



Lakeland Long Term Care

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| Distribution: Emergency Response Manual | Page: 1 of 9 |
| Section: | Policy Name: Code Yellow |
| Reviewed by: April 11, 2022 by Andrea Lee | Date of Original Issue: December 1, 2010 |
| Issued by: Steve White | Date of Last Revision: January 7, 2019 |

1.0 POLICY STATEMENT

The safety of all residents is the responsibility of every staff member, physician and volunteer. Any situation in which a resident is, or may be considered to be missing, must be reported immediately to the Registered Practical Nurse (RPN) or Nurse Manager (NM) on the resident's home area.

2.0 PURPOSE

To have ready a planned, coordinated effort in the event that a resident goes missing from Lakeland Long Term Care (LLTC).

3.0 PROCEDURE

3.1 The Missing Resident Search Procedure will be implemented when:

1. A resident is thought to be missing but no exit alarm has sounded.
2. An exit alarm sounds, or staff are searching the immediate surroundings, where a resident may be missing.

3.1.1 Resident is Presumed Missing:

- The NM is to be contacted immediately. The NM has the overall responsibility for the implementation of the Missing Resident Search Procedures unless a member of Senior Leadership is on site.
- Staff will search the home area where the missing resident resides using the *Missing Resident Checklist (Appendix A)*, including the den, family room, shower room, dining room, storage rooms, living room, co-residents rooms, under the bed and in all bathrooms on the unit.
- The NM will notify switchboard at the West Parry Sound Health Centre (WPSHC) (ext. 3333) and instruct the operator to page **CODE YELLOW** for Lakeland **ONLY**.
- Staff on all home areas will search for the missing resident and report to the NM, using the *Home Area Checklist (Appendix B)*.
- The NM or RPN on the unit will review the camera footage of all the exit doors from the last time the resident was seen, to the point that the resident was reported missing, to determine if the resident left the building.
- In the event that the resident is seen on camera leaving a specific door, the NM will print a picture, which identifies the door the resident used, the time the resident left, and what the resident was wearing. A copy of the picture will be given to security and the Ontario Provincial Police (OPP) if needed. (See camera instructions 4.0).



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3.2 Left the Building through the Front Door

- The NM will coordinate a search of the immediate grounds using all available staff within the home, leaving sufficient staff in the building to safely supervise remaining residents.
- The NM will utilize the *Nurse Manager Search Form (Appendix C)*.
- The NM will determine how many staff can conduct the search and how many staff must remain in the building to ensure all other residents are safe.
- The Code Yellow – Resident Photo Album is located in the Boardroom on top of the Emergency Box (Enter boardroom through Lake Rosseau hallway if boardroom is locked). The binder contains pictures of all residents in the building. Security and staff conducting the search will be provided a copy of the resident's picture from the Code Yellow – Resident Photo Album, will be shown a picture from the camera that identifies what the resident was wearing when he/she left the building, and will be advised by the NM of the resident's general cognitive and physical state.
- Staff who are leaving the building to conduct the search are to take *their cell phones* (or borrow a cell phone from staff not involved in the search); *leaving their cell phone numbers at the Information Station* so they can be contacted when the resident is found.

3.3 Left the Building through to the West Parry Sound Health Centre (WPSHC)

- If camera footage shows the resident exiting Lakeland to the WPSHC, the NM will contact switchboard to call a general **CODE YELLOW** asking WPSHC staff to search the health centre.

3.4 Additional Action Required

- RPN will notify the resident's family and ask if they know of the resident's whereabouts.
- The NM or an RPN will notify the Manager-On-Call, who will notify the Administrator.
- If the resident is not found, the OPP will be notified on the direction of the Administrator/ designate. The OPP will be given :
 - o A picture of the resident from camera footage and the Code Yellow – Resident Photo Album;
 - o The resident's general medical condition; provided by the NM;
 - o A description of the resident's cognitive and physical abilities; provided by the NM.
- If necessary, Lakeland's boardroom will become the Search Command Post, and with the OPP's direction, staff and volunteers will be assigned to specific search areas.
- The Ministry of Health Compliance Office will be notified by the Administrator/designate.



