

1.0 Outline

CODE YELLOW

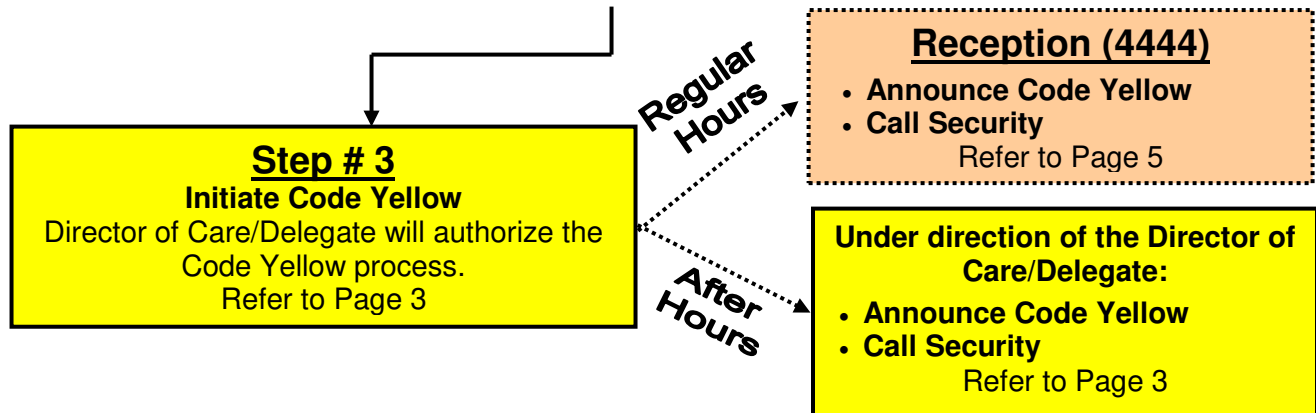
(Missing Person)

If You Discover a Resident Missing

Step # 1
Conduct a Search – Check your immediate area. Include any locked areas
Refer to Page 3

Step # 2
Alert the adjacent Home areas and the Director of Care/Delegate

If Resident Not Located



Upon Hearing a Code Yellow

All Home Personnel
All Home personnel conduct an immediate search of their area for the missing resident.
Refer to Page 3

Report
Contact Incident Command Centre – advise if resident is observed

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2.0 General Overview

2.1. Code to be used in case of a missing person

A resident being discovered missing from a designated Resident Home Area or Adult Day Program without proper leave, or has failed to return from a scheduled outing.

Although this procedure will refer to “residents” throughout, this plan is not limited to residents; it may be used to search for missing residents, staff, volunteers, visitors, contractors, etc.

2.2. Authority to declare

Any staff member that is aware of a resident missing from a Resident Home Area or Adult Day Program without leave, or a person that cannot be found and there is concern for his or her well-being, is authorized to activate a Code Yellow.

2.3. Measures to prevent a missing resident

- All staff share the responsibility of preventing residents from going missing and to return such residents to their Resident Home Area or Adult Day Program should they be discovered missing.
- Direct resident care personnel will ensure that all residents who are at risk to wander, or leave the Home without notice, are reported in accordance with policy, such that appropriate preventative measures may be considered and implemented.

2.4. Definitions

Limited Search

Involves searching all rooms in the immediate area the resident was last seen as well as common areas. This does not involve opening mechanical rooms or locked areas.

Comprehensive Search

Search Teams are directed to search every area of the Home. This is an in-depth search including utility closets, mechanical rooms, and other areas that are normally kept locked. Areas searched are documented and reported back to the Incident Command Centre.

Search Teams

The Search Teams will be used if a Comprehensive Search is required in searching for the resident. During normal hours the Search Team will consist of:

- Director of Care (DOC)/Delegate¹ (Incident Commander)
- One Code-assigned member from:
 - Activities
 - 6 Resident Home Areas
 - Housekeeping
 - Dietary
 - Maintenance
 - Restorative Care

¹Delegate is the next level of authority. In this case it would be the Nurse-in-Charge.

- Adult Day Program
- Administrative Staff

After hours, the Incident Commander will determine who is on the Search Teams to search for the missing person. Typically, this will consist of available staff from each Resident Home Area and a Security Officer.

