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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 proactive 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 PointClickCare 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:

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Action	Time	Documentation	Initial
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. Please also check the sign out book.			
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) RN (between 2230 and 0630)			
Ask Maintenance (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 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, three times: Attention all staff "Code Yellow is in affect" and your "location". A second staff call 911.

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 PointClickCare

Assignment # if registered:
Notes:

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

Physician's name: Time and Whom Contacted:
Notes:


Contact next of Kin Time and Whom Contacted:
Response from family:

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 AOC, A resident that is missing for three hours or more and any missing resident who returns to the home with an injury or adverse change in condition regardless of the length of time the resident was missing. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973. Notification will also be provided to respective unions and the Health and Safety committee.

Have resident photo from PCC eMAR copied to hand out.
Have copied floor plans, aerial map these can be found on your Code Yellow clipboards in every nursing station and flashlights are available in the emergency preparedness cabinets.

Internal Building Search:

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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 check the locked areas.

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"

Please ensure that all individuals looking for the resident are contacted once they are found and made aware the "all clear" has been called.

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, Security, Administrator-on-call, Next of Kin, Police, Ministry of Long-Term Care)

Debrief staff.

Document in PCC.

Fill out a Code Yellow report form.

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 and a Code Yellow Code report form

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 Trail				
Rose Garden				
Valley Trail				
Lilac Garden				
Balsam Trail				
Tulip Garden				
Pine Grove				
Willow Grove				
Maple Grove				
Trillium Lane				
Cedar Grove				
Primrose Lane				
Oak Grove				
Cherry Lane				
5 North				
5 South				
5 East				
2 East				
Ground Floor East				
Ground Floor West				
Ground Floor South				
Ground Floor North				
Basement North				
Basement South				
Basement East				
Outside Villa Property				
Estates				
Hospice				
Parking Lots				

Phone calls to be made to:

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Map Locations

These maps are located in the Emergency Preparedness Manuals under Code Yellow or on the Code Yellow clipboards located in every Nursing station.

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