

Code Yellow: Missing Resident

A resident who cannot be accounted for is considered missing/lost. The charge nurse will institute an immediate search procedure.

Procedure:

When a resident is suspected of being missing:

- Any staff who suspects a resident is missing will notify the charge nurse.
- Charge Nurse to check the sign in and out book at the appropriate nursing station to determine if the person has gone out with family or friends.
- Charge Nurse will question all staff on wing to last known whereabouts of resident. Place all call on walkie talkie asking if anyone has seen the resident.
- Charge Nurse will during the day (8 -5 pm) check with Life Enrichment, Physiotherapy, and staff re – if they had contact or have seen the resident.
- If resident has not been located Charge Nurse will announce CODE YELLOW three times on the overhead paging system (when emergency audio system in place this will be used during any emergency).

On announcement of CODE YELLOW:

Day shift 7-3 pm

- RPN/PSW team leads (**this person will be noted with their name highlighted in yellow on the daily assignment sheet**) from each of the four resident areas will come to the main entrance.

- **All other staff** as available from other departments will come to the main entrance.
- Charge nurse to give specific instructions, as to the name of the resident missing, photo of resident, when or where last seen.
- Charge Nurse will send the team leads back to their areas and the search will begin on each wing in the following order:
- the wing where the person **normally resides** will be the first priority so **other staff** will be sent with the team lead of that wing.
- The missing resident's room to be checked first, including bed area, washroom and closets. Staff to check all other bedrooms in the same manner, then locked rooms e.g. –bathing area, washrooms, med rooms, treatment area, serenity room
- **Concurrently**, all other resident wings the team leads will go back and send their staff to check every room including locked rooms e.g. tub room, washrooms, med rooms, serenity room.
- **Concurrently** any other staff not helping with the search on a resident wing **will be asked by the charge nurse** to go back to their areas and search in every open area first then every locked area e.g.– dining rooms, kitchen, activity room, chapel area, visitor washrooms, conference rooms, board room, physiotherapy rooms etc and outdoor secure patio area and basement area.

Two staff will be designated by the charge nurse to search the outside grounds. Provide each staff with a walkie talkie.

One staff is to circle to the right and the other is to circle to the left. Staff should observe all areas including the gazebos at the front and rear of the building and around the garden areas.

If the resident is still not found upon the first search of the inside and outside grounds. Two staff members are to be designated to search Highway #2 by car (take walkie talkie or use cell phone) East to Sharpe's Lane; West to North Augusta Road.

The charge nurse will notify OPP and then City of Brockville Police.

- be prepared to give a full description, sex, age, weight, height, colour of clothing etc.
- Have resident's photo available. (Resident binder)



The Administrator or Delegate will:

- Notify resident's physician and medical director (need phone numbers here)
- Notify the resident's family.
- Notify Board Chair
- Notify Ministry of Health

Evening Shift 3- 11 pm

- RPN/PSW team leads (**this person will be noted with their name highlighted in yellow on the assignment sheet**) from each of the four resident areas come to the main entrance.
- **All other staff** as available from other departments will come to the main entrance.

Charge Nurse will:

- give specific instructions, as to the name of the resident missing, showing photo of resident, when or where last seen.
- will send the team leads back to their areas and the search will begin on each wing in the following order:
 - the wing where the person **normally resides** will be the first priority so **other remaining staff** will be sent with the team lead of that wing.
- The missing resident's room to be checked first, including bed area, washroom and closets. Staff check all other bedrooms in the same manner, then locked rooms e.g. – bathing area, washrooms, med rooms, treatment area.
- **Concurrently**, all other resident wing the team leads will go back and send their staff to check every room including locked rooms e.g. tub room, washrooms, med rooms.
- **Any extra staff** not helping with the search on the resident area **will be asked by the charge nurse** to go back to their areas and search in every open area first then every locked area e.g.– dining rooms, kitchen, activity room chapel area, visitor washrooms, conference rooms, board room, physiotherapy rooms etc and outdoor secure patio



area. If no other staff available, then one staff off of each of four wings will be assigned to search the central areas.

Page | 4 Once an internal search is complete and as appropriate two staff will be designated by the charge nurse to search the outside grounds. Provide each staff with a walkie talkie.

One staff is to circle to the right and the other is to circle to the left. After dusk the two staff will search outside together. Staff should observe all areas including the gazebos at the front and rear of the building and around the garden areas.

Notify Manager on call if the resident is not found with the first internal and external sweep of all areas. The Manager on call will notify the Administrator.

If the resident is still not found upon the first search of the inside and outside grounds. Two staff members are to be designated to search the highway by car (take walkie talkie or use cell phone) East to Sharpe's Lane; West to North Augusta Road.

The Manager on call/and or administrator will notify OPP and then City of Brockville Police.

- be prepared to give a full description, sex, age, weight, height, colour of clothing etc.
- Have the resident's photo available. (Resident binder)

The Administrator or Delegate will come into the SPM and assist the Nurse in Charge:

- Determine whether more staff need to be called in. Activate the Emergency call back system.
- Notify resident's physician and medical director (need phone numbers here)
- Notify the resident's family.
- Notify Board Chair.
- Notify Ministry of Health.

Night Shift 11 pm – 7 am

Once charge nurse calls CODE YELLOW on Walkie talkies with only four other staff available,



they meet at the main entrance to get instructions. Start by checking the resident's room on their wing thoroughly including washroom, chair, cupboards underneath bed etc.

- They then check every other room including locked rooms on the resident's area.
- After the resident's wing has been checked, they will check each of the other 3 resident areas.
- The charge nurse will concurrently begin checking the central areas.
- Once the inside has been checked, send two staff out to check the outside together doing a circular sweep of the outside of the building looking in gazebos, near the garages etc.

Concurrently the charge nurse is to notify the Manager on Call who will call all other managers on staff including the Administrator.

Charge Nurse will notify the OPP and then Brockville City Police.

- be prepared to give a full description, sex, age, weight, height, color of clothing etc.
- Have resident's photo available. (Resident binder)

The Managers and Administrator will come into SPM to assist the Nurse in charge.

Determine whether more staff are required and activate the Emergency call back system.

The RN will notify the resident's physician and Medical Director.

RN or manager will notify resident's family.

Administrator or delegate will notify Chair of Board.

Administrator or delegate will notify Ministry of Health.

When the resident is found and returned, the charge nurse or manager on call will notify all interested parties noted above, file a critical incident report and complete nursing progress notes.

A review and update to the resident plan of care will be completed in order to eliminate or reduce any future risk of elopement.

