

## DEEP RIVER AND DISTRICT HEALTH

**Policy:** Code Yellow/Amber – Missing Adult/Child

**Original Date:**  
2015-10

**Policy Manual:**  
Emergency Preparedness

**Approved by:**

- Board of Directors                       Chief Executive Officer                       Chief Financial Officer  
 Chief Nursing Executive

### **Policy**

A Code Yellow is a planned response to a missing adult patient or resident over the age of 18. This includes medical inpatients and residents that are due to return from a leave pass and have not returned to the facility.

A Code Amber is a planned response to a missing patient under the age of 18.

### **Procedure**

#### **Initiating a Code Yellow/Amber**

Any healthcare worker who notes or is informed a patient or resident is missing can initiate a Code Yellow/Amber (based on the missing person's age).

- The Police Department is to be contacted immediately by calling 911, for any patient/resident who is likely to harm themselves or others, is seriously ill, or who is a minor under the age of 16. If patient does not fit this criteria, and is not found within 5 minutes, the police must be contacted.
- If a patient/resident is more than 30 minutes late from time leave pass expired, attempts should be made to contact patient/resident/family. If unable to reach patient/resident/family within 1 hour of expected return time, police should be contacted.
- For admitted patients/residents:
  - An initial search of the area immediately around where the person was last seen is to be conducted.
  - The patient/resident is to be paged to return to the area they are missing from using the telephone code paging system by paging "individual's name' please return to 'area'" x3.
  - If after being paged, the individual still has not been found or returned to the area they are missing from a Code Yellow/Amber is to be initiated by paging "Code Yellow/Amber, location" x3
  - Admin On-Call is to be notified of the situation pertaining to calling the Code Yellow/Amber by the Charge Nurse or delegate. Admin On-Call will notify the CEO and CNE, of the Code Yellow/Amber details as soon as reasonably possible

When a Code Yellow/Amber is initiated, the most responsible nurse is to report to the Charge Nurse to populate identifying information about the missing person on *Appendix A: Code Yellow/Amber Missing Person Information*. All available staff shall also present to the Charge Nurse to be given information on missing person, and for initiation of a systematic search of the entire facility using Appendix B: Code Yellow/Amber Search Zones. The Charge Nurse shall assume role of Incident Commander until arrival of Admin On-Call. Charge Nurse is to ensure that the Admin-on-call is notified if after hours.

The Charge Nurse is to utilize the Code Yellow/Amber Charge Nurse Checklist upon calling a code.

Initiating Facility Search Monday-Friday 8am-4pm:

- Searching of the zones shall be coordinated by the Charge Nurse. Zones will be assigned to available staff.
- Charge Nurse/delegate shall inform the individual's emergency contact that the patient/resident is missing.
- Maps of the zone will be supplied by Incident commander and every patient/resident room, bathroom, utility room, closet, office, etc. should be checked and crossed off the map during the search. Additional individuals may be involved in searching the zones and shall be assigned by the Charge Nurse.
- Zones:
  - Zone A
    - Family Health Team
  - Zone B (not penthouse) – attempt to assign at least 2 staff
    - Emergency Room, Medical Records, Administration, Diagnostic Imaging, Cafeteria, Laboratory
  - Zone C
    - Medical Unit
  - Zone D
    - Medical Unit, Four Seasons Lodge
  - Zone E
    - Laundry, Maintenance, Kitchen, Penthouse and Boiler room
  - Zone F
    - Basement, Stores and Classroom
  - Exterior Grounds
    - Searching outside shall be contained to area immediately surrounding exit points
- Within 45 minutes of the initiation of Code Yellow/Amber a search of the entire facility should have been completed and maps indicating all areas that have been searched have been returned to Incident Commander.
- Staff shall not leave the property, or enter wooded areas on or near hospital property to pursue a missing person. Police are to be notified of direction patient/resident heading and updated as situation changes.

After search of the facility and grounds:

- If the person is located:
  - They should be returned to their care area.
  - If the person refuses to return to their clinical area, police should be contacted.
  - If the person becomes agitated or aggressive, call a Code White as required
  - If the person is unresponsive, call a Code Blue as required. Do not move the person.
  - The most responsible physician should be made aware that patient was missing and has been located.
  - Assessment by physician should be considered by the Charge Nurse
  - Emergency Contact will be made aware person has been located by the Charge Nurse
  - Charge Nurse/Incident Commander will call the Code Yellow/Amber "all clear"
  - Incident should be captured using Incident Management System by the Charge Nurse
- If the person has not been located:
  - Emergency contact should be consulted for possible locations the person may be located

- Form Emergency Operations Center. The EOC will assess the risk to the person including, but not limited to:
  - Weather conditions
  - Time of day
  - Last sighting
  - Person's cognitive ability
  - Person's medical conditions
  - Person's mobility issues
  - Any other relevant information
- Incident should be captured using Incident Management System by the Charge Nurse

Upon Arrival of Police:

- The police will assume control in any unresolved Code Yellow/Amber.
- The police will advise the Incident Commander when the all clear can be given.

