

Riverview Gardens - Municipality of Chatham-Kent

Emergency Response Plan

Code Yellow Missing Person - Annex C

Policy Code: EME YEL

Issued: March 2010

Revised: November 2023

Table of Contents

Introduction2

Code Yellow.....2

 Incident Manager2

 Floor Search2

 Internal Search – Code Yellow Announcement3

 External Search.....4

Internal Personnel Responsibility4

 All Staff4

 Director of Nursing.....5

 Director, Senior Services.....5

 Department Operations Center.....5

 Emergency Control Group.....5

 Registered Nursing Staff.....6

Conducting a Search.....6

 Hazard Areas.....7

 Search Kit.....8

 Staff Education8

Riverview Gardens - Municipality of Chatham-Kent

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Introduction

This Annex is available for staff, visitors, residents and family members and describes the protocol to be followed when a resident is believed to be missing.

Code Yellow

A Code Yellow will be announced when staff cannot locate a resident.

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 and will assume control of the search.

Incident Manager

The RN in charge of the floor will complete the following, as required until the resident is located:

- Floor Search
- Internal Search
- External Search

Floor Search

- Upon notification of a potentially missing resident the RN will report to the care centre to obtain a **Code Yellow Report** (found in the Emergency Response Plan binder) which outlines the steps listed below to follow and provides the space for the appropriate documentation;
- The RN will inform the staff on the unit and verify that the resident is in fact missing by confirming with each employee that they can't confirm the whereabouts of that resident;
- Note the time it was reported that the resident went missing;
- Will assign search teams with two (2) members **TO specific LOCATIONS AND INSTRUCT THEM TO REPORT BACK WITHIN 10 MINUTES**. They should be provided with a **Missing Resident Search Form** for the floor (will be with the Code Yellow Report in the Emergency Response Plan binder, found at each of the care centres). They should check all areas including other Residents' rooms and locked areas. 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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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:
 - Resident Admission Record (which should include a picture) – located in a binder in the RN office or Point Click Care and make enough copies to distribute to those searching
 - Full description of resident including the clothing they were wearing
 - Time and place resident was last seen
- Organize a thorough internal search of the building and the outside grounds of RVG (there should be 2 searchers per floor who are familiar with the resident, if possible)
 - RN's (or RPN's on afternoons and nights) will report to the floor where the resident is missing from to receive pertinent information so they can return to their floor to organize a search of their assigned units (see Registered Staff below for more details);
- If the Resident is found during the internal search, the Incident Manager (RN) will complete the following:
 - “Attention all staff, Code Yellow, All Clear” repeated three (3) times overhead
 - Assess the Resident's condition and provide the Resident with adequate reassurance.
 - Modify Resident care plan if necessary.
 - Document the incident in detail in the nursing notes
 - Complete and submit to the Director of Nursing (or designate) the Code Yellow Report, any and all Missing Resident Search Forms
- If the internal search is NOT successful the Incident Manager will immediately notify:
 - 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).

Riverview Gardens - Municipality of Chatham-Kent

Emergency Response Plan

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External Search

If the internal search does not locate the missing resident, a broader more sweeping search of the surrounding neighbourhood will be organized. The Incident Manager will then complete the following:

- Organize one PSW from every unit to meet at the King Street Entrance. They will be directed 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).
- If the Resident is found during the external search, the Incident Manager (RN) will complete the following:
 - “**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;
 - Document the incident in detail in PCC progress notes under Code Yellow heading;
 - Complete and submit to the Director of Nursing (or designate) the Code Yellow Report, any and all Missing Resident Search Forms;
 - Follow Critical Incident Reporting algorithm as per MOHLTC
- 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 at this point in time.

Internal Personnel Responsibility

All Staff

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

- Upon hearing the Code Yellow will immediately return to their unit and report to their RN, 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;

Riverview Gardens - Municipality of Chatham-Kent

Emergency Response Plan

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- Only staff involved in the search will be provided a Missing Resident Search Form, other staff will remain on their units and will continue providing care to the residents;
- 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
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

Riverview Gardens - Municipality of Chatham-Kent

Emergency Response Plan

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	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 (west side on afternoons).

Upon hearing the announcement of "Attention all staff, Code Yellow, floor XX" will complete the following:

- Report to the floor with 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) – located in the RN Office Missing Resident Information Code Yellow binder (red binder).
 - Full description of resident including the clothing they are wearing
 - Time and place resident was last seen
 - Previous missing person incidents and the location where the resident was found
 - Missing Resident Search Forms which are to be distributed to the staff conducting the search
- 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;
- Obtain from the searchers their completed Missing Resident Search Forms and return them to the Incident Manager;
- Return to regular duties unless otherwise advised.

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;

Riverview Gardens - Municipality of Chatham-Kent

Emergency Response Plan

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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. Step inside the doorway;
2. Scan the room from right to left with eyes low – i.e. scanning the floor;
3. Scan the room from right to left at middle range – i.e. the walls;
4. Scan the room from right to left up high taking in the tops of shelves and cupboards;
5. 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
6. 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;
7. When the room is searched it should be checked off on the Code Yellow Missing Resident Search Form;
8. When the assigned search area is completed the Missing Resident Search Forms should be returned to the Incident Manager (RN).

Hazard Areas

There are areas both inside and outside the home that searchers should pay particular attention to when trying to locate a missing resident. These areas are often “off limits” to residents or may seem like an unlikely location for a resident to hide or get “stuck” in, so ALL areas must be thoroughly searched.

Internal hazards include, but are not limited to:

- Stairwells;
- Locked maintenance rooms;
- Housekeeping closets;
- Service elevator areas;
- Resident spa areas (that are typically kept locked);
- Rooms that are staff only, such as linen rooms, laundry rooms, medication rooms etc.

External hazards include, but are not limited to:

- Parked cars or benches near fences (can be used to climb over fence);
- Culverts;
- River;
- Ponds;
- Embankments;
- Drainage ditches;
- Fences;
- Bus stops;

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Emergency Response Plan

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- Taxis stops;
- Businesses with locked compounds;
- Apartment buildings;
- Shopping Malls;
- Busy roads;
- Railway tracks;
- Schools etc.

Search Resources

A prepared resident binder can be found in the RN/Medical office on the second floor and will assist staff and the police in their search efforts. The binder will include:

- ;
- Resident information including a current photo
- Missing Resident Search Forms;
- Copy of Code Yellow Annex.

Staff Education

- Code Yellow drills will be conducted annually. The Supervisor, Maintenance will ensure the drill takes place annually.