POLICY & PROCEDURE NUMBER: 3.15.02
DEPARTMENT: *Admin. – H&S Emergency Preparedness*   **SUBJECT:** Code Yellow - *Missing Resident/Person*

APPROVAL DATE: Apr. 9, 1986	**REVIEW DATE:**	March 2015
REVISION DATE: April 2004	**REVIEW DATE:**	Dec. 2020; Dec. 2023
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PURPOSE:

To ensure a safe and secure environment for residents by following a prompt and orderly procedure for conducting a search for a resident/person who is reported as missing from the Home.

Elgin County Homes provides a secure environment for those individuals who are identified as having a potential to exit seek and who may become lost outside of the Home. While every effort is made to provide a secure environment, many factors may impact a sudden change in cognition and a residents' unforeseen desire to exit seek.

Recommendations for additional preventative measures will be suggested for the Resident to the Personal Representative/POA to include but not limited to: Registration with the "Finding Your Way" program and purchase of the "MedicAlert Safely Home" identification bracelet and program registration, and consideration for a Wander Alert bracelet (see Administrative policy 1.21 – Wander Alert System).

POLICY:

- In the event that a resident/person cannot be accounted for at County of Elgin Homes, a staged search of the home and the property must be implemented to locate the missing resident/person as quickly as possible and ensure the safe return of the resident/person to the Resident Home Area. Any resident /person who cannot be accounted for on a Resident Home Area, for any reason and not found where expected to be, should be considered missing.

- Residents leaving the home for the day or a few hours shall sign out/in at the nursing station; and, if Recreation staff are taking a resident to a program off the unit, the resident must be signed out.

- Residents or families of residents who intend to stay out of the home overnight must inform the Registered Staff of where they are going and where they can be contacted and must sign out and in.

- If the resident/person is not found after the County of Elgin Homes premises have been searched, Police will be notified.

- All staff must respond to a Code Yellow as directed by their supervisor. Failure to do so will result in disciplinary action.

HOMES AND SENIORS SERVICES

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PROCEDURE:

RN/RPN/Search Coordinator Responsibilities:

Upon notification of the missing resident the Search Plan Protocol is initiated as follows:

Level 1   Immediate notification of missing resident:

- Announce the following 3 times:

  Code Yellow – (announce resident home area where resident resides)

  Announce location of Command Center – charge nurse/designate

- Gather all resident information including but not limited to the following:
  - Clothing resident was wearing when last seen
  - Location resident was last seen
  - Recent photo of resident printed and provided to persons conducting search

- Initiate the Missing Resident Search Form (which includes interior/exterior of building) and assign search responsibilities. Areas shall include:
  - Resident rooms of all wings – including under bed, clothes closet and washroom
  - Common areas in all resident home areas and communal areas – washrooms, recreation room, lounges
  - Locked rooms – tub rooms, janitor closets, clean and soiled utility rooms, kitchen
  - Basement, stairwells, elevator, staff areas
  - Exterior entrances, courtyards, parking lots, main street/road and grounds

- Check the resident sign-out log, resident progress notes, nursing day planner and with recreation staff to ensure resident is not on a planned outing.

- Review security cameras to determine if resident left the building and details of exit (which door, time, accompanied by another person, etc.)

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- Persons conducting the search to report back to command center within 10 minutes

Resident Found

- If the resident is found during the initial search, the Registered Nurse shall notify all staff to call off the search by announcing 3 times:

    Code Yellow – All Clear X3

- MRC/Designate to initiate MCIS within 24 hours of becoming aware of incident (see reporting requirements)

- Registered Staff to contact Personal Representative/POA and document in Progress Notes under "Elopement"

- Initiate referrals to address Responsive Behaviour as appropriate, i.e., internal BSO Team, BSO Mobile Team, physician.

Resident Not Found

- Contact Personal Representative/POA to confirm resident was not on an outing and had not signed out.

- Contact Manager of Resident Care/Designate and proceed to Level 2.

Level 2   Contact 911 stating the following:

- Your Name

- Home Name and 911 address

- "I am calling to report a missing resident – (Resident Name, Date of Birth)
    - Be prepared to provide physical description, time last seen, description of clothing, etc.

- Contact local Police department in addition to OPP (as applicable, i.e. Aylmer, St. Thomas)

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- Print 6 copies of the "Admission Record" from point click care for OPP/Police to assist in search of resident.

- The Manager of Resident Care/Designate shall contact the Director of Homes and Seniors Services/Administrator when Level 2 is initiated.

- The Manager of Resident Care/Designate shall immediately proceed and report to the home at Level 2

Resident Found

- If the resident is found during the Level 2 search, the Registered Nurse shall notify all staff to call off the search by announcing 3 times:

    Code Yellow – All Clear X3

- Manager of Resident Care/Designate to initiate MCIS within 24 hours of becoming aware of incident (see reporting requirements)

- Registered staff to contact Personal Representative/POA and document in the Progress Notes under "Elopement".

- Initiate referrals to address Responsive Behaviour as appropriate, i.e., internal BSO Team, BSO Mobile Team, physician.

