



**ADMINISTRATIVE MANUAL**  
*Policy & Procedure*

<b>Title:</b>	Code Yellow	<b>Number:</b>	AD 60-16
<b>Section:</b>	Quality & Risk Management	<b>Date Created:</b>	December 2011
<b>Sponsor:</b>	Director of Environmental Services	<b>Last Date Approved:</b>	July 23/12; June 23/15; June 9/16; April 13/20
<b>Author(s):</b>	Leadership Team	<b>Next Review Date:</b>	April 2023
<b>Distribution:</b>	All Staff	<b>Approval:</b>	Leadership Team

**STANDARD**

**DHW Long Term Care Facility Program Requirements, FINAL February 2019**

8.2 Systems and processes are in place to minimize risk to residents, staff, volunteers, visitors and the home.

3. Risk management processes that minimize risk to residents and staff are implemented. These include but are not limited to:

b) a process to direct staff in the event of a missing resident.

**Windsor Elms Village Guiding Principle:**

**SAFETY** is paramount. We keep each other safe so no one gets hurt. We intervene to prevent injury.

**RATIONALE**

**Eden Domain of Well-Being**

**SECURITY** – freedom from doubt, anxiety, or fear; safe, certain, assured; having privacy, dignity and respect.

To optimize the safety of the resident it is vital to respond immediately to a potential/actual resident elopement.

**POLICY**

All staff will respond to a potential or actual resident elopement.

Code Yellow is an internal alert for all staff of an actual or suspected elopement, which necessitates an immediate emergency response.

Eloperments do not always set off an egress door alarm signal.

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## PROCEDURE

(See also Appendix D: Code Yellow Quick Reference Checklist)

- CODE YELLOW - STAGE 1: INTERNAL SEARCH:** The Search Coordinator (Charge Nurse or Delegate) receiving a notification, of a missing resident, will take charge of the situation and will use discretion when determining the need for announcing Code Yellow Stage 1 as follows:

“Code Yellow, Stage 1: Jessie Smith Fundyview 1”

If resident is located, an overhead announcement will be made by the person who finds him/her:

“Code Yellow Stage 1 – Code Yellow Cancelled”

Staff in neighborhoods will use cameras to complement the search process as necessary.

*(To Use Overhead Pager: Pick up handset – hit page button – enter 00 – talk)*

- Search Coordinator will obtain radio from nursing offices.
- Will record times of events and action taken.
- Zone Wardens from each Household will obtain radio from nursing office and delegate:
- 1 CCA from each of the 2 unaffected neighbourhoods will obtain radios from nursing offices to search the Village Center. *(re-worded)*
- 1 CCA from each neighbourhood to obtain radio from nursing office to conduct external search if needed.
- When name of resident is ‘UNKNOWN’ the Zone Wardens will immediately take a census of all residents to determine who the missing resident is. Name of Resident will be communicated over the radio.
- Staff will move through the house to thoroughly search all resident rooms and washrooms, utility rooms, common rooms and garden areas to ensure the resident is not in the household.
- Search Coordinator will print & prepare Info to give to RCMP in the event resident is not located within 10 minutes (and 9-1-1 is called). See App A
- Search Coordinator will ask for completion of Stage 1 Internal Search, from the Zone Wardens.
2.  **CODE YELLOW – STAGE 2: EXTERNAL SEARCH:** By the Search Coordinator when it is suspected or confirmed that a resident has eloped and left the building. Overhead page giving the name of resident and exit door if known will be made.

“Code Yellow, Stage 2: Jessie Smith – Exit Door (432) by Chapel” OR

If resident or exit door is unknown,

“Code Yellow Stage 2 – Resident Unknown – Exit Door Unknown”

*(To Use Overhead Pager: Pick up handset – hit page button – enter 00 – talk)*

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- The Search Coordinator will direct an external search as follows:
    - Front door 430: 2 CCAs: SEARCH the front entrance, with one person turning right to staff parking to assist with parking lot search, and second person turning left to Meadowview entrance. (2 CCAs need to meet at Front Entrance before search can begin)
    - Each Neighborhood Exit: 1 CCA: PROCEED **left** to search perimeters of Bill Porter Drive, including staff parking lot, and return to their work areas after search of their assigned section is complete. (Osprey CCA will PROCEED right to search perimeters....)
  - All other staff will visually monitor exterior areas in their immediate areas.
3.  The employee who locates the missing resident must notify the Search Coordinator immediately. The Search Coordinator will initiate a homewide announcement stating “**CODE YELLOW STAGE 2 – CODE YELLOW CANCELLED**” on the overhead pager.
4. Search Coordinator will communicate elopement to:
- Call 9-1-1** if resident is not found in 10 minutes and will provide Resident Information Sheet upon arrival, and any other relevant information (see App A Info to Give to RCMP/Police when reporting Elopement)
  - Director on Call to update on recent events. Director on Call will notify CEO (Call Back List will be activated as needed)
  - When support arrives the Search Coordinator will make a call to the family of the missing resident
5. Following resolution of an incident,
- the Search Coordinator will:
- Initiate an investigation and complete an Incident Report form once incident is concluded.
  - Complete a Missing Resident Form (see Appendix B)
  - Do assessment of returned resident and determine if physician’s examination is necessary. Assessment will be documented.
  - Amend a care plan as a result of incident **which indicates risk to prevent a future occurrence.**
- the CEO or Director on Call will:
- Determine if elopement has resulted in an adverse event and if so will refer to policy Disclosure of Adverse Events, AD 60-06 and Dept of Health Critical Incident Reporting.

