Extendicare: Emergency Preparedness and Response Manual, accessed June 13, 2022
<http://scoc.ca/wp-content/uploads/2021/06/2021-01-25-emergency-preparedness-and-response-manual-2021.pdf>