Long Term Care Reporting

Incidents of a resident missing from any Long Term Care Home need to be reported to the Ministry of Health and Long Term Care (MOHLTC).

- Immediate reporting is required if:
  - Resident is missing for more than 3 hours
  - Resident is missing for less than 3 hours and has an injury or change in condition
- Report must be completed within 1 business day if:
  - Resident is missing for less than 3 hours with no injury or change in condition

Materials and Supplies

- **Appendix A:** Code Yellow/Amber Missing Person Information
- **Appendix B:** Code Yellow/Amber Search Zones

|                        |   |
|------------------------|---|
| Reference Documents    | <ul style="list-style-type: none"> <li>• Ontario Hospital Association. OHA Emergency Management Toolkit, 2008</li> </ul>  |
| Acknowledgements       | <ul style="list-style-type: none"> <li>• Code Yellow – Missing Patient, Pembroke Regional Hospital</li> <li>• Introduction to Facility Emergency Plans. Code Yellow – Missing Resident, Health PEI. Long Term Care</li> </ul> |
| Review Process         | <ul style="list-style-type: none"> <li>• Emergency Preparedness Committee – October 17, 2023</li> <li>• Joint Health and Safety Committee – October 30, 2023</li> </ul>   |
| Revision Approval Date | <ul style="list-style-type: none"> <li>• August 3, 2023</li> </ul>  |

Version approved for printing by Chief Executive Officer.

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Signature

Date of printed approval:

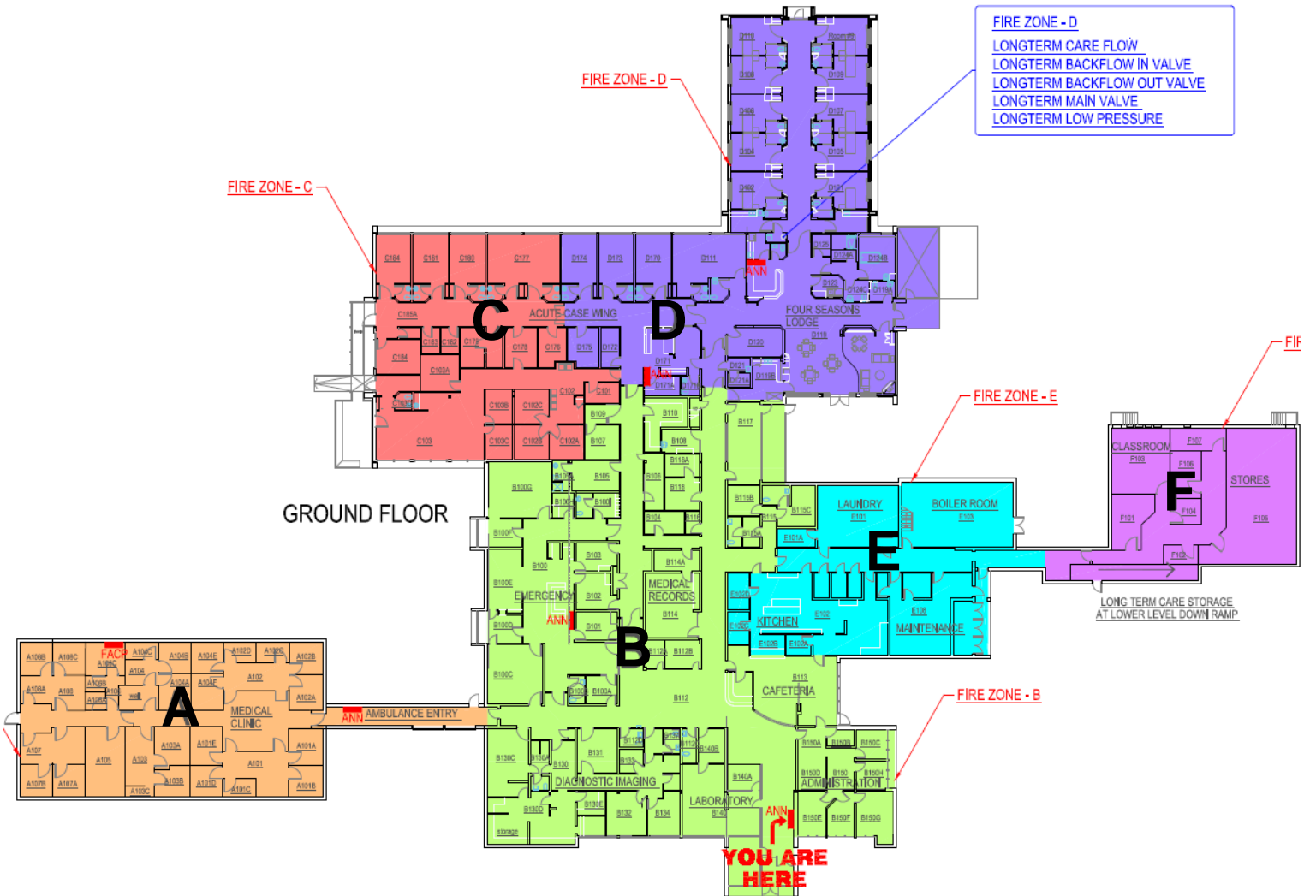
**Code Yellow/Amber Missing Person Information**

