

## Emergency Plan

<b>Subject:</b>	Emergency Plan: Situations involving a missing resident - Code Yellow
<b>Emergency Code:</b>	Code Yellow

<b>Plan Activation:</b>	When a resident/patient has been away from the nursing unit for an undue period of time, judgment must be used in determining the course of action to be taken in instituting a search plan.
<b>Lines of Authority (Chains of Command):</b>	<ul style="list-style-type: none"> <li>• The Executive Director (Administrator)</li> <li>• Leadership Team</li> <li>• Charge Nurse</li> <li>• Security</li> </ul>
<b>Communications Plan:</b>	<ol style="list-style-type: none"> <li>1. The Registered Nurse in charge shall have the resident/patient paged to return to his/her Unit.</li> <li>2. If the resident/patient does not return to the Unit, the <b>Registered Nurse</b> shall: <ol style="list-style-type: none"> <li>2.1. page a <b>Code Yellow and location</b> (3 times);</li> <li>2.2. supply the following information to the <b>Search Team</b>: <ol style="list-style-type: none"> <li>a) a photograph of the resident/patient;</li> <li>b) full description of the resident/patient including clothing worn;</li> <li>c) the time the resident/patient was seen last along with the location;</li> <li>d) any relevant medical information pertinent to the disappearance;</li> <li>e) previous history of wandering, if any, and where located on that occasion;</li> <li>f) any communication which has been established with the next of kin or known friends;</li> </ol> </li> <li>2.3. assign the <b>Search Team</b> members to various locations, i.e. 3rd Floor, 2nd Floor, 1st Floor, Lobby, Basement, outside;</li> <li>2.4. establish a Control Centre to receive information from the <b>Search Team</b>.</li> </ol> </li> <li>3. The following staff will respond to the Code Yellow, at the location announced, and participate as the <b>Search Team</b>: <ol style="list-style-type: none"> <li>a) Security Guard;</li> <li>b) at least one (1) staff from each Unit/Department;</li> <li>c) all management personnel.</li> </ol> </li> </ol>
<b>Staff Roles and Responsibilities:</b>	<ol style="list-style-type: none"> <li>1. When a resident/patient is determined to be missing, the Registered Nurse will make an immediate assessment as to the potential risk the resident/patient may be to himself or others.</li> <li>2. The Levels of Risk are identified as follows:  <u>Level One (1) Risk</u> - The resident/patient at greatest risk is the resident/patient suffering from mental disorder or cognitive impairment of a nature or quality that will likely result in: <ol style="list-style-type: none"> <li>1) serious bodily harm to the person;</li> <li>2) serious bodily harm to another person;</li> <li>3) imminent and serious physical impairment of the person;</li> <li>4) a resident/patient who lacks the ability to cope independently due to his/her medical condition.</li> </ol> </li> </ol>

	<p><u>Level Two (2) Risk</u> - The resident/patient who leaves the Home against medical advice but requires continued treatment or care.</p> <p><u>Level Three (3) Risk</u> - The resident/patient who, although able to cope independently, has left the Unit without notifying anyone of his/her departure.</p> <p><b>PROCEDURE IF THE RESIDENT/PATIENT IS NOT LOCATED WITHIN A REASONABLE AMOUNT OF TIME:</b></p> <ol style="list-style-type: none"> <li>1. The <b>Registered Nurse</b> in charge shall: <ol style="list-style-type: none"> <li>1.1. notify the resident's/patient's family of the disappearance and remain the family's contact and information source;</li> <li>1.2. notify the Executive Director or Administrator On Call;</li> <li>1.3. initiate a local search by the Centre's staff;</li> <li>1.4. notify the Cornwall Police and provide them with the information of the missing resident/patient, and request them to help locate the resident/patient; and</li> <li>1.5. notify both Emergency Departments of Cornwall Community Hospital, giving a description of the resident/patient.</li> </ol> </li> <li>2. It shall be the responsibility of the Chief Nursing Executive and/or Director of Continuous Improvement to: <ol style="list-style-type: none"> <li>2.1. Ensure that the Director, Performance Improvement and Compliance Branch, Ministry of Health and Long-Term Care is immediately informed in as much detail as is possible in the circumstances of any resident/patient who is missing from the Home for greater than three (3) hours or who is missing and returns to the Home with an injury or any adverse change;</li> <li>2.2. Ensure that the Director, Performance Improvement and Compliance Branch, Ministry of Health and Long-Term Care is notified within one (1) business day in as much detail as is possible in the circumstances of any resident/patient who is missing less than three (3) hours and who returns to the Home with no injury or adverse change;</li> <li>2.3. Verbal reports of missing residents/patients to the Director, Performance Improvement and Compliance Branch, Ministry of Health and Long-Term Care must be followed with a <i>Critical Incident Report</i>, including investigation findings and measures taken to prevent a recurrence, within ten (10) days of the event;</li> <li>2.4. The Ministry of Health and Long-Term Care Performance and Improvement Branch can be reached after hours at 1-866-434-0144.</li> </ol> </li> </ol>
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<b>References:</b>	
<b>Reviewed:</b>	<u>25 November 2025</u>
<b>Revised:</b>	<u>05 November 2024</u>

For this section of the *Fire and Disaster Manual* (pages WAN-1 to WAN-3 inclusive), please refer to the following two Nursing Policies which are available on the Centre's intranet:

- a) Nursing Policy 11-a-174 re *Wandering Resident Alert Bracelets*. (WAN-1)
- b) Nursing Policy 11-a-176 re *Search Plan for Missing Residents*; (WAN-2 to WAN-3)