2.5. Incident Command Centre

Upon receiving notice of a comprehensive search the Director of Care/Delegate² will immediately establish an Incident Command Centre³ at the Sydenham 2 South Boardroom. Director of Care/Delegate will assume command and coordinate the response activities from the Incident Command Centre. The person acting as the Incident Commander must be prepared to transfer command to a higher authority (e.g. Senior Administration), or apply unified command⁴.

² "Delegate" is defined as the next level of appointed authority. In this case, it would be the Nurse-in-Charge.

³ "Incident Command Centre" is a centrally located space available to coordinate and manage resources. "Incident Command" reports to the Home Emergency Operations Centre (if active).

⁴ "Unified Command" is a team effort which allows all departments/agencies with responsibility for the incident, to jointly provide management direction to an incident through a common set of incident objectives and strategies established at the command level.

3.0 Response & Recovery – All Staff

Response

3.1. Upon discovery that a resident⁵ is missing

- If the resident is not visible on the Resident Home Area (RHA) or Adult Day Program, immediately conduct a preliminary search of the immediate and adjacent areas, quickly checking **all rooms** in those areas
- Verify that the resident is not at an activity, out with a family member, or on a scheduled outing by checking the sign-out book/board and appointment calendar
- Question all staff where the resident was last seen
- Check with Activities Department; Hairdressing; Wellness Centre; Foot Care; and Dental Clinic

When Reception is On-Duty

- If the resident is not found in preliminary search of RHA, request the Director of Care/Delegate⁶ to instruct Reception to page resident to return to RHA.
- If resident does not return to the RHA, or 5 minutes has elapsed since the resident was noted missing, or there is a more urgent need, notify the Director of Care/Delegate and request permission to call Reception to page “Code Yellow” overhead
- The staff member most familiar with the resident will complete an “**Incident Person Description & Information Notice⁷**”, **attach a picture of the resident (if available)** and report to the Incident Command Centre

When Reception is Off-Duty

- If the resident is not found in preliminary search of RHA, contact Security (**613-548-2484**) to make an overhead announcement for the resident to return to his/her unit.
- If resident does not return to the RHA, or 5 minutes has elapsed since the resident was noted missing, or there is a more urgent need, call **4444** to have Security announce overhead “Code Yellow” (name of resident home area) three times.
- The staff member most familiar with the resident will complete an “**Incident Person Description & Information Notice**”, **attach a picture of the resident (if available)** and report to the Incident Command Centre

⁵ In the case of a missing employee, if that employee has a Security-SA/DV Safety Plan, the Safety Plan response will supersede that of the Code Yellow Response.

⁶ “Delegate” is defined as the next level of appointed authority. In this case, it would be the Nurse-in-Charge.

⁷ “Incident Person Description & Information Notice” is used to identify the missing resident and is located in the at the back of the Code Yellow section and in the Resources section of this manual.

3.2. Procedure if you hear a Code Yellow announced overhead

- Look around your immediate area for anyone that could be the missing resident**
- If you are in an Resident Home Area that is adjacent to (above, below, beside) the Code Yellow area conduct a preliminary search of the immediate area including all rooms that are not locked**
- RPN will instruct one staff member to stand at the Nursing Station corner to observe all movement onto the Resident Home Area until recovery from the code
- Observe and report to the Incident Command Centre anyone suspected of being the missing resident and:
 - Approach the resident and request them to stay with you until additional staff arrive
 - If you are able to persuade the resident to return to the Resident Home Area or Adult Day Program be sure to inform the Incident Command Centre right away
 - If the resident is being aggressive do not physically interfere with that person, continue to observe and have someone notify the Incident Command Centre

Housekeeping Staff:

- Upon hearing the announcement return to the Housekeeping office or contact your Manager/Supervisor to see if you are required to help in a comprehensive search

Recovery**3.3. Upon notification that the crisis has concluded**

- Upon hearing the “All Clear” resume normal operations
- If you are the initiator of the Code Yellow be prepared to provide a statement to the Incident Commander for reporting purposes
- Take appropriate precautions to prevent the resident from leaving the Resident Home Area or Adult Day Program

4.0 Response & Recovery – Reception

When the Receptionist is off duty, the Security Operations Centre Operator will complete the following job actions:

Response

4.1. Upon notification that a resident is missing

- Announce overhead the name of the missing resident to return to the name of the Resident Home Area or Adult Day Program

4.2. Upon notification of a Code Yellow

- Obtain a description of the missing resident from the caller
- Obtain location and contact number of the Incident Command Centre
- Announce overhead three times “**Code Yellow (Resident Home Area/Adult Day Program)**”

Notify:

- Director of Care/Delegate⁸, if not already aware
- Security Operations Centre (**3242 from Reception Console or 613-548-2484 from an external line**) – providing location and contact number for the Incident Command Centre – Also transfer Security to the Resident Home Area/Adult Day Program the person is missing from to obtain a detailed description of the individual
- If requested by the Incident Commander, contact the Kingston Police Department (**613-549-4660**) and request assistance with the search. Do not use the term “Code Yellow”, state “missing person” instead
- Announce overhead a description of the missing resident, under the direction of the Incident Commander

Recovery

4.3. Upon notification that the crisis has concluded

- Announce overhead three times, “**CODE YELLOW, ALL CLEAR**”

Notify:

- Director of Care/Delegate
- Security Operations Centre (**3242 from Reception Console or 613-548-2484 from an external line**)
- If requested by the Incident Commander, advise the Kingston Police Department (**613-549-4660**) that the crisis is over if they have been notified of the situation but have not arrived at the hospital

⁸ “Delegate” refers to the next level of appointed authority. In this case, the Nurse-in-Charge.

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5.0 Response & Recovery – Protection Services

Response

5.1. Upon receiving the Code Yellow notification

Security Operations Centre Operator

- If Reception is off duty refer to section **4.0 Reception** to complete the Receptionist's job actions
- Notify the Emergency Management on-call Manager
- If immediate Police involvement is required you will be notified by the Resident Home Area which, will provide:
 - Physical description of the resident including clothing worn
 - Reason to bring resident back (i.e. medical or emotional condition, dangerous to self or others, etc.)
 - Resident's and next of kin's address and phone number
 - Any other relevant information
 - Under the Mental Health Act of Ontario⁹, a Form 9 is required for Police to return residents to a health care facility if they are **involuntary**
- Notify the Police (**613-549-4660**) using the above information gathered from the Resident Home Area. Do not use the term "Code Yellow", state "missing person" instead
- Dispatch the Mobile Patrol Supervisor to assist with the Code Yellow response

Mobile Patrol Supervisor

- Obtain the description of the missing Resident from Security Operations Centre
- If available, pick up an Extra Rounds Officer to assist with the Comprehensive Search
- Conduct an external search of the surrounding area of Providence Manor by vehicle
- Proceed to the Incident Command Centre in the Sydenham 2 South Boardroom
- Obtain copies of the **Incident Person Description & Information Notice** to distribute to other Resident Home Area by Security Rounds Officer
- Provide Reception with a copy of the **Incident Person Description & Information Notice** for them to announce overhead, if authorized
- After assessment of the situation additional officers may be requested as necessary
- Provide update reports to the Director of Care/Delegate

⁹ Section 28 (1) (b) of the Mental Health Act of Ontario

Recovery**5.2. Upon notification that the crisis has concluded****Security Operations Centre Operator**

- Emergency Management On-Call Person, if not already aware
- Mobile Patrol Supervisor, if not already aware
- Notify the Police (**613-549-4660**) to tell them the missing person has been located

Mobile Patrol Supervisor

- Notify Security Operations Centre, if not already aware
- Conduct a debriefing with involved Security staff
- Ensure a comprehensive incident report is filed immediately
- Resume normal duties