Resident Not Found

- Resident not found after 1 hour but less than 3 hours initiate Level 3.

Level 3

- Director of Homes and Seniors Services/Administrator shall proceed to the home at Level 3, (Administrator to contact Director of Homes and Seniors Services)

- Director of Homes and Seniors Services shall contact the Chief Administrative Officer (CAO) to:

    ➢ Initiate County media policy, alert staff to media communications potential and provide guidance.

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- Staff will continue to oversee Facility Search Plan and take direction from OPP and local police.

- Manager of Resident Care/Designate to update Personal Representative/POA.

- Manager of Resident Care/Designate to contact Medical Director/Physician on Call.

Resident Found

- Search successful, resident found after missing after less than 3 hours, no injury or adverse effects to residents well being.

  ➢ When the resident is found, the search shall be terminated and the Registered Nurse shall:

  ➢ Assesses the residents' condition, thorough documentation will be done on the resident's chart concerning the search procedures and results.

  ➢ Ensure OPP/Police aware of residents' return.

  ➢ Advise the Medical Director/On Call physician and seek further medial help if needed.

  ➢ Notify the Personal Representative/POA.

  ➢ Notify Manager of Resident Care – Manager of Resident Care to contact Director of Homes and Seniors Services/Administrator.

Resident Not Found

- Search unsuccessful, resident not found after 3 hours initiate Level 4.

Level 4   Resident missing for 3 hours of more

- Manager of Resident Care to maintain contact and communication with residents' personal representative/POA, Medical Director/Attending Physician and staff.

- Director of Homes and Seniors Services and CAO prepare media statement

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- Director of Homes and Seniors Services/CAO contacts Warden

- Manager of Resident Care to call MOHLTC after hours pager: 1-888-999-6973 (see Reporting Requirements).

- Initiate critical incident report on line as per MOHLTC (see Reporting Requirements)

Resident Found

- Search successful, resident found after missing more than 3 hours, no injury or adverse effects to residents well being.

  ➢ When the resident is found, the search shall be terminated and the Registered Nurse shall:

  ➢ Assesses the residents' condition, thorough documentation will be done on the resident's chart concerning the search procedures and results.

  ➢ Ensure OPP/Police aware of residents' return.

  ➢ Advise the Medical Director/On Call physician and seek further medial help if needed.

  ➢ Notify the Personal Representative/POA.

  ➢ Notify Manager of Resident Care – Manager of Resident Care to contact Director of Homes and Seniors Services/Administrator.

Resident Not Found

- Search unsuccessful, resident not found after missing more than 3 hours – continue to policy Level 4 guidelines.

Level 5   Resident found– situation fatal

- Manager of Resident Care/Designate shall:

  ➢ Contact Medical Director/attending physician

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- ➤ Contact Coroner (if directed to do so by OPP/local police) see nursing policy "Death of a Resident"

- ➤ Amend MOHLTC Critical Incident report to reflect current status of resident. Ensure all relevant facts/details are recorded in the critical incident report.

- ➤ Contact MOHLTC after hour's pager with update on resident status: 1-888-999-6973

- ➤ Contact Resident Care Coordinator/Social Worker to be present in the home for resident and family support.

- ➤ Contact Employee Assistance provider to provide staff support.

- ➤ Contact Pastoral Care to provide resident and family support.

- ➤ Ensure proper documentation in resident chart.

- ▪ Director of Homes and Seniors Services/Designate shall:

  - ➤ Update CAO

  - ➤ Contact resident's personal representative/POA

  - ➤ Organize staff meeting to discuss missing resident status.

- ▪ CAO/Designate shall:

  - ➤ Contact Warden

  - ➤ Initiate Media Communications plan and prepare media release

- ▪ Warden/Designate shall:

  - ➤ Contact County Council members

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> ➢ Respond to media inquiries/interviews

Post Incident Plan for Recovery

Following a Code Yellow, a debrief will be conducted and will include staff, management, and, as applicable, others (students, volunteers, etc.) involved in the incident. Debriefing is an opportunity to build morale, listen to concerns, document lessons learned, and plan for regular operations. Emotional/physical support for those directly involved/witness to the code yellow will be provided as determined by assessed need(s).
A documented evaluation of the incident, policy and procedure shall be conducted within 30 days of the Code Yellow including what went well, opportunities for improvement, those in attendance, and dates changes implemented.

Testing and Evaluation
Homes are required to test emergency plans including arrangements made with emergency providers. Code yellow testing must be conducted annually.
Exercises can be developed to test essential elements, interrelated elements, or the entire plan. These can take the form of table-top exercises, drills, functional exercised and field exercises.
Testing shall include a written record of testing and changes made to improve the plans including the corrective action, and timeframes.
Emergency plans must be evaluated and updated within 30 days of an emergency being declared over and annually should the plan not be activated.

