

St. Joseph's Care Group
Hogarth Riverview Manor & Behaviour Science Centre
300 Lillie Street North
Thunder Bay, Ontario
P7C 4Y7
Long Term Care Facility

CODE YELLOW - MISSING RESIDENT

CODE YELLOW- is the designated code word to clearly communicate to all staff that a resident is wandering / missing and prepare staff to respond appropriately to the situation.

REPORTABLE INCIDENTS - All employees are expected to be aware of what is a reportable incident of a missing resident. A missing resident incident is reportable when caregivers of a specific unit/program do not know the whereabouts of a client and there is no written communication to indicate the client may be elsewhere (i.e. an outing).

FIRST RESPONSE WHERE INCIDENT OCCURS - The first employee discovering and confirming a missing Resident is responsible for coordinating the unit/department search.

MARQUEE WANDER SYSTEM - A Marquee system is installed in Hogarth Riverview Manor to ensure the safety of residents who wear an alert band and requires supervision from the staff of HRM.

In order to prevent a code yellow from occurring, staff must immediately respond once alerted of the marquee system activation by an at-risk resident. Redirect the resident away from the exit.

FIRST RESPONSE WHERE INCIDENT OCCURS

Staff who discovers and confirms that a resident is missing is responsible for initiating the search beginning with Stage 1, continuing to Stage 2 and then to Stage 3 (as necessary).

HOW TO INITIATE CODE YELLOW

STAGE 1 – AREA SEARCH

1. Search the resident's room and all accessible areas of the home area. (For example, bathrooms, den, spa room, etc.). Utilize the floor plan if necessary. Staff must not leave their home area to search for resident, unless discussed or advised by the charged nurse.
2. Review the LOA binder to determine if signed out by family.
3. If the resident is found on home area, do not proceed to stage 2

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STAGE 2 - FACILITY WIDE NOTIFICATION AND SEARCH

1. **STAFF** who discovers the missing resident makes the overhead **ANNOUNCEMENT** by pressing [REDACTED] on the telephone key pad.
2. Attention all staff "**CODE YELLOW**" – **Location** (Floor - North or South) with a Description of missing resident.

Description **must not** include the resident name or describe any physical or emotional handicap.

Description should include:

Gender
Age
Hair Color
Clothing
General body build (small, medium, large)
Height (short, average, tall)
Distinguishing characteristics
Mobility (tab over) aides (i.e. wheelchair, crutches, etc.)

3. Charge nurse will contact Security to assist in setting up the command center in the Security Office to collaborate with co-workers findings.
4. RPN on each home area will access team station computer and upload the photo of missing resident from the med-e-care system.
5. All staff must conduct a thorough search of their work area for the described resident and **REPORT** findings to charge nurse in command center via portable radio channel #2 or send a runner.
6. Contact Security as required by pressing * [REDACTED] on the telephone key pad.
7. Once the missing resident is located, press [REDACTED] on the telephone pad and announce
 - a. **"Code Yellow All Clear"**
8. Ensure documentation of code yellow incident is complete. Residents, who have demonstrated as at-risk wandering resident. Ensure to identify in the following manner.
 - The RPN updates the resident care plan.
 - A notation to alert all staff on changes on providing care as per updated care plan.
 - RPN performs a thorough medical assessment of the resident.
 - Patient Safety Report must be completed and submitted regardless if the resident is found.
 - Arrange and attend a debriefing meeting.

****If unable to locate missing resident proceed to stage 3.****

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STAGE 3 - BEYOND THE FACILITY NOTIFICATION AND SEARCH

Charge nurse notifies Leadership Team @ [REDACTED]

- Leadership Team member will collaborate with charge nurse in the command center.
- Contact security to review video surveillance as trained.
- Contact family member to ensure resident is not with them.
- Call 911 to contact Police.
- Gather information relating to the resident's description, photo ID, video surveillance footage for police if notified.
- Document all actions taken.

RESPONSIBILITIES OF MANAGEMENT

- Communicate any information regarding the incident to Leadership @ 625-0667.
- Collaborate with the charge nurse in the command centre and Security.
- Arrange for critical stress debriefing and follow up counselling for staff as needed.
- Ensure documentation of all actions & decisions taken is completed.
- Submit completed Emergency Code Audit Form and forward to Occ Safety. Form is located on the iNtranet under Emergency Preparedness – Emergency Information.

RESPONSE IN THE HOME AREAS

Upon hearing Code Yellow announcement all staff must:

- Initiate and conduct a thorough search of their immediate work area for the described resident, **report** findings to the command center via portable radio channel #2 or send a runner.
- Follow the direction of the charge nurse.
- Remain alert until the “**Code Yellow All Clear**” is announced
- Attend debriefing meetings as required.

RESPONSIBILITIES OF SECURITY

Press *123 for Security assistance after 11pm:

- Immediately and simultaneously activate a search of the entire facility both interior and exterior
- Searched areas will be checked off on the floor map.
- Know the electronic security safeguards i.e. **the marquee system**
- Manage crowd control.

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- Whenever an alarm is sounded, an immediate investigation to determine the cause of the sounding alarm must be conducted, verify that no high risk resident is leaving the home area/facility.
- Collaborate with charge nurse to silence and reset **the marquee system**.
- Investigate and document incident details.
- Attend a debriefing meeting as required

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