

7.0

CODE YELLOW {Missing Resident} ACTIVATION AND IMPLEMENTATION

7.1.1 CODE YELLOW

A Code Yellow would be paged as a result of a missing resident. Calling a Code Yellow provides a mechanism for the initiation of an emergency search and safe return of a missing resident. Prior to calling a Code Yellow and a resident is suspected of missing, staff should check the Leave of Absence log book to determine if the resident has left the building with a responsible person. (Note: If a resident frequently goes on a L.O.A. with the family and the resident is missing-contact the family to determine if this has happened).

A Code Yellow will be called when;

1. It has been determined that a resident is missing even if no door or resident wandering alarm has sounded.
2. An exit alarm sounds and upon staff response and search of the area a resident is missing.

7.1.2 DUTIES OF INCIDENT COMMANDER

- Once notified of a missing resident and the preliminary search of the area has been completed the First Floor Registered Nurse is - to act as Incident Commander and take control of the situation by directing facility wide response.
- Over the public address system make the following announcement twice slowly and distinctly;
“Code Yellow (followed by residents name and home unit) - Code Yellow (followed by residents name and home unit). All staff complete Code Yellow responsibilities”.

Note; When Scene Coordinator provides a resident description e.g. height, colour of hair, clothes last seen wearing, proceed to page additional details over public address system.

- Throughout the incident consider repeating "Code Yellow" page and any other updates, particularly if incident occurs over change of shift.
- At First Floor Elm/Pine Lodge Nurse Station pick up two-way radio, turn on and ensure on channel one, put on “Emergency Responder” green vest.
- As designated on the Pine Lodge Nursing Assignment Sheet send staff member to the main entrance to ensure missing resident does not leave and to also complete a visual outside inspection of the front entrance area. (Note; When Business Office is open, and if Security is on site there will be duplication of assignment).
- Obtain a description of the resident together with the resident's identification photo (located in the Resident's Chart or the MAR book). Print photo for circulation, distribute to floors.
- Remain in communication with Scene Coordinator, confirm “Code Yellow” status and briefings.

- Confirm status of search via two-way radio with each Unit Communications person.
- Proceed to complete a Missing Resident Report as per Resident Care Manual procedure (0401-03-58) (a). A copy of the report form has been filed in Pine Lodge filing cabinet.
- As per the Homes Administration Manual Policy # 0202-12-01 "Critical Incident Reporting", if applicable given the type of incident advise the Ministry of Health LTC Division of the issue within the time frame stated. Also for reference see Section 7.1.19. of this Code procedure.
- If the situation elevates proceed with "Elevation of Code Yellow" steps.

Elevation of Code Yellow (if after completing building interior and exterior search and resident is still missing) proceed to;

- If resident not found and thorough interior/exterior search exhausted complete a page advising staff that resident is still missing (Code Yellow still in effect), be on alert for resident, return to normal duties while the search is being extended.
- Contact Brockville City Police. call 911. Provide resident details and provide photo. Consider contacting other agencies e.g. City of Brockville 613.342.8772 Ext 8225 -Transportation OR 613.498.1362.
- As designated on the Pine Lodge Nursing Assignment Sheet have staff member meet them at the front door.
- Contact the Manager on Call, advise as to the status of the situation. In consultation with the Incident Commander the Manager on Call will proceed to activate the establishment of the Emergency Operations Control Group. Membership as per Appendix A-2, contact information as per Administration Fan-Out Appendix B-1.
- Contact Resident's family or responsible person.
- Communicate with emergency responders and the E.O.C.G for support and guidance.
- Relinquish the role of Incident Commander upon request via the authority of the E.O.C.G. or local authority having jurisdiction.

Once Resident Found - All Clear:

- Coordinate with Scene Coordinator an assessment of the resident's condition with necessary follow up.
- After having been found proceed to page twice the following;

"Code Yellow (resident's name) all clear"
- Notify all other parties.
- Complete reporting notification and documentation as outlined in the procedure.

7.1.3 DUTIES OF SCENE COORDINATOR

- Designated Second Floor Registered Nurse/designate to act as Scene Coordinator.
- At Second Floor Spruce Lodge Nurse Station put on green vest, pick up two-way radio, turn on and ensure on channel one, pick up floor plan then report to residents home unit.

- At the scene acquire resident description, advise Incident Commander of description.
- Proceed to coordinate thorough search of the area and direct unit staff.
- Assign 1 staff from unit where resident is missing to search local exterior of property and 1 staff from adjacent unit to assist. Have them take Unit Communications radio with them to assist with communications - channel one.
- If you locate the resident advise the "Incident Commander".
- As developments occur brief the Incident Commander via the two-way radio. If two way radio is not operable delegate a runner to send information back to the Incident Commander.
- After a thorough search of the resident's home unit and the resident is not found at each home unit confirm with Unit Communications person status of their search. If not found advise each unit to repeat search.
- After regular business hours with another staff search the basement.
- After completing and confirming building interior and exterior grounds search and resident not found advise Incident Commander to proceed with "Elevation of Code Yellow" procedures.

All Clear; once resident is found:

- Once the resident has been found;
 - Ensure medical assessment of resident has been completed, advise incident commander of the residents status.
 - Via the two-way radio notify the Incident Commander, advise to page a "Code Yellow All Clear".
 - Return emergency green vest, two-way radio back to their original locations.
 - Work with Incident Commander to complete reporting requirements.

7.1.4 DUTIES OF UNIT COMMUNICATIONS ; DESIGNATED PERSON - AT EACH RHA

- Immediately go to the Nurse Station, retrieve two way radio, turn on and ensure on channel one, put on an Emergency Responder red vest.
- Complete and provide direction to unit staff in coordinating and conducting an organized and systematic search of your home unit.
- If Scene Coordinator on your unit brief scene coordinator of steps and actions taken. Work with Scene Coordinator to ensure a systematic search has been conducted.
- If resident found immediately advise Incident Commander/Scene Coordinator via two-way radio.

7.1.5 ALL STAFF – WHEN YOU HEAR THE PAGE

Immediately;

- Immediately conduct and assist in a systematic organized search of your area/department.
- Listen to further overhead voice communication system pages for further information and or instruction.
- Complete described respective departmental responsibilities.

- Staff who are away from their work area/unit are to immediately return to assigned work area and assist with required search response.
- If incident occurs near end of shift staff must have supervisor's authorization to leave.
- Do not use the telephone's unless it is extremely urgent or required for Code Yellow procedures.
- Follow the instructions of those responsible for directing emergency response.
- If resident is found notify the Incident Commander Ext 4207 or Scene Coordinator Ext 4211.

REMEMBER: STAY ALERT FOR INSTRUCTIONS

The "Code Yellow" remains in effect until "Code Yellow All Clear" page is made.

SEARCH GUIDELINES TO INCLUDE;

- Complete a comprehensive systematic and coordinated search of your area, including locked rooms.
- Check behind doors, under beds, stairwells and locations out of normal line of sight.
- During search ask others if resident has been seen.

7.1.6 LEADERSHIP TEAM RESPONSIBILITIES

During Regular Business Hours; The following Leadership Team members are to report to the residents home unit; Administrator, Director of Care, Director of Support Services, Environmental Services Manager.

The first Leadership Team member to arrive is to dialogue with the Scene Coordinator. As required and as the response measures elevate assume the role of Scene Coordinator.

Other Leadership Team Responsibilities:

Assistant Director of Care; Report to area of responsibility, liaise with unit communications person, provide assistance as required.

Activation Coordinator; Report to First Floor Central Therapy, complete a search of the area.

Business Office Manager; Retrieve two-way radio, turn on and ensure on channel one. Complete search of the Business Office/Town Square area. Remain alert for further instruction, as required communicate with Incident Commander/Scene Coordinator.

Dietary Services Manager; Kitchen/Basement Area; complete a search of the area.

Manager on Call; As the emergency elevates (if after hours) the Manager on Call will receive a call from the Incident Commander. The Incident Commander will advise the Manager on Call of the status of the "Code Yellow". In consultation with the Incident Commander the Manager on Call to ensure completion of appropriate search and reporting requirements, that all

appropriate first responders have been called, and proceed as required to activate the establishment of the Emergency Operations Control Group. Membership as per Appendix A-2, contact information as per Administration Fan-Out Appendix B-1.

As required assist in printing off coloured photos of missing resident, if requested assist in coordination of sending electronic photo of resident to O.P.P.

7.1.7 ACTIVATION/HAIRDRESSER RESPONSIBILITIES

- Check all rooms on first floor Therapy/Hairdresser area.
- Staff assigned to work within a resident home area report to the nursing station at your designated work area and assist with search.
- If resident is found notify the Incident Commander Ext 4207 or Scene Coordinator Ext 4211.

7.1.8 BUSINESS/NURSING ADMINISTRATION OFFICE STAFF RESPONSIBILITIES

- One member of the office staff to man phone system.
- One member to go to the main entrance to ensure missing resident does not leave, also complete a visual outside inspection of the front entrance area.
- One member to check rooms on main floor, town square area.
- Other Nursing Office Specific Responsibilities;
Check all rooms in Nursing Office Administration area on first floor.
- If resident is found notify the Incident Commander Ext 4207 or Scene Coordinator Ext 4211.

7.1.9 ENVIRONMENTAL SERVICES STAFF RESPONSIBILITIES

- Staff assigned to work within a resident home area assist with search on the unit.
- Staff working in other areas assist with search in the area working.
- If resident is found notify the Incident Commander Ext 4207 or Scene Coordinator Ext 4211.

7.1.10 KITCHEN/DIETARY SERVICES STAFF RESPONSIBILITIES

- Staff assigned to work within a resident home area, assist with search on the unit.
- Staff assigned to the basement kitchen area conduct a search of the area.
- If resident is found notify the Incident Commander Ext 4207 or Scene Coordinator Ext 4211.

7.1.11 MAINTENANCE STAFF RESPONSIBILITIES

- Pick up two way radio, turn on and ensure on channel one.
- Maintenance staff on site proceed to coordinate and conduct an organized search of the basement.
- Coordinate and conduct external search of the grounds.
- Confirm search status with Scene Coordinator/Incident Commander.
- If resident is found notify the Incident Commander Ext 4207 or Scene Coordinator Ext 4211 or via two-way radio.

7.1.12 NURSING STAFF RESPONSIBILITIES

- When a resident is suspected of missing, conduct an organized and systematic search of the unit, check the "Leave of Absence" log book to determine if resident has left the building.
- If resident is still missing notify the unit Registered staff who will then, for implementation of "Code Yellow" procedure, notify First Floor Registered Nurse, "Incident Commander".
- Once Code Yellow paged all units conduct an organized and systematic search of the home units.
- If resident is found notify the Incident Commander Ext 4207 or Scene Coordinator Ext 4211.

7.1.13 STOREKEEPER RESPONSIBILITIES

- Conduct a search of the basement stores area, proceed to assist Maintenance with the search of the basement.
- If resident is found notify the Incident Commander Ext 4207 or Scene Coordinator Ext 4211.

7.1.14 OTHER GENERAL INSTRUCTIONS

- When "Code Yellow" paged all rest and meal periods will be suspended until normal operations can be resumed, immediately return to assigned work areas and complete department specific duties.
- If incident occurs near end of shift staff must have supervisor's authorization to leave.
- Be attentive to instructions given over the public address system.

7.1.15 AUXILLIARY VOLUNTEER RESPONSIBILITIES

- Conduct an organized search of the area you are in.
- If resident is found notify the Incident Commander Ext 4207 or Scene Coordinator Ext 4211.

7.1.16 SECURITY OFFICER RESPONSIBILITIES

- Proceed to the main entrance of the building, ensure missing resident does not leave, also complete a outside front entrance area search for the resident.
- If resident is found notify the Incident Commander Ext 4207 or Scene Coordinator Ext 4211.

7.1.17 EMERGENCY OPERATIONS CONTROL GROUP

- When a call has been received of a "Code Yellow" situation the E.O.C.G members are to report to the facility.
- Follow the guidelines for the establishment and activities for the E.O.C.G as outlined in Section One.

7.1.18 ACTIVATING THE TELEPHONE FAN OUT PERSONNEL POOL/ALERTING PROCESS

- If activation is required refer to Emergency Plan- Section Two; Activation of an Emergency; Section 2.1.4 - Telephone Fan Out Personnel Pool /Alerting Process.

7.1.19 INCIDENT DOCUMENTATION AND REPORTING

- As per the Homes Administration Manual Policy # 0202-12-01 "Critical Incident Reporting", given the type of incident advise the Ministry of Health LTC Division of the issue within the time frame stated.
- In all cases complete a Missing Resident Report - Resident Care Manual procedure (0401-03-58) (a). A copy of the report has been filed at Pine Lodge filing cabinet. Copy to be forwarded to the Director of Care/Administrator within 24 hours or if as per the Long-Term Care Homes Act, 2007-O.Reg 79/10 Section 107 criteria as described above during the incident /and or immediately following the incident. A copy is to remain with the resident file.
- Document incident on the Resident Progress Notes.
- Document any safety precautions implemented to prevent reoccurrence and update care plan.
- Critical Incident Report is to be sent to the Ministry of Health by the Assistant Director of Care or Director of Care.
- Any Resident who demonstrates wandering behaviour should wear a wandergaurd bracelet.