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Adverse Event: An unexpected and undesired incident directly associated with the care or services provided to the client or the environment in which the care is provided, resulting in harm and/or death.

- Ensure that all information obtained from elopement investigation is summarized and discussed at the next Emergency Response Planning Committee Meeting.

### **Resident Missing on an Outing**

If a resident goes missing while on a community outing, staff accompanying the residents must call 9-1-1 as soon as possible.

- Staff may search the immediate area of the outing provided that such a search does not put other residents or employees at risk and that contact with the group can be maintained while searching.
- After calling 9-1-1, report the occurrence to the resident's Neighbourhood Manager/Charge Nurse using sick phone if needed.
- Neighbourhood Manager/Charge Nurse reports to CEO or Director on Call.

### **APPENDICES**

- Appendix A: Info for Police  
Appendix B: Missing Resident Report  
Appendix C: Search Techniques  
Appendix D: Code Yellow Quick Reference Checklist

### **REFERENCES**

- Disclosure of Adverse Events, AD 60-06  
Windsor Elms at Risk Policy, 2002  
"Search is an Emergency" Manual, Alzheimer Society  
Egress Door Management, AD 60-13

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## APPENDIX A

## Info for RCMP / Police

This is **YOUR NAME** calling from Windsor Elms Village at 174 Dyke Road, Falmouth, NS

I would like to request assistance from the police to search for a resident who is missing from our Home. This person's name is \_\_\_\_\_. He/She has Alzheimer Disease, confusion from medications, etc.”

The last time that staff saw him/her – he/she was at **LOCATION** and was wearing **CLOTHING DESCRIPTION**. Other details of his/her physical description include (See also **CARE PLAN for HEIGHT, WEIGHT, MOBILITY AIDS, etc**). (Attach Photo)

The staff at this Home are currently searching the building and the grounds. Places that he/she may have wandered to include (**FORMER ADDRESS, SON'S HOME, etc.**) He/She (**IS/IS NOT**) physically aggressive.

**Continue to conduct full search while waiting for police to arrive.**

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**APPENDIX B**

Windsor Elms Village  
**Missing Resident Report**

Date of Incident: \_\_\_\_\_ Date of Report: \_\_\_\_\_

Name of Resident: \_\_\_\_\_

Completed by: \_\_\_\_\_

Resident noticed to be missing at \_\_\_\_\_ from \_\_\_\_\_  
(time) (area)

Reported by: \_\_\_\_\_  
(Name/Department)

Executive Director notified by: \_\_\_\_\_

Describe the situation in detail:

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Action Taken:

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Recommendations / process put in place to prevent future occurrences:

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Signature: \_\_\_\_\_

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## APPENDIX C:

## SEARCH TECHNIQUES

- Systematically search a room:
  1. Step inside doorway.
  2. Scan from right to left with eyes low – i.e. scanning the floor.
  3. Scan from right to left at middle range –i.e. the walls.
  4. Scan from right to left up high taking in the tops of shelves and cupboards.
  5. If you can't see over, under, inside or behind something, one person should move to check the object e.g. garbage can, shower stall, cupboards, bathrooms, under beds, cupboards and wardrobes.
  6. When exiting the room, close door.
  
- External Searchers are responsible for systematically searching an assigned section of the premises or grounds and reporting back to Person in Charge. Whenever possible, staff should work in pairs. They should:
  - remain silent except for essential conversation
  - listen for the person
  - remember that the person may not respond to his/her name being called.
  - powerful flashlights are kept in red emergency box in Household 1 and 3.

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**APPENDIX D: Code Yellow  
Quick Reference Checklist**

**Search Coordinator will:**

- Announce Code Yellow Stage 1
- Obtain radio from RN office and direct:
  - Zone Wardens from each household to obtain radios from nursing offices and delegate:
    - One CCA from each unaffected neighborhood to obtain radios from RN office and search the Village.
    - One CCA from each neighborhood to prepare for the external search and wait for direction from Search Coordinator.
  - Staff to move through the house to thoroughly search all resident rooms and washrooms, utility rooms, common rooms and garden areas to ensure the resident is not in the household.
- Record times of events and action taken.
- Print & prepare Info to Give to RCMP in the event resident is not located within 10 minutes (and 9-1-1 is called). See App A
- Verify completion of Internal Search, from the Zone Wardens.

**When it is suspected or confirmed that a resident has eloped and left the building the Search Coordinator will:**

- Announce **Code Yellow - Stage 2 (External Search)**
- Page Residents name and door if known  Coordinate the external search
- Front door 430: 2 CCAs: **SEARCH** the front entrance, with one person turning right to staff parking to assist with parking lot search, and second person turning left to Meadowview entrance. (2 CCAs need to meet at Front Entrance before search can begin)
  - Each Nhood Exit: 1 CCA: **PROCEED left** to search perimeters of Bill Porter Drive, including staff parking lot, and return to their work areas after search of their assigned section is complete. (Osprey CCA will **PROCEED right** to search perimeters....)
- Direct all other staff to visually monitor exterior areas in their immediate areas.
  - After local external search call 911 to notify RCMP-Use Appendix A as a guide
  - Contact the Director on Call to update on recent events. Director on Call will notify CEO (will the Call Back list be required since RCMP will be leading the external search at this point?)
  - Call the family.
  - Review actions and times to make sure complete
  - Upon resolution: do resident assessment, inform the family, initiate an investigation, complete Missing Resident Form, complete incident form, adjust care plan.