Copies to be given to all care areas.

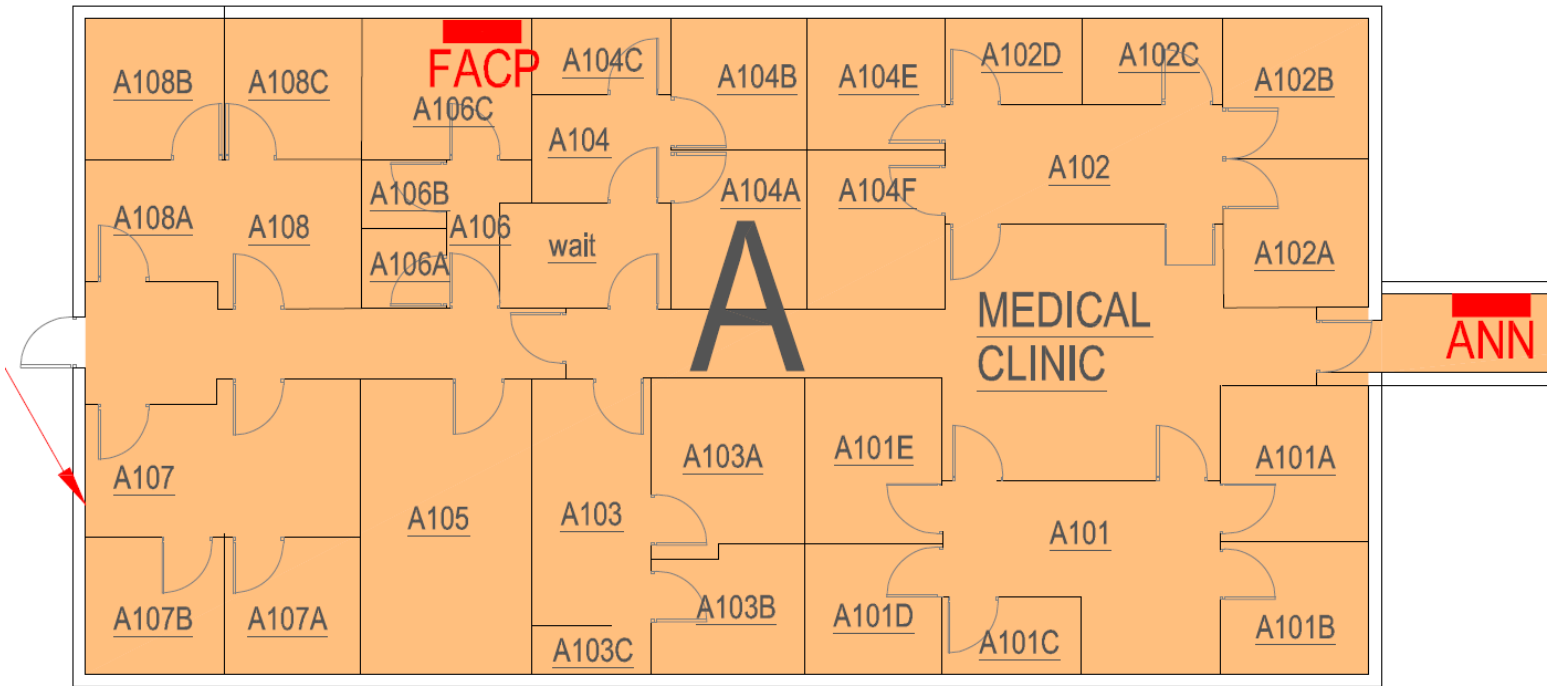
|  |  |                           |
|--|--|---------------------------|
| Name   |  | Recent photo if available |
| Age  |  |                           |
| Height and weight  |  |                           |
| Complexion   |  |                           |
| Hair and eye colour  |  |                           |
| Clothing description   |  |                           |
| Any other identifying features<br>(birthmarks, tattoos, etc.)  |  |                           |
| Last time and place person seen  |  |                           |
| Any other information that could<br>increase the risk to the missing<br>person or people involved in<br>searching (i.e.: history of violence,<br>dementia, seizures, etc.) |  |                           |
| Charge Nurse: _____  |  |                           |
| Signature: _____   |  |                           |