6.0 Response & Recovery – Incident Command Centre

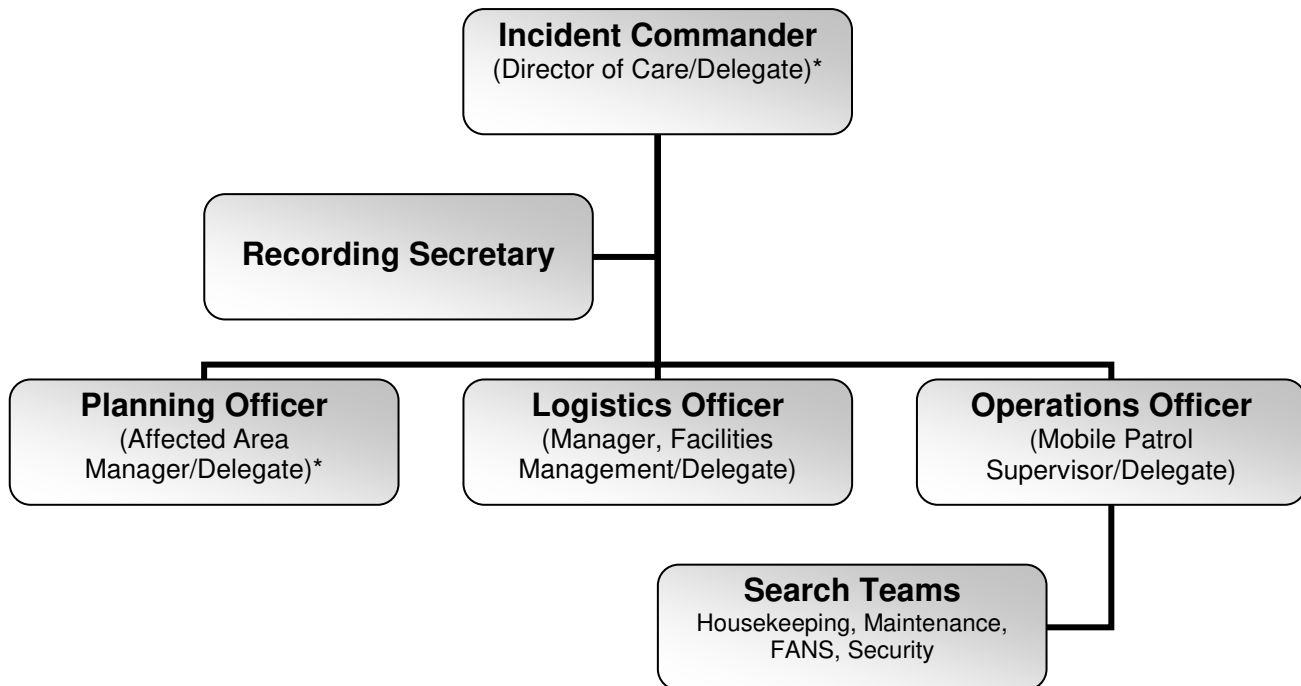
Response

After hours, the Assistant Director of Care or Nurse-in-Charge will assume the role of Incident Commander with the assistance of Security until relieved by the Director of Care/Delegate or a Representative of Protection Services

6.1. Upon determining the need for a comprehensive search

- The Director of Care/Delegate or a Representative of Protection Services¹⁰ will assume command as the Incident Commander and will:
 - Establish the Incident Command Centre (Sydenham 2 Boardroom) and initiate the Incident Management System
 - Ensure that Reception or Security Operations Centre personnel are aware of the location and contact number for the Incident Command Centre
 - Ensure that Reception or Security Operations Centre have announced “Code Yellow” overhead

Incident Management System



¹⁰ Representative may be, but is not limited to: Director of Protection Services; Manager of Emergency Management, Parking & Security Operations Centre; Manager of Security & Life Safety; Mobile Patrol Supervisor.

*Delegate” is the next level of (appointed) authority; in this case the Nurse-in-Charge.

Incident Commander – Director of Care/Delegate

- Establish the Incident Command Centre (ICC)
- Ensure that Reception (when on duty) or Security Operations Centre (when Reception is off duty) are aware of the location and contact number for the Incident Command Centre
- Ensure Administration is notified. (Administration On-Call after hours)
- Appoint the following positions, only if the regular assigned persons are not available
 - Planning Officer _____
 - Logistics Officer _____
 - Operations Officer _____
 - Recording Secretary _____
- Liaise with Director of Communications/Delegate concerning the need to provide internal and external information releases
- Receive status report from Affected Area Manager/Delegate. Discuss initial action plan with Incident Command Centre officers
- Be prepared to transfer command to a higher authority (e.g., Senior Administration/Administrator On-Call)
- Conduct regular business cycles, receiving updates from ICC members
- Prepare to provide a situational report to Senior Administration/Administrator On-Call
- Prepare to receive further calls from search teams
- Contact:
 - Police (**911**) providing resident's name and full description. Advise Police that a limited search is complete, and that a comprehensive search has been initiated
 - Resident's Power of Attorney
 - Resident's Physician
- Refer any media inquiries to the Providence Care Communications Office

Operations Officer - Mobile Patrol Supervisor/Delegate

- Provide a briefing to search teams, which shall include:
 - Reason for the search – The circumstances leading to the need for a search and the severity of the need to locate the individual
- Be prepared to coordinate Search Teams, including appointing Search Team Leaders
- Instruct Search Teams on proper use of search kits and provide contact information for the Incident Command Centre if they locate the missing resident
- Assign master keys, maps, check lists, and **Incident Person Description & Information Notices** to Search Teams

- Document on the **Search Team Distribution List** the names of those assigned an area to search
 - Regular business hours** Teams will include:
Code Assigned Staff from:
 - Activities
 - 6 Resident Home Areas
 - Housekeeping
 - Dietary
 - Maintenance
 - Restorative Care
 - Adult Day Program
 - Administrative Staff
 - After regular business when Housekeeping, Logistics and Nutrition (LAN) and/or Maintenance are on duty**, teams will include:
Code Assigned Staff from:
 - 6 Resident Home Areas
 - Housekeeping
 - Dietary
 - Maintenance
 - After regular business when Housekeeping, LAN and/or Maintenance are off duty**, teams will include:
Code Assigned Staff from:
 - 6 Resident Home Areas

Logistics Officer - Plant Maintenance Supervisor/Delegate

- Gather and prepare search team kits, including photo of the resident, if available
- Contact available staff to assist in the search
- Inventory search team kits upon their return
- Be prepared to provide provisions for the Incident Command Centre in the event of an extended emergency (i.e. food, etc.)

Planning Officer – Assistant Director of Care/Delegate¹¹

- Initiate the recall of off-duty staff via fan out to management team members, as required
- Ensure the continuation of resident care functions for the affected area
- Ensure the Administrator on-call has been notified
- Prepare for the termination of the emergency and any debriefing requirements

¹¹ “Delegate” is the next level of (appointed) authority, in this case the Nurse-in-Charge, or as appointed.

Recording Secretary

- Document the response actions within the Incident Command Centre

Recovery**6.2. Upon notification that the crisis has concluded****Incident Commander**

- When the resident returns to the Resident Home Area or Adult Day Program authorize Reception or Security Operations Centre to announce the “All Clear”
- If the resident has not returned to the Resident Home Area or Adult Day Program and after consultation with Police and Administration/Administration On-Call, determine whether the crisis has concluded, that it is safe to resume normal operations, and authorize Reception to announce the “All Clear”
- Arrange for a debriefing session with Incident Command Centre and involved staff
- Arrange for documentation including an Incident Report, Unusual Occurrence Report, and document in the record
- Notify:**
 - Police, if contacted previously
 - Ministry of Health and Long Term Care
 - Resident’s Power of Attorney
 - Resident’s Physician

Operations

- Release those involved in the search to return to their normal duties
- Participate in a debriefing session

Logistics

- Ensure the return and proper storage of all search kits
- Update maps, checklists and supplies in each search kit
- Participate in a debriefing session

Planning

- Assess the safety and security of the individual who was the subject of the search
- Advise the Incident Commander of the actions being taken to secure the individual
- Ensure that a comprehensive occurrence report is filed immediately
- Ensure that all documentation is collected for debrief preparation
- Participate in a debriefing session

Recording Secretary

- Document the recovery actions within the Incident Command Centre

7.0 Response & Recovery – Housekeeping/LAN/Maintenance/Search Teams

Response

Housekeeping and Maintenance

7.1. Upon receiving the Code Yellow announced overhead

- Report to your Manager to be accounted for in the event a comprehensive search is required

Search Teams

7.2. Upon receiving the Code Yellow comprehensive search notification from your supervisor

- Report to the Incident Command Centre (Sydenham 2 Boardroom) to assist in the possible search of the facility
- Await further instruction from the Incident Command Centre
- Prepare to be briefed on search criteria and search zones – you will be assigned a search kit
- Be aware of which search team leader you have been assigned

