

<b>MANUAL:</b>	<b>Emergency</b>
<b>SECTION:</b>	<b>CODE YELLOW</b>
<b>SUBJECT:</b>	<b>Missing Resident Policy</b>

## POLICY

It is the policy of Schlegel Villages to provide a safe and secure environment for all residents. If a resident is discovered to be missing, an organized and thorough method of searching for the resident will be employed.

## PROCEDURE

1. The Team Member who suspects that a resident is missing will notify the RPN/Team Leader on their Neighbourhood area immediately. The Team from that Neighbourhood area will conduct an initial search of that Neighbourhood area, check the sign out book and if the resident is at a program etc. If the resident is not found notify the Charge/Lead Nurse immediately.
2. The Charge/Lead Nurse will announce over the PA system three times in succession, "Attention all Staff, CODE YELLOW, the **NAME** of the missing resident, and **ROOM NUMBER** all Team Members search your assigned areas"
3. The Charge/Lead Nurse will establish a Control Centre on their Neighbourhood.
4. The Charge/Lead Nurse will follow the Communication Sequence set out in Tab 01-02 to ensure that the Manager-On-Call and General Manager are aware of the situation.
5. Each Team Member will search their assigned areas and must report all areas they have searched to the Charge/Lead Nurse and whether or not the missing resident has been found. One Nursing Team Member from each Neighbourhood area can be sent to report on the search. All other Team Members will report directly to the Charge/Lead Nurse at the Control Centre. The Charge/Lead Nurse may assign areas that have not been searched to Team Members reporting in at the Control Centre.
6. The Charge/Lead Nurse will track all areas that have been searched using a copy of the Village Floor Plan or Check Sheet (see attached). This will ensure a complete and thorough Village search has been completed. If the resident is found, the Charge/Lead Nurse is to be called immediately.
7. If the Resident is not found after Team Members complete the search of their areas, the Charge/Lead Nurse will systematically send team members in pairs to search the grounds.

8. If the resident is not located on the immediate grounds, the Charge/Lead Nurse Call the Police with all appropriate information ready. (See Attached – Information for Police)
9. The Charge/Lead Nurse, in consultation with the General Manager or designate, will contact the family of the missing resident.
10. The Charge/Lead Nurse will co-ordinate Team Members with Police as instructed by the Police Department. When the Manager-On-Call and General Manager, or designate, arrive on-site, they will relieve the Charge/Lead Nurse and continue working with the Police to conduct a further search for the missing resident.
11. The General Manager, or designate, will call and inform the VP of Operations of the Emergency situation.
12. The Manager-On-Call and General Manager, or designate, will establish an enhanced control centre using the Council Chambers or other room with a phone.
13. The Manager-On-Call and General Manager, or designate, will ensure several city maps are retrieved and will instruct a team member to create 'Missing Resident' posters.
14. The Manager-On-Call and General Manager, or designate, will initiate the fan-out procedure, asking for team members to report to the enhanced Control Centre and assist with the search for the missing resident.
15. The Manager-On-Call and General Manager, or designate, will use a current map of the city and outline search zones using a marker or highlighter.
16. As team members arrive at the Control Centre, they will be sent out systematically in teams of 2 to 4 to search a zone assigned by the Manager-On-Call and General Manager, or designate. The names of the persons searching the zone, as well as the zone they are searching, will be recorded. The Manager-On-Call and General Manager, or designate, will ensure that one of the members of the team has a cell phone with them and record the phone number, as well as ensure the search teams have the phone number of the Village, the extension number of the phone at the Control Centre, and a city map with the search zone highlighted.
17. Search teams will be instructed to limit their efforts to the search zone streets and sidewalks. This is to ensure we do not interfere with the efforts of the Police Department. Search teams will be given posters of the missing resident with which to canvas houses within their zone.
18. Search teams with retail stores in their zone will be asked to speak to a manager in the store and request for have security surveillance systems reviewed if applicable.