Code Yellow/Amber Search Zones – Entire Facility

Code Yellow/Amber Search Zones



Code Yellow/Amber Search Zones – Zone A

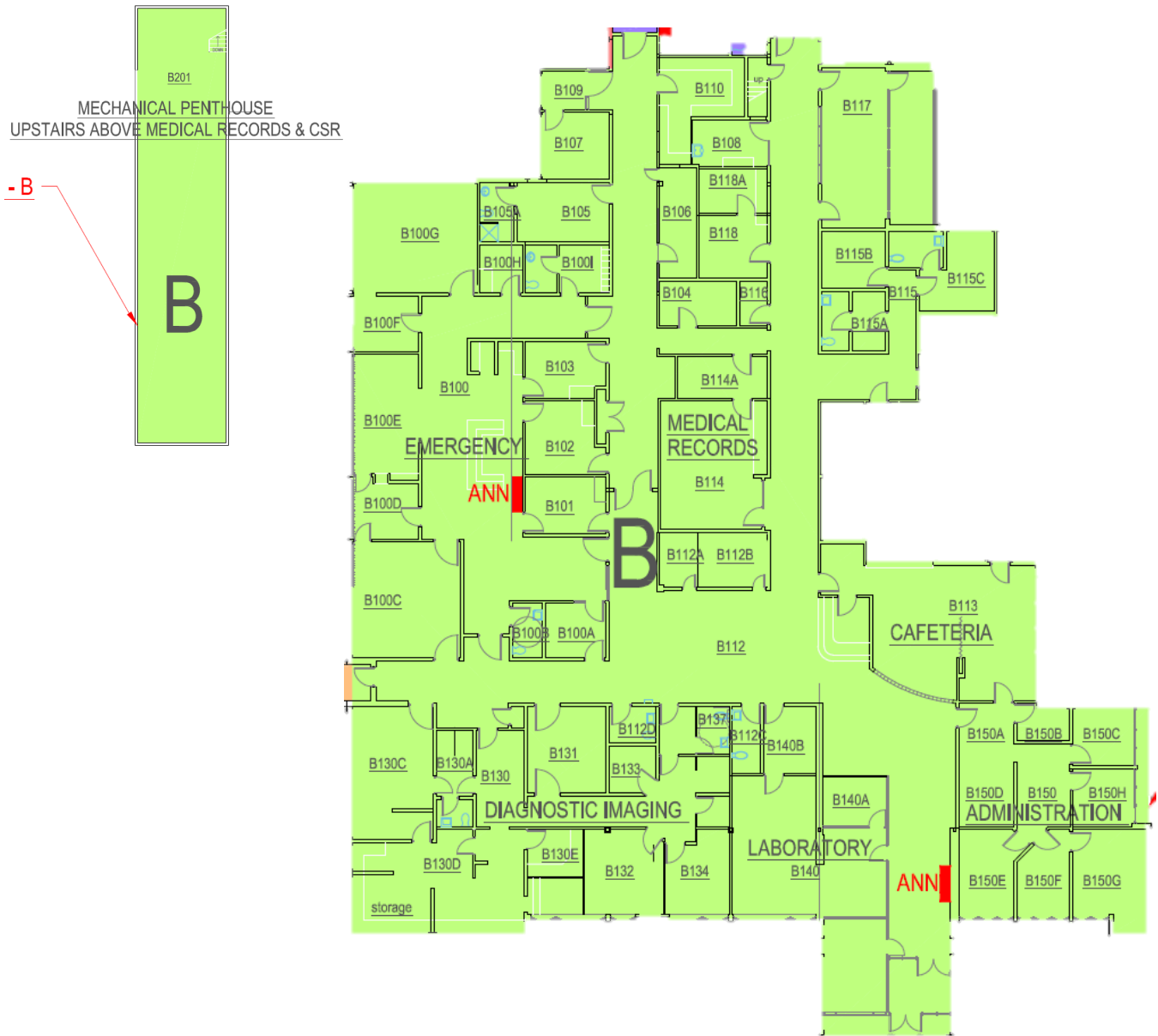


Searched by: \_\_\_\_\_

Date and Time: \_\_\_\_\_

