

Riverview Gardens - Municipality of Chatham-Kent

Emergency Response Plan

Code Yellow Missing Person - Annex C

Policy Code: EME YEL

Issued: March 2010

Revised: February 2024

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Policy

Riverview Gardens will ensure an organised and comprehensive approach for any resident that is considered missing and notify the proper authorities to ensure the safe location of the missing resident. RVG will implement the following procedures.

Code Yellow Procedures

A Code Yellow will be announced when a resident cannot be located.

Any employee who feels that a resident may be missing from their floor or from the building should do an initial quick search for that resident. This process should not take more than a couple of minutes and should not be interrupted. Staff must then:

- Report the missing resident to the Registered Nurse (RN) responsible for that floor IMMEDIATELY. If it is an afternoon or midnight shift the employee will contact the Charge Nurse at Ext 6700.
- The RN for the floor where the resident is missing, or the Charge Nurse on afternoons or midnights will be the **Incident Manager (IM)** and will assume control of the search.

Incident Manager

The Incident Manager will complete the following, as required until the resident is located:

- Stage One - Floor Search
- Stage Two - Internal Search
- Stage Three - External Search

Stage One - Floor Search

- Upon notification of a potentially missing resident the Incident Manager will report to the care centre to obtain a **Code Yellow Report** (found in the Red Emergency Response Plan binder) which Acts as a guideline for conducting the Code Yellow.
- The RN will inform the staff on the unit and verify that the resident is in fact missing.;
- Check that the resident has not been signed out or out on an appointment.
- Note the time it was reported that the resident went missing;
- Incident Manager will assign search teams with two (2) members **TO specific LOCATIONS AND INSTRUCT THEM TO REPORT BACK WITHIN 10 MINUTES**. They should check all areas including other Residents' rooms and locked areas of the entire floor (East and West)
- The main floor, including the Great Room and the Garden area should also be searched once the floor is searched but prior to the entire facility and grounds being searched. During the night or when Residents are asleep, Residents' faces should be viewed to positively determine their identity.

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Stage Two - Internal Search – Code Yellow Announcement

If the resident is not located within 10 minutes of having been reported missing and the floor search has not located the resident then the RN will complete the following:

- Announce overhead “**Attention all staff Code Yellow Floor XX,**” three (3) times; Carry a walkie talkie from the Care Center (should be on channel 3.0 for emergencies);
- Gather all available information regarding missing resident including:
 - Print multiple Resident Admission Record found on Point Click Care (must include a picture)
 - Full description of resident including the clothing they were wearing.
 - Time and place resident was last seen.
- Once all RN’s (or RPN’s on afternoons or nights) in the building have come to the care centre of the unit that resident is missing from:
 - Distribute pertinent missing resident information.
 - RN’s (or RPN’s on afternoons or nights) will return to their respected floor and organize a search of their assigned units including sending 1-2 staff members to the outside grounds of the facility (See Roles and Responsibilities – Registered Staff for more details).
- ***If the Resident is found during the internal search, the Incident Manager will complete the following:***
 - Announce “**Attention all staff, Code Yellow, All Clear**” repeated three (3) times overhead
 - Assess the Resident’s condition and provide the Resident with adequate reassurance.
 - Notify the POA/SDM of the Code Yellow incident.
 - .
 - Document the incident in detail in the nursing notes and modify Resident care plan to include a safety plan.
 - Complete Code Yellow Report and submit to the Director of Nursing (or designate)
- ***If the internal search is NOT successful the Incident Manager will immediately notify (24 hours a day):***
 - Contact the Power of Attorney to ensure they haven’t taken the resident out for a visit. If not they will then serve as the families primary contact throughout the process (this primary contact may need to be altered based on the situation);
 - Chatham-Kent Police;
 - Director, Seniors Services;
 - Director of Nursing;
 - Medical Director
- The Incident Manager will then organize an External Search (see below).

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Stage Three - External Search

.This includes a search of the surrounding neighbourhood. The Incident Manager will then complete the following:

- Communicate to the RN's (or RPN's on afternoons and nights) that an external search is indicated. ne PSW from every unit to meet at the King Street Entrance.
- Once assembled, direct PSW's to search the grounds and surrounding streets of the Home. Staff will be organized into teams of two, with each staff member carrying cell phones (personal or municipal) to communicate back to the Incident Manager (RN) (walkie-talkies are kept in the care centres).
- Meet Chatham-Kent Police Service at King Street entrance and provide resident details.
- The Incident Manger is responsible for keeping a continued communication with POA/SDM.

