



ST. JOSEPH'S CARE GROUP

Code Yellow – Missing Client/Resident

POLICY

Number: **AD-06-193**

Manual: Global Administrative Manual

Approval Date: May 26, 2023

Section in Manual: Risk Management

Approved by: Leadership Quality, Safety & Risk Committee

Cross References: *Emergency/ Disaster Incident Management System (IMS) Response AD-06-225*

Purpose

The purpose of this policy is to provide instruction to locate a missing client or resident of a SJCG facility.

Policy Statement

St. Joseph's Care Group is committed to client safety. All staff will review the Code Yellow policy on an annual basis to ensure they are aware of their responsibilities in the event of a missing client.

Scope

This policy applies to any situation where a SJCG client or resident's location is unknown to staff. For staff who work in the Mental Health Rehabilitation at St. Joseph's Hospital, please refer to the "Mental Health Rehabilitation Procedure" section of this policy.

Definitions

Code Yellow – the designated word to clearly communicate that there is a missing client/resident and a facility-wide search is to be initiated.

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Incident Management System (IMS) – standardized and coordinated approach to emergency management

Procedure

For employees of Mental Health Rehabilitation, proceed to the “Mental Health Rehabilitation Procedure” section of this policy.

FIRST RESPONSE WHERE EMERGENCY OCCURS

1. The first employee to discover and confirm that a client or resident is missing is responsible for initiating the Code Yellow search stages.

STAGE 1 – UNIT/DEPARTMENT NOTIFICATION AND SEARCH

1. Search the client/resident’s room and all accessible areas of the unit/department (e.g. bathrooms). Utilize a floor plan or fire map if necessary.
2. Page client to return to unit – “First name, last initial – Return to your unit” (SJH only).
3. Review LOA binder to determine if client/resident has been signed out by family (if applicable).
4. Attempt to contact client through all available phone numbers, and notify substitute decision maker and/or next of kin (if applicable).
5. Notify unit Manager and site security with a description of missing client/resident.

STAGE 2 – FACILITY WIDE NOTIFICATION AND SEARCH

1. Announce “**Code Yellow – Location – Description**” three times following the site’s overhead paging or communication procedure. A Code Yellow announcement directs all staff to search their unit/departments for the missing client/resident.
2. **Description includes:**
Age, gender (F/M/Unknown), general body build, height, hair colour, clothing (last seen wearing), mobility aids
3. Complete any necessary SJCG missing client/resident documentation.

4. If the missing client is located during the facility wide search, the staff who initiated the Code Yellow will announce **“Code Yellow – Location – All Clear”** three times.

STAGE 3 – BEYOND THE FACILITY NOTIFICATION AND SEARCH

1. Manager/designate in consultation with the client/resident’s attending physician, and/or on-call attending physician will make the decision to call 9-911.
2. Manager/designate will notify Leadership on-call at 625-0667.
3. Follow direction of police and continue at this stage until the client/resident is located.

Mental Health Rehabilitation Program - Code Yellow Procedure

INVOLUNTARY CLIENT

Staff from the missing client’s unit will carry out the steps below upon discovering a missing client:

1. Announce **“Code Yellow – Location - Description”** three times following the overhead paging procedure.
2. Conduct a search of the site grounds.
3. Complete a Form 9 and have it signed by Officer in Charge.
4. Complete both pages of Missing Patient/Unauthorized Absence Report.
5. Fax a copy of the Form 9 and Missing Patient Report to the Police at 625-6502.
6. Call Police at 684-1200 to obtain Incident # and confirm the Form 9 has been received.
7. Send the original Form 9 and white copy of Missing Patient Report (in an envelope) to switchboard for pick up by Police.
8. Manager/designate will notify family members and attending physician/duty doctor.
9. Continue at this stage until client is located.

10. Announce **“Code Yellow – Location – All Clear”** three times.

VOLUNTARY CLIENT

1. Announce **“Code Yellow – Location - Description”** three times following the overhead paging procedure.
2. Manager/designate will notify family members and attending physician/duty doctor.
3. Police will be notified at the discretion of the Manager/designate.
4. Manager/designate will notify Leadership on-call if required.
5. Staff or Manager/designate will complete both pages of the Missing Patient/Unauthorized Absence Report.
6. Continue at this stage until the client is located.
7. Announce **“Code Yellow – Location – All Clear”** three times.

Roles & Responsibilities

STAFF OF OTHER UNITS/ DEPARTMENTS

1. Upon hearing the Code Yellow announcement, conduct a search of your unit/ department.
2. If the person is on your unit/ department, call the missing client/resident’s unit to notify the staff.
3. If the missing client/ resident is not on your unit/ department, resume normal duties and continue to monitor the area until the Code Yellow is all clear.

SECURITY (IF APPLICABLE)

1. Upon hearing the Code Yellow announcement, review facility security cameras for missing client/ resident.
2. Conduct of search of the facility and continue to monitor all areas and cameras until the Code yellow is all clear.
3. If the missing client/ resident is found, notify their unit staff and assist in escorting the client/ resident back to their unit if required.

Education & Training

1. All employees are required to complete the Fire Safety & Emergency Code LMS module once per year.
2. Managers are required to ensure that employees review the corporate emergency code policies and emergency site sub-plans at least annually.

References

OHA Emergency Management Toolkit,