**\*\* Return to Charge Nurse when search complete**

Code Yellow/Amber Search Zones – Zone B



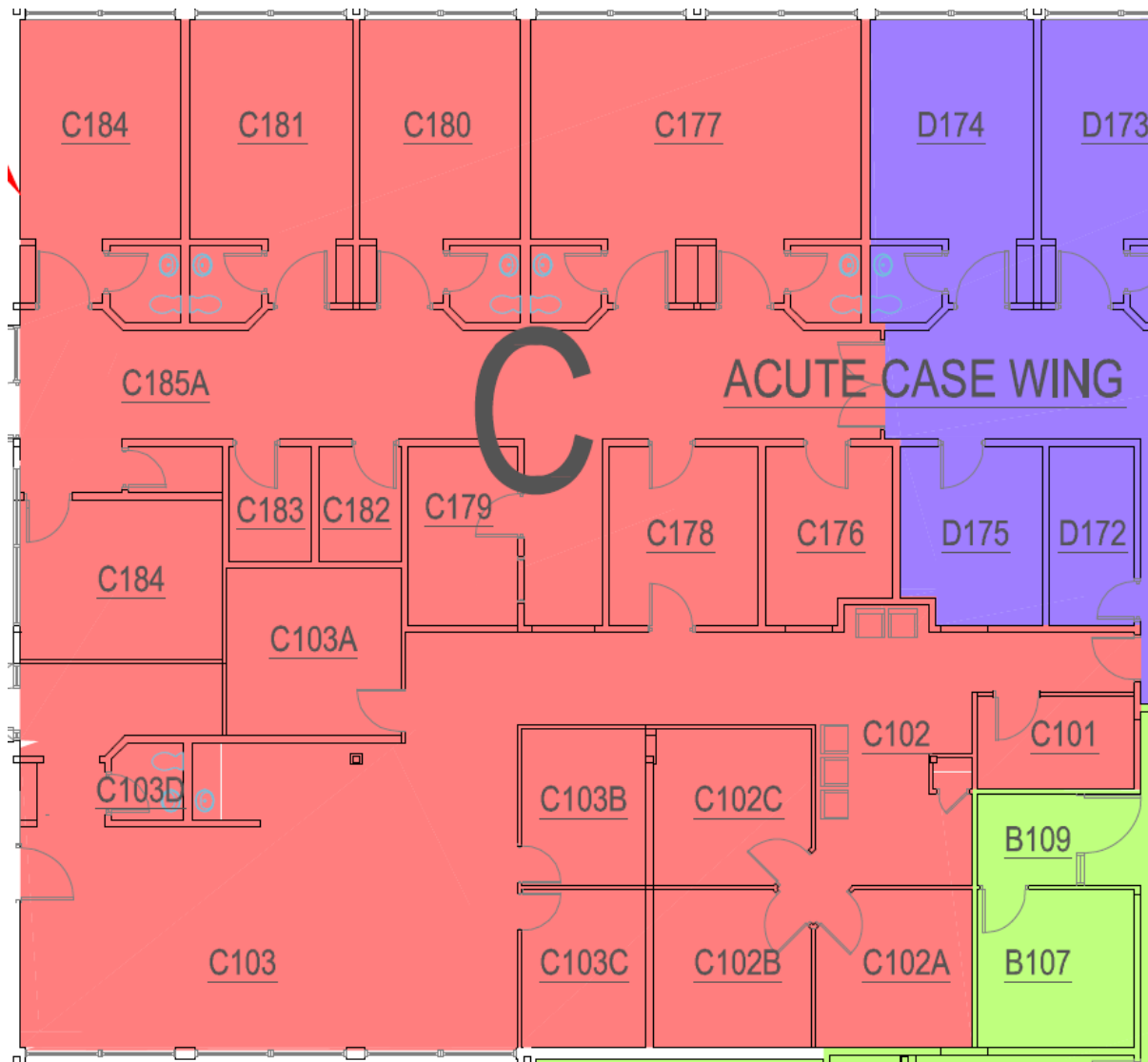
Searched by: \_\_\_\_\_

Date and Time: \_\_\_\_\_

**\*\* Return to Charge Nurse when search complete**



