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|  | Manual: Emergency Preparedness | Section: | Code: 08 | Pages: 1 of 6 |
| Subject: Code Yellow | | | | Area of Focus: Care & Service |

Purpose:

To provide consistent guidelines to be used in the event that a Villa resident cannot be located.

Resident elopement is considered an emergency situation. The Villa has mechanisms in place to track missing residents and safeguard potential wanderers. This procedure has been created in co-operation with the Hamilton Dementia Network. It ensures consistency within our region and encourages a pro-active approach for those at risk of wandering.

1. Research shows that people with dementia exhibit unique wandering characteristics. They will often:

- a) Travel in a straight line and take the “path of least resistance”
- b) Often attempt to return to their former residence
- c) Usually have a history of wandering
- d) Tend to hide from their searchers
- e) Do not leave many clues
- f) Do not call out for help or respond when their name is called
- g) Often are found within a short distance of the roadway
- h) Often travel until they get stuck or caught up in a drainage ditch, fence or brush
- i) Are often found by people not involved in official search such as neighbours or people driving by
- j) Tend to be found within 2.4 km radius of their home

2. During a search remind staff to:

- a) Remain silent, except for essential conversation and listen for the missing person
- b) If the missing resident has dementia, do not call his/her name because people with dementia rarely respond to calls of the searchers
- c) Have staff call back a report every 10 minutes
- d) Retrieve information kept on file to be used in the event of an emergency (extended) search, i.e. Wandering Persons Registry, Wandering persons Profile and person’s personal file from PointClickCare
- e) Picture of the resident photocopied. Photos can also be found and printed from public data/photos/resident photos/PCC eMAR
- f) Get the above information ready for the police as well as aerial maps and Villa floor plans for search teams if there is a need for a full facility search, including the grounds and neighbourhoods


Immediate Action:

To be completed by Nurse Management Team/Charge Nurse or Registered Staff:

RESIDENT:

DATE:

| | | | |
|--------|------|---------------|---------|
| Action | Time | Documentation | Initial |
|--------|------|---------------|---------|

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Resident is noticed missing and reported to Charge Nurse/ NMT/Person in Charge
Start documentation on this form

Person who noticed resident missing:

What was the resident wearing:

Place & time resident last seen:

Check to determine if resident has signed out.

Notes:

Check areas where resident is known to frequent.


Search the resident home area systematically including all residents' rooms, under beds, utility rooms, shower rooms, washrooms, lounges and locked areas.

Alert Reception and Maintenance (between hours of 0800 and 2000) Housekeeping/Security (between 2000 and 0800)

Ask Maintenance (Housekeeping/ Security) for their assistance.

IMPLEMENT FULL FACILITY SEARCH

- 1) Contact the Director of Care on Days, Monday to Friday.
- 2) After business hours, call the Administrator-on-call and ask them to inform the appropriate Director of Care, Administrator, and/or President. If unable to reach the Administrator or President, using the emergency fan out list, continue calling members of the Executive Team until someone is reached.
- 3) Advise that an informal search has not resulted in locating the missing resident. Request authorization to initiate full facility search including the grounds, neighbourhoods.
- 4) The decision if and when to activate the Emergency Fan-out procedure will be made at this level.

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Call Code Yellow

Assign or access the paging system by dialing “80” on any in-house or wireless telephone. There will be an approximate 5-second delay before the overhead speakers are activated. After dialing “80” repeat “Attention All Staff” until you hear your voice coming through the speakers, then proceed with the following announcement:

DAYS: Announce in a clear voice 3 times: “Code Yellow: Available registered and management staffs please report to (location). “

NIGHTS, EVENINGS & WEEKENDS & HOLIDAYS: “Code Yellow: Available employees please report to (location).”

Notes:

Retrieve information on resident, e.g. Wandering Persons Registry/Profile, and resident’s personal file from PCC, photo from public data/photos/resident photos/PCC eMAR

Assignment # if registered:

Notes:

Notify resident’s physician or Villa’s Medical Director in physician’s absence.

Physician’s name:

Notes:

Contact next of Kin
Response from family:

Time and Whom Contacted:


Notify Police and if applicable, provide assignment number obtained from Alzheimer Wandering Registry in residents’ chart or through PCC

Time and Name of Officer:

Notify the Ministry of LTC if meets the criteria for reporting (greater than 3hrs), after hours reporting and/or online.

