

Appendix T

CODE YELLOW

Policy

Au Château will respond immediately to any missing resident by activating “Code Yellow” and implementing an organized, IMS-based search. The RN in charge will act as the Incident Commander, direct staff, assign search areas, coordinate communication, and determine when to notify police, the physician/NP, and POA/SDM. Staff must follow the resident’s safety plan, conduct thorough and timely searches, and complete all required documentation. A management review will occur within 30 days to identify improvements and ensure compliance with emergency preparedness requirements.

Purpose

The purpose of this policy is to establish a standardized, timely, and IMS-aligned response when a resident is missing, to ensure their swift recovery, to support resident safety, and to meet legislative requirements under the *Fixing Long-Term Care Act, 2021* and *O. Reg. 246/22* related to emergency management and resident protection.

Procedure

1. Code Yellow Activation:

a. All Staff:

- The first person to learn of the missing person will report to the RN/Manager/Designate and this person will assume role of the Incident Commander (IC).
- On the announcement of a ‘Code Yellow’ all available staff will report to the designated Command Centre for direction. The RN office will be the designated Command Centre Location.
- All staff will follow the response and direction of the Incident Commander

b. The Incident Commander/Designate will:

- Make one attempt to call the POA before determining activation of “Code Yellow”
- Implement the IMS model by assigning roles as needed:
 - Emergency Information Officer: manages internal staff communication.
 - Liaison Officer: communicates with police/EMS/management and supports IC
 - Scribe: documents actions, timelines, search efforts.

- Determine if a more extensive detailed search is required and additional staff are needed
- Determine if a Code Yellow announcement is required.

Code Yellow Announcement:

“Attention All staff, Code Yellow, (Resident First and Last Name)”

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2. Internal and External Search Plan

a. The Incident Commander Will:

- Implement the use Code Yellow Missing Person Form (refer to Appendix T1)
- Assessing the Interior and Exterior Search Grid Plans to individual staff (see Appendix K)
- Conduct an internal search first, then move to the external search area.
- If the time of day or weather for exterior search presents any hazard to staff, pair staff together for safety.
- Ensure regular duties (as applicable) and safety measures are maintained for the organization while the search is ongoing.

b. The Search Staff Will:

- Search every area extensively on every floor and every shift, calling out the person’s name (Often misses areas are inside closets, washrooms and staff-only areas).
- Follow and sign off each of their assigned areas of search on the form and submit the form at the Command Centre Location.

3. If the Person has NOT BEEN LOCATED after 15 Minutes:

a. The Incident Commander Will:

- Call 911, or direct someone to Call 911
- Notify POA/SDM
- Contact the Senior Leadership Team
 - As part of the coordinated response, the senior leadership team may assist by reviewing relevant surveillance footage, where applicable, to provide additional information on the resident’s last known location and aid in the search process.
- Initiate a Critical Incident Report with the Ministry of Long-Term Care and notify the appropriate authorities, if applicable.

b. The Liaison Officer/Designate Should:

- Provide the most recent photograph, if available, to assist the Police in their search

- Ensure that the Police have all pertinent information about the missing person, family contact information, and last known location if available.

4. Once a Missing Person is Located:

a. All Search Staff Will:

- If the missing person is resisting or at risk of injury to self or others, the staff are to Call 911 and follow the missing person to maintain visual contact until assistance arrives.
- If a missing person is found in suspicious circumstances resulting in:
 - Injury- proceed to provide emergency assistance and document the conditions including pictures, if possible.
 - Death has been determined- preserve the condition of the person, the items and surrounding area as found
 - Proceed to call the Police.

b. The Incident Commander/Designate Will:

- If the missing person has been located announce:
 - “Attention All Staff, Code Yellow has ended, ALL CLEAR”**
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- If there is a search team in remote sections of the building or on the exterior ensure they receive the “All Clear” message.
- Contact family members, as required
- Complete required documentation in the resident’s electronic health record.
- Complete the Code-Yellow Post Incident Review and Debrief Form (refer to Appendix T2) and submit to Administrator.

5. Post- Incident Clinical Follow-Up

The Incident Commander (RN)/Designated will:

- Contact the physician/nurse practitioner following every “Code Yellow” to complete a post-incident medical assessment, provide clinical direction and determine any required changes to the care plan or goals of care.
- Ensure any applicable referrals are sent, including but not limited to: BSO
- All follow-up assessments and referrals must be documented according to Au Château’s procedures and communicated to relevant team members (e.g., elopement risk)