Reporting Requirements:

The Director/Administrator/MRC shall follow the Ministry of Long-Term Care Reporting Requirements:

Type of Incident in LTCH		Action to be taken by LTCH to notify MOHLTC	Reporting Time Frame

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	Section of O. Reg 79/10	M-F 8am-5pm	All other times and Statutory holidays	
A resident who is missing for less than three hours and who returns to the home with no injury or adverse change in condition.	S. 107(3)1.	Initiate the on-line MCIS form	No after hours reporting requirement	Within one business day of becoming aware of the incident; full report within 10 days of becoming aware of the incident.
A resident who is missing for three hours or more.	S.107 (1)3.	Immediately initiate the on-line MCIS form	Phone the After Hours Pager #	Immediately upon becoming aware of the incident; full report within 10 days of becoming aware of the incident.
Any missing resident who returns to the home with an injury or any adverse change in condition regardless of the length of time the resident was missing.	S.107 (1)5.	Immediately initiate the on-line MCIS form	Phone the After Hours Pager #	Immediately upon becoming aware of the incident; full report within 10 days of becoming aware of the incident.

References:
Fixing Long-Term Care Act, 2021
ON Reg. 246/22

HOMES AND SENIORS SERVICES

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MISSING RESIDENT SEARCH FORM
(TO BE COMPLETED BY SEARCH CO-ORDINATOR)

Resident Name: _____

Date: _____ Time incident began: _____

Place Last Seen: _____ Time last seen: _____

What wearing:_____

_____

*Obtain Photo from Point Click Care

Search Co-ordinator: _____

1. PERSON IS NOTICED MISSING AND REPORTED TO SEARCH CO-ORDINATOR

	Initial	Time

• Start documentation on this form.   _____   _____

  Person who noticed resident missing: _____ _____   _____

2. SEARCH IMMEDIATE AREA

• Check to determine if he/she has signed out.   _____   _____

• Search the floor systematically including all rooms, (under bed, closet, washroom) and other areas
  such as utility rooms, shower rooms, washrooms, lounges and
  stairwells (including locked areas).   _____   _____

Notes:_____

_____

_____

3. IMPLEMENT FULL PREMISE SEARCH

Call Code: Missing Person: _____ _____   _____

• Initiate an indoor and outdoor search according to in-house search plan.

• Restrict outdoor access and traffic.

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	Initial	Time
Ensure that ALL AREAS within and outside the building are assigned for search. **This includes:**		
• All rooms that are continually locked (janitor closets, boiler room, basement storage rooms, etc)	_____	_____
• Closets/Lockers	_____	_____
• All areas to which the residents/clients do not usually have access	_____	_____
• Beside and under beds, behind doors	_____	_____
• Bathrooms, tubs, shower stalls	_____	_____
▪ Parking lots, culverts, stream, business/building, residential homes, etc.	_____	_____
• Retrieve information kept on person's file:		
1. copy of completed Safely Home form (if applicable)	_____	_____

2. Resident profile.

Collect "report backs" from staff within 10 minutes.

	Initial	Time
Unit A searched and by whom: _____	_____	_____
Unit B searched and by whom:_____	_____	_____
Unit C searched and by whom:_____	_____	_____
Unit C searched and by whom:_____	_____	_____
Grounds searched and by whom:_____	_____	_____

Notify administrator or designate. Refer to Missing Resident Policy and Procedure.

	Initial	Time
Name:_____	_____	_____
Notes:_____	_____	_____

Call family.

	Initial	Time
Name:_____	_____	_____
Response from family: _____	_____	_____
Notes:_____		

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4. CALL POLICE
• *Script*:
"This is (YOUR NAME) calling from (YOUR ORGANIZATION).   _____   _____
I would like to request assistance from the police to search for a
Resident who is missing from our organization. This person's name is
(NAME OF MISSING PERSON). He/She has Dementia."
Other details to provide: Initial   Time

"The person is registered with Safely Home — Alzheimer

Wandering Registry number _____." (if applicable)

The last time that staff saw him/her he/she was at (LOCATION) and

was wearing (CLOTHING DESCRIPTION). Other details of his physical

description include (HEIGHT, WEIGHT, MOBILITY AIDS etc.)

The staff at my organization is currently searching the building and

the grounds. Places that he/she may have wandered to include

(FORMER ADDRESS, SON'S HOME etc).

He/She (IS/IS NOT) physically aggressive."

• Conduct another full search of the premises while waiting for   _____   _____
  police to arrive.

5. POLICE ARRIVE

• Report to police on progress of search.   _____   _____

Give information about the resident:

• repeat of info provided to dispatcher when you originally   _____   _____

  telephoned the police.

• resident's completed copy of the Safely Home registration form   _____   _____

  and resident/client profile.

• Give aerial photographs, topographical maps and floor plans.   _____   _____

Give photograph of resident from Point Click Care/resident room if

available.   _____   _____

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Missing Resident Policy and Procedure.

• Documents in care record   _____   _____

Notes:_____   _____   _____

_____

_____

_____

Signature of Search Co-ordinator _____

EMERGENCY CONTACTS	PHONE
Administrator:	
Other Staff:	
Other Staff:	
Other Staff:	
Other Staff:	

EMERGENCY CONTACTS	PHONE
Police Department	
Community Alert System	
Hospitals	

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TRANSPORTATION	PHONE
Bus Service:	
Taxi Service:	
Other	