7.3. After receiving direction from the Incident Command Centre

- Under the direction of your search team leader, begin the search of your assigned zone
- Using the search team checklists, check off rooms searched, and rooms that you could not access
- Upon completion of searching your assigned area report back to the Incident Command Centre
- Observe and report to the Incident Command Centre anyone suspected of being the missing resident, but do not physically interfere with that person

Recovery

7.4. Upon notification that the crisis has concluded

- Collect all notes, maps, search kits and return to the Incident Command Centre for debriefing
- Return to normal duties

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8.0 Response & Recovery – Affected Area Manager/Delegate¹²

Response

8.1. Upon receiving the Code Yellow notification

- Report to the affected area
- Delegate command of the situation at the site to an appropriate staff member and proceed to the Incident Command Centre (Sydenham 2 Boardroom) to assume the role of Planning Officer
- Consult with the Attending Physician on appropriate course of action (i.e. comprehensive search, discharge resident, etc.)
- If immediate Police involvement is deemed necessary due to an imminent threat to the resident or others, request Security Operations Centre (**613-548-2484**), to notify the Police, providing:
 - Physical description of the resident including clothing worn
 - Reason to bring resident back (i.e. medical or emotional condition, dangerous to self or other, etc.)
 - Resident's and next of kin's address and phone number
 - Any specific individual(s) the resident has made threats about
 - Any other relevant information
 - Under the Mental Health Act of Ontario¹³, a Form 9 is required for Police to return residents to a health care facility if they are missing and they are **involuntary**

Nurse-in-Charge (after normal hours):

- If a comprehensive search is required and the Incident Command Centre has not yet been established, initiate it and assume Incident Commander role until the arrival of the Director of Care/Delegate or Representative of Protection Services¹⁴. Refer to Incident Command Centre 1.0 Upon Determining the Need for a Comprehensive Search – page 13**

Recovery

8.2. Upon notification that the crisis has concluded

- When the resident returns to the unit authorize Reception to announce the “All Clear”
- Take whatever necessary precautions to prevent the resident from leaving the unit
- If the resident has not returned to the unit and after consultation with Attending Physician, determine whether the crisis has concluded, that it is safe to resume normal operations,

¹² Delegate refers to the next level of appointed authority; in this case the Nurse-in-Charge.

¹³ Section 28 (1) (b) of the Mental Health Act of Ontario

¹⁴ Representative may be, but is not limited to; Director of Protection Services; Manager of Emergency Management, Parking and Security Operations Centre, Manager of Security & Life Safety or Mobile Patrol Supervisor.

in consultation with the Incident Commander, authorize the Reception to announce the “All Clear”

- Arrange for a debrief session between yourself and the Incident Command Centre
- Arrange for a debrief session with involved staff

9.0 Response & Recovery – PM Administrator/Delegate¹⁵

Response

9.1. Upon receiving the “Code Yellow” comprehensive search notification

- Prepare to receive situational report/briefing from the Incident Commander
- Consider whether there is a need to implement of Hospital’s Emergency Operations Centre (call back Executive team via fan out)

Recovery

9.2. Upon notification that the crisis has concluded

- Arrange for a debrief session between the Incident Command Centre and the Emergency Operations Centre (if activated)
- Arrange for a debrief session with the Director of Care/Delegate and the Affected Area Manager

¹⁵ Delegate refers to the next level of appointed authority; in this case, the Administrator on-call.

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10.0 Appendix A – Incident Person Description & Information Form

Obtain Resident picture from Code Yellow box to photocopy for search teams

ID details	Name:	
	DOB:	Registration #:
	Address:	
Description details	Physical	Complexion/skin tone:
		Sex:
		Age:
		Height:
		Build:
		Eyes:
		Hair:
		Facial hair:
		Tattoos:
	Other distinguishing features:	
	Accessories	Glasses:
		Jewelry:
		Carried items:
	Clothing	Headwear:
		Jacket:
		Shirt:
		Pants:
	Speech	Footwear:
		Language:
		Accent:
	Quality:	
Report completed by:	Name:	
	Position:	
	Date:	
	Time:	
	Signature:	
	Incident summary:	
Incident details (for Security use)	Date:	
	Time:	
	Incident #:	
	Incident type:	
	Incident summary:	

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