Code Yellow/Amber Search Zones – Zone C

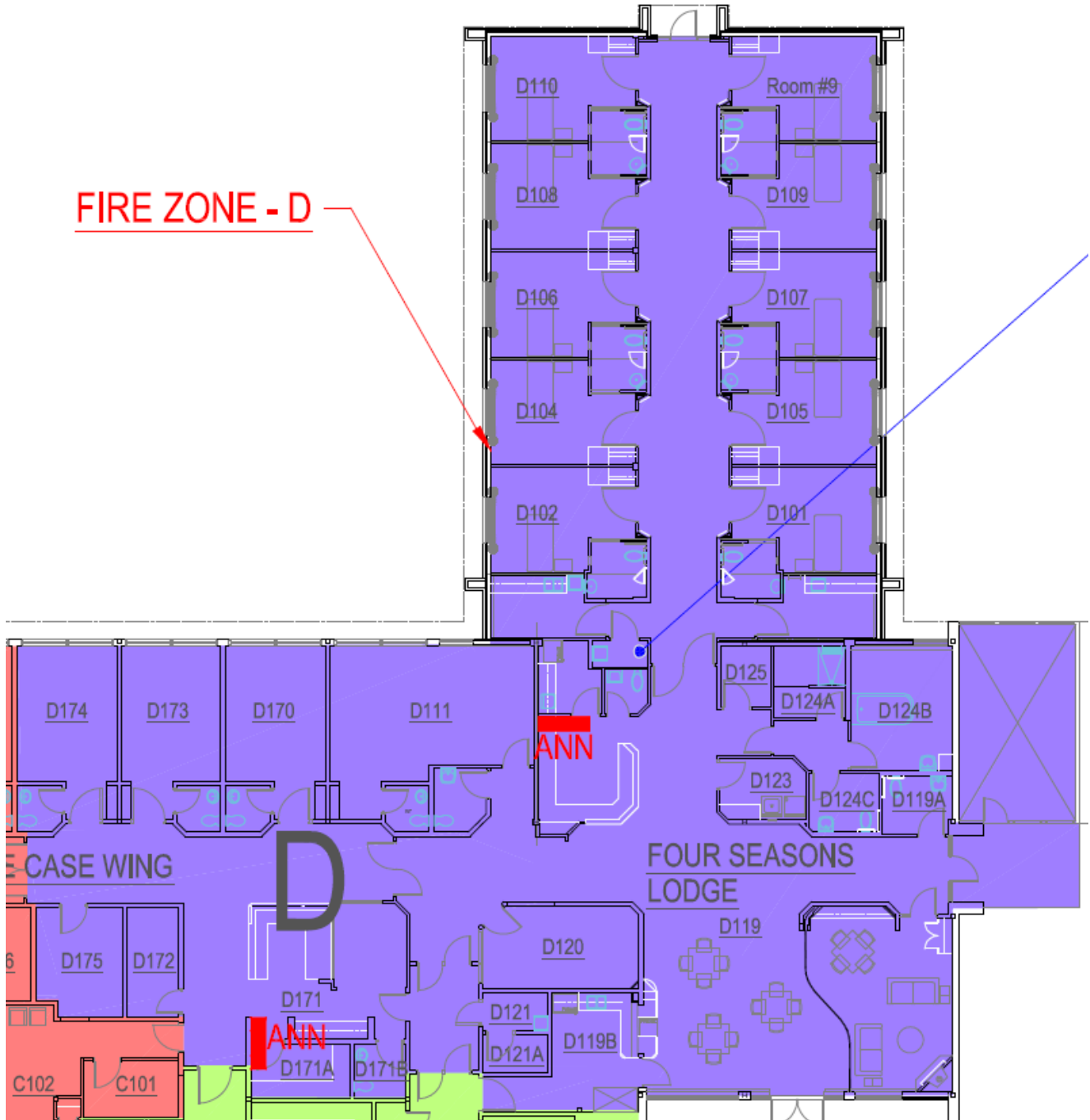


Searched by: \_\_\_\_\_

Date and Time: \_\_\_\_\_

**\*\* Return to Charge Nurse when search complete**

Code Yellow/Amber Search Zones – Zone D