- ***If the Resident is found during the external search, the Incident Manager (RN) will complete the following:***
 - Announce "**Attention all staff, Code Yellow, All Clear**" repeated three (3) times overhead
 - Assess the Resident's condition including head-to-toe assessment, and provide the Resident with adequate reassurance
 - Notify police, POA, Director, Seniors Services, the Director of Nursing, and Medical Director that the resident has been located;
 - Update Resident care plan including a safety plan;
 - Document the incident in detail in Point Click Care progress notes under Code Yellow heading;
 - Complete the Code Yellow Report and submit to the Director of Nursing (or designate)
 - Complete a Critical Incident Report to the MOLTC

- ***If the resident is not located the Incident Manager will again contact the following to provide a further update to:***
 - Director, Seniors Services;
 - Director of Nursing;
 - POA

- The Incident Manager follow the instructions provided by the Director, Seniors Services (or designate) and the police department as they may assume control of a more in-depth search.

Roles and Responsibilities

All Staff

All staff who hear a Code Yellow paged overhead will complete the following:

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- Upon hearing the Code Yellow will immediately return to their unit and report to their RN (or RPN on afternoons and nights), even if the Code Yellow isn't on their floor and wait for further directions;
- Will take direction from the Incident Manager, or registered staff in charge of their unit who may be providing information for the search;
- Staff involved in the search will be directed where to go by the Incident Manager or RN (RPN on afternoons or nights), all other staff are to remain on the floor to continue with resident cares.
- See below for directions on how to conduct a search.

Director of Nursing

In the absence of the Director, Seniors Services, or as delegated, the Director of Nursing, may be required to perform the duties of the Director, Senior Services.

Director, Seniors Services

Responsibility of the Director, Seniors Services (or designate):

- The Director, Seniors Services or designate may assume control of the situation at any point.
- The Director, Seniors Services or designate may gather the Emergency Control Group and/or activate the Department Operations Center as necessary.

Department Operations Center

The Department Operations Center (DOC) is the command center for the emergency. It is where the Emergency Control Group direct, coordinate, communicate and support emergency operations on the residential units.

Emergency Control Group

The Emergency Control Group (ECG) are members of Riverview Gardens management team who are responsible for coordinating the provisions of the essential services necessary to minimize the effects of an emergency effecting the home. The ECG consists of the following members:

Position	Alternate
Director, Seniors Services	1. Director of Nursing 2. Manager of Long Term Care
Director of Nursing	1. Nurse Manager
Manager, Long Term Care, Emergency portfolio	1. Manager, Long Term Care, HR
Supervisor, Maintenance Services	1. Supervisor, Environmental Services

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Supervisor, Environmental Services	1. Supervisor, Maintenance
Supervisor, Food Services	1. Food Service Coordinators 2. Dietitian
Supervisor, Therapeutic Recreation & Volunteer Services	1. Coordinator, Training and Safety 2. Volunteer Services Assistant
Medical Director	1. Alternate doctor 2. CKHA
Social Worker**	1. Social Worker 2. Medical Secretary

** The Social Worker may not be a regular member in the Department Operations Centres but has been assigned backups due to the nature of the tasks completed by this position.

Gathering of the ECG does not indicate that an emergency has been or will be declared or that the Department Operations Centre (DOC) will be established.

Registered Nursing Staff

On the day shift, when a Code Yellow is announced, the Registered Nurses will respond. On the afternoon and midnight shifts the Registered Practical Nurses will respond

Upon hearing the announcement of "Attention all staff, Code Yellow, floor XX" the RN on day shift or the RPN on afternoons or nights will complete the following:

- Report to the floor of the missing resident, to the RN who has assumed the role of Incident Manager and obtain the following information:
 - Resident Admission Record (which should include a picture)
 - Full description of resident including the clothing they are wearing
 - Time and place resident was last seen
- Return to their units and carry a walkie talkie from the Care Center throughout the search (should be on channel 3.0 for emergencies);
- Organize a thorough search of their units (there should be 2 searchers per floor who are familiar with the resident if possible);
- Report back to the Incident Manager if the resident is located or when search of the floor is complete;
- If the Incident Manager has communicated that a Stage Three (external search) is effect, the RN/RPN will delegate one PSW from each of their units to the King Street entrance to meet the Incident Manager for further direction.

Conducting a Search

Whenever possible staff searches should be conducted in pairs and should involve staff who are familiar with the resident and their behaviours. While searching staff should:

- Remain silent except for essential conversation;

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- Listen for the person (singing or whimpering);
- Remember that the missing resident may not respond to his/her name being called.

Systematically conducting a search

1. Begin at room number one (ie Room 401 on East and West) on King Street residential area and systematically work your way down the hall room by room until you have reached sunroom. This will ensure every area and room has been checked.
2. ALL rooms must be checked including spa rooms, utility rooms, service elevator area, housekeeping closets, linen and laundry rooms, medication rooms.
3. If you can't see over, under, inside or behind something, one of the searchers should move to check the object e.g., garbage can, shower stall, armoire.
4. If the room is a semi, one of the searchers should exit the room through the door leading to the corridor and the other searcher should search the adjoining bathroom, both searchers meeting up in the neighbouring resident room.
5. When the room is searched, staff must check bathrooms, behind doors and behind beds.