19. If the search team locates the missing resident, they are to contact the Village Control Centre immediately.
20. If the search team is unsuccessful in locating the missing resident after completing a search of their zone, they will return to the Control Centre at the Village and be assigned another zone to search by the Manager-On-Call and General Manager, or designate.
21. If the resident has been missing for 4 hours, the VP of Operations will contact the General Managers of the closest of four Schlegel Villages to arrange for teams from these Villages to assist with the search.
22. If the resident has been missing for 8 hours, the VP of Operations will contact the General Managers of the remaining Schlegel Villages to arrange for teams from these Villages to assist with the search.
23. The Manager-On-Call and General Manager, or designate, will be the primary contact person from the Village to co-ordinate and communicate with the Officer in Charge of the Police Department search efforts.
24. All Village search teams will join the search efforts of the local Police Department when necessary, and take instructions from their Command Centre and Officer in Charge.

## **INTERNAL ASSIGNED SEARCH AREAS**

The initial Village search is to be conducted as follows:

**NOTE: All team members will be instructed to look in inconspicuous places – the resident may be hiding (e.g., in a closet).**

### NURSING TEAM

All Nursing team members will search each resident room, including the closet, bathroom, and shower. In addition, the Nursing team members will search tub rooms, shower rooms, parlours, public washrooms, medication rooms, and report to the Charge/Lead Nurse at the Control Centre.

### HOUSEKEEPING TEAM

When on duty, Housekeeping team members will search the Janitor=s Room and report to the Charge/Lead Nurse at the Control Centre.

### LAUNDRY TEAM

When on duty, Laundry team members will search the Laundry Room, including areas behind dryers, and report to Charge/Lead Nurse at the Control Centre.



### FOOD SERVICES TEAM

When on duty, Food Services team members will search the Kitchen, Dishwashing Room, Director of Food Services= office, Dining Rooms, serveries, fridges, freezers, as well as dry storage areas, and report to Charge/Lead Nurse at the Control Centre.

### MAINTENANCE TEAM

When on duty, Maintenance team members will search the Storage Rooms, Mechanical Rooms, as well as the exterior of the property, and report to the Charge/Lead Nurse at the Control Centre.

### OFFICE TEAM

When on duty, Office team members will search the Office, Front Entrances, as well as assist the maintenance team members with the exterior of the property, and report to the Charge/Lead Nurse at the Control Centre.

### RECREATION TEAM

When on duty, Recreation team members will search the Recreation Office, Director of Retirement / Nursing Cares office, as well as all rooms on Main Street, and report to the Charge/Lead Nurse at the Control Centre.

**NOTE: The Charge/Lead Nurse to assign Nursing team members to check other department areas if the above team members are off duty.**

## **INFORMATION FOR POLICE**

1. Name of Resident
2. Picture of Resident
3. Age of Resident
4. Height and Weight
5. Physical Description
6. What clothing they are wearing
7. Approximate amount of time they have been missing
8. Last place they were seen and when
9. Last Address they lived at before The Village
10. Any other special information about the resident



## **CODE YELLOW – MISSING DRILL**

*Form Revised: February 2016*

Date: \_\_\_\_\_ Time of Incident: \_\_\_\_\_ Location: \_\_\_\_\_

Scenario Description:

---

---

---

---

---

***Circle the appropriate answer***

Was a Code Yellow announcement made?	Yes	No
Was the Name and Room Number clear?	Yes	No
Did Team Members search their areas?	Yes	No
Did Team Members report to the Control Centre?	Yes	No
Were the immediate grounds searched?	Yes	No
Were the Police called and given proper information?	Yes	No
Were the GM, Manager on Call and Family Notified?	Yes	No
Was the Resident found?	Yes	No

Names of Team Members who participated:

- |          |          |
|----------|----------|
| 1. _____ | 5. _____ |
| 2. _____ | 6. _____ |
| 3. _____ | 7. _____ |
| 4. _____ | 8. _____ |

Comments/Recommendations:

---

---

---

---

Charge/Lead Nurse: \_\_\_\_\_ Signature: \_\_\_\_\_

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