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4.0 WHEN A RESIDENT IS FOUND

4.1 When the resident is found the NM, Administrator/ designate will:

1. Make an announcement that the resident has been found and that the search is cancelled.
2. Immediately assess the resident's condition and contact the physician for direction, or send the resident to the WPSHC emergency room if required.
3. Notify the resident's family/POA, WPSHC security, and those shown on the checklist (Code Yellow: Appendix A)
4. Will conduct a debriefing to discover what happened and determine necessary steps to prevent a reoccurrence.
5. Notify the Ministry of Health Compliance Office the resident has been found

4.0 CAMARA INSTRUCTIONS

- 1) Lakeland shortcuts on main screen
- 2) Click on "cameras"
- 3) Enter Username: icuserltc
Password: Lakeland123
- 4) Once on screen click on "recordings"
- 5) Date Range – click on From/To enter date
- 6) Select camera – click
- 7) Screen will appear with boxes
click on appropriate box
- 8) Watch video – pause at resident
- 9) Hit camera button
- 10) Will download image to bottom on screen
- 11) Click on it
- 12) Will come on screen
- 13) Hit Print

5.0 APPENDIX



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- Appendix A (Missing Resident Checklist)
- Appendix B (Home Area Checklist)
- Appendix C (Nurse Manager Search Form)

APPENDIX A – MISSING RESIDENT CHECKLIST

When notified that a resident is missing on your Home Area, please follow these steps:

- o Gather available care team in information centre/conference room to communicate with team.
- o Complete sweep on home area.
- o RPN to review cameras to see if the resident has left the home area (Lake Rosseau only).
- o Once the sweep has been completed, RPN to contact NM who will initiate a Code Yellow.

At this point, the Nurse Manager will inform you where to send available staff to continue the sweep.

APPENDIX B – HOME AREA CHECKLIST



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When a Code Yellow is announced over the paging system these steps are to be followed:

- o Care Team meet in the information centre to get direction from the RPN.
- o Personal Support Workers (PSW) to conduct a sweep of their team's rooms, checking under beds, closets, hiding spots, etc.
- o RPN's to conduct a sweep of the storage rooms and common areas.
- o RPN to direct Housekeeping/Dietary to complete a search of the dinning rooms and serveries.
- o Once all clear, care team to meet back at the information centre and report to RPN and NM.
- o RPN to call NM with report once the sweep is complete.

At this point, the Nurse Manager will inform you where to send available staff to continue the sweep.



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Resident Name: _____

Last Seen: _____

Date: _____

Physical Description:

Photography Available: YES NO

Description given to home areas: YES NO

Photograph given to security YES NO

Areas to Search: _____

| | Search Complete d | | Search Complete d |
|-------------------------------|-------------------------|------------------------------|-------------------------|
| Magnetawan Home Area | _____ | Elevators | _____ |
| Lake Rosseau Home Area | _____ | Administration Office | _____ |
| Georgian Bay Home Area | _____ | Boardroom | _____ |
| Snug Harbour Home Area | _____ | Stairwells | _____ |
| Frist Floor Bathrooms | _____ | Café | _____ |
| Second Floor Bathrooms | _____ | Court Yard | _____ |
| Celebration Room | _____ | Hospital Areas | _____ |
| Wellness Centre | _____ | Hair Salon | _____ |
| Nursing/Social Service Office | _____ | Dietary/ Housekeeping Office | _____ |

Resident Found

Location Found: _____

Time: _____

Search Complete – Resident not found and confirmed missing:

Time: _____

Notification:

Time:

Notified By:



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Missing Resident

| | | |
|------------------------------------|-------|-------|
| Administrator | _____ | _____ |
| Chief Administrative Officer (CEO) | _____ | _____ |
| Director of Care | _____ | _____ |
| Police | _____ | _____ |
| Family | _____ | _____ |
| Physician | _____ | _____ |
| Ministry of Health | _____ | _____ |

Policy Notification: **YES** **NO** Time _____

Name of Officer: _____ Badge Number: _____

Next of Kin:

Called: **YES** **NO** Time: _____

Name: _____ Relationship: _____

Address: _____

Telephone: _____

Assessment of Resident's Condition when found:



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Physician is Orders Received:

**Notification:
Resident Found**

Time:

Notified By:

Administrator

CEO

Director of Care

Police

Family

Physician

Ministry of Health

Safety Precautions to prevent re-occurrence:

Incident Report Documented:

YES

NO



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Charting Completed:

YES

NO

Signature: Nurse Manager

Date: