



## HOMES AND SENIORS SERVICES

**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

**REVISION DATE:** March 2022; July 2022; October 2022; Dec. 2024

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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 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.



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



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- If sufficient staffing, assign one staff member to front door to be available should resident return to the Home

### **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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- If sufficient staffing, assign one staff member to front door to be available should resident return to the Home and/or to meet police
  - 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:



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

- 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.



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- Director of Homes and Seniors Services and CAO prepare media statement
  - Director of Homes and Seniors Services/CAO contacts Warden
  - Manager of Resident Care to call MOLTC after hours pager: 1-888-999-6973 (see Reporting Requirements).
  - Initiate critical incident report on line as per MOLTC (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:



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- Contact Medical Director/attending physician
  - Contact Coroner (if directed to do so by OPP/local police) see nursing policy “Death of a Resident”
  - Amend MOLTC Critical Incident report to reflect current status of resident. Ensure all relevant facts/details are recorded in the critical incident report.
  - Contact MOLTC 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:



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- Contact County Council members
  - 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 MOLTC	Reporting Time Frame
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	<b>M-F 8am-5pm</b>	<b>All other times and Statutory holidays</b>	
A resident who is missing for less than three hours and who returns to the home with no injury or adverse change in condition.	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.	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.	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



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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. <b>This includes:</b>		

- |   |       |       |
|---|-------|-------|
| • 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.

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.

Name: _____	_____	_____
Notes: _____	_____	_____

**Call family.**

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 \_\_\_\_\_

<b>EMERGENCY CONTACTS</b>	<b>PHONE</b>
Administrator:	
Other Staff:	
Other Staff:	
Other Staff:	
Other Staff:	
<b>EMERGENCY CONTACTS</b>	<b>PHONE</b>
Police Department	
Community Alert System	
Hospitals	



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<b>TRANSPORTATION</b>	<b>PHONE</b>
Bus Service:  Taxi Service:	
Other	