Have resident photo from public data/photos/resident photos/PCC eMAR copied to hand out.

Have copied floor plans, aerial map and flashlights available.

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Internal Building Search:

Assign employees in pairs to search specific areas using the floor plans. They should check off the rooms and add the time to the areas they have searched directly on the floor plan. Include continually locked areas including closets and lockers. Check under beds, behind doors, drapes, wall hangings, bathroom tubs, shower rooms, balconies, and elevators. Staff should call reports back every 10 minutes. Work in pairs to prevent the lost resident from moving into an already checked area. Area should be checked three times (either the same or different search team). Have maintenance or security/housekeeping-security check the locked areas.

A full set of emergency keys is kept at the Reception desk. After reception hours, the keys are accessible by Security/Housekeeping Security.

SEE Appendix 1

Outside Building Search:

Use aerial grounds map to search the property. Check any locked areas from the outside. Have maintenance or security check the locked areas. Assign the aerial maps and have staff call back a report every 10 minutes.

Conclusion:

Announce, three times, using the emergency paging system by dialing "80" on any in-house or wireless telephone. There will be an approximate 5-second delay before the overhead speakers are activated. After dialing "80" repeat "Attention All Staff" until you hear your voice coming through the speakers, then proceed with the following announcement:

"Code Yellow All Clear"

When the resident is found, check him/her for injury, take vital signs, etc. Notify all persons concerned in the incident (Administrator, Director of Care, Reception, Maintenance, Housekeeping/ Security, Administrator-on-call, Next of Kin, Police, Ministry of Long-Term Care)

Debrief staff.

Document in PCC.

Complete a Critical Incident Report and submit to the Ministry of Long Term Care by the following day.

Documentation:

De-brief document to be filled out and filed with EPC Committee.

Subject: Code Yellow


Area of Focus:
Care & Service

Appendix 1

Code Yellow - Search

| Area | Staff (x2) | Time Left | Time Returned | Walking/Driving |
|---------------------------|------------|-----------|---------------|-----------------|
| Orchid Garden | | | | |
| Birch Trail | | | | |
| Heritage | | | | |
| Valley | | | | |
| Balsam | | | | |
| Rose | | | | |
| Lilac | | | | |
| Tulip | | | | |
| Pine | | | | |
| Willow | | | | |
| Maple | | | | |
| Cedar | | | | |
| Oak | | | | |
| Trillium | | | | |
| Primrose | | | | |
| Cherry | | | | |
| 5 North | | | | |
| 5 South | | | | |
| 5 East | | | | |
| 4 East | | | | |
| 3 East | | | | |
| 2 East | | | | |
| 1 East | | | | |
| Ground Floor East | | | | |
| Ground Floor West | | | | |
| Ground Floor South | | | | |
| Ground Floor North | | | | |
| Basement North | | | | |
| Basement South | | | | |
| Basement East | | | | |
| Outside Villa Property | | | | |
| Estates | | | | |

Phone calls to be made to:

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Map Locations

These maps are located in the Emergency Preparedness Manuals under Code Yellow

D= Driving locations

- D1** Governors Road to Ogilvie Street to South Street to University Plaza
- D2** Governors Road to School District and Conservation Area
- D3** Governors Road past Metro looping around Main, Hatt & York Streets to Dundurn Driving Park
- D4** Tally Ho and all Residential Neighbourhood Streets leading to the School District
- D5** Governors Road to West Hamilton via Cootes Drive
- D6** Governors Road to Creighton Road up Market Street to King Street through downtown

W= Walking location

- W1** Estates Buildings 150 & 160 Governors Road, Parking Lots and Gated Lot
- W2** Hospice grounds and grass berm between building and Walnut Grove
- W3** Sidewalk from building down Governors Road, corner lot and Grotto
- W4** Apartment building at 50 Governors Road inside and grounds
- W5** South Parking Lot, Sidewalks and Gardens
- W6** Front Parking Lots, Sidewalks and Gardens
- W7** Governors Road access to Service Parking Lot
- W8** Walking Path Villa Ravine off Ogilvie Street
- W9** Walking Path across from the Villa towards Hope Street
- W10** Walnut Grove, Tally Ho and Warren Park