



LONG-TERM CARE DIVISION POLICY MANUAL

Manual 11 – Emergency Procedures	Policy: 11-01-10
Code Yellow – Missing Resident	
Effective Date: January 6, 2021	
Reviewed Date: April 1, 2025	

PURPOSE

To provide guidelines for staff, students and volunteers to respond quickly and efficiently if a resident is deemed to be missing.

PROCEDURE

1. The Staff member who notices the resident is missing will check the sign out book on the neighbourhood. If required, notify the Registered Staff from the resident's neighbourhood.
2. The Registered Staff will determine when and where the resident was last seen. This could include speaking to other staff as well as viewing the cameras.
3. The Registered Staff will page (ie, Phones, speaker system etc) three (3) times for the resident to return to their respective neighbourhood. (e.g. "Mrs. Smith please return to Pine Lane"). If staff identify the missing resident, contact the Registered Staff on the resident's neighbourhood.
4. If the missing resident doesn't return within three (3) minutes page (ie, Phones, speaker system etc) CODE YELLOW "Resident's Name" three (3) times and the Charge Nurse will then assume control of the search.

The building site will be checked in the following manner:

- Staff will proceed to the Care Centre of the missing resident's neighbourhood and get direction from Registered Staff/Charge Nurse. A photo of the resident will be available for staff.
- At the direction of the Registered Staff, starting at the Care Centre, staff will fan out and check all rooms including all washrooms. Activate door marker to indicate checked.

- Charge Nurse will provide direction for searching the service areas and outside the building. Only when a staff member is delegated by the Charge Nurse should staff proceed to the service areas or outdoors.
- After all areas are checked (30 minutes), the Charge Nurse will notify the Police, giving a description i.e. age, height weight, clothing.
- The Charge Nurse will notify the resident's Substitute Decision Maker and the Administrator/delegate.
- If the resident returns to the Home without police assistance, the Charge Nurse will notify the Police, the resident's Substitute Decision Maker and the Administrator/delegate of the resident's return.
- When required the Administrator/delegate will notify the Ministry immediately through the Critical Incident Reporting system.

FOLLOW-UP

Once **ALL CLEAR** is announced:

1. Communicate with staff, residents and visitors that emergency is over and assist as needed.
2. Staff must check again to ensure all residents are accounted for.
3. Document Code Yellow on the Emergency Code Record form and submit to the Administrator.
4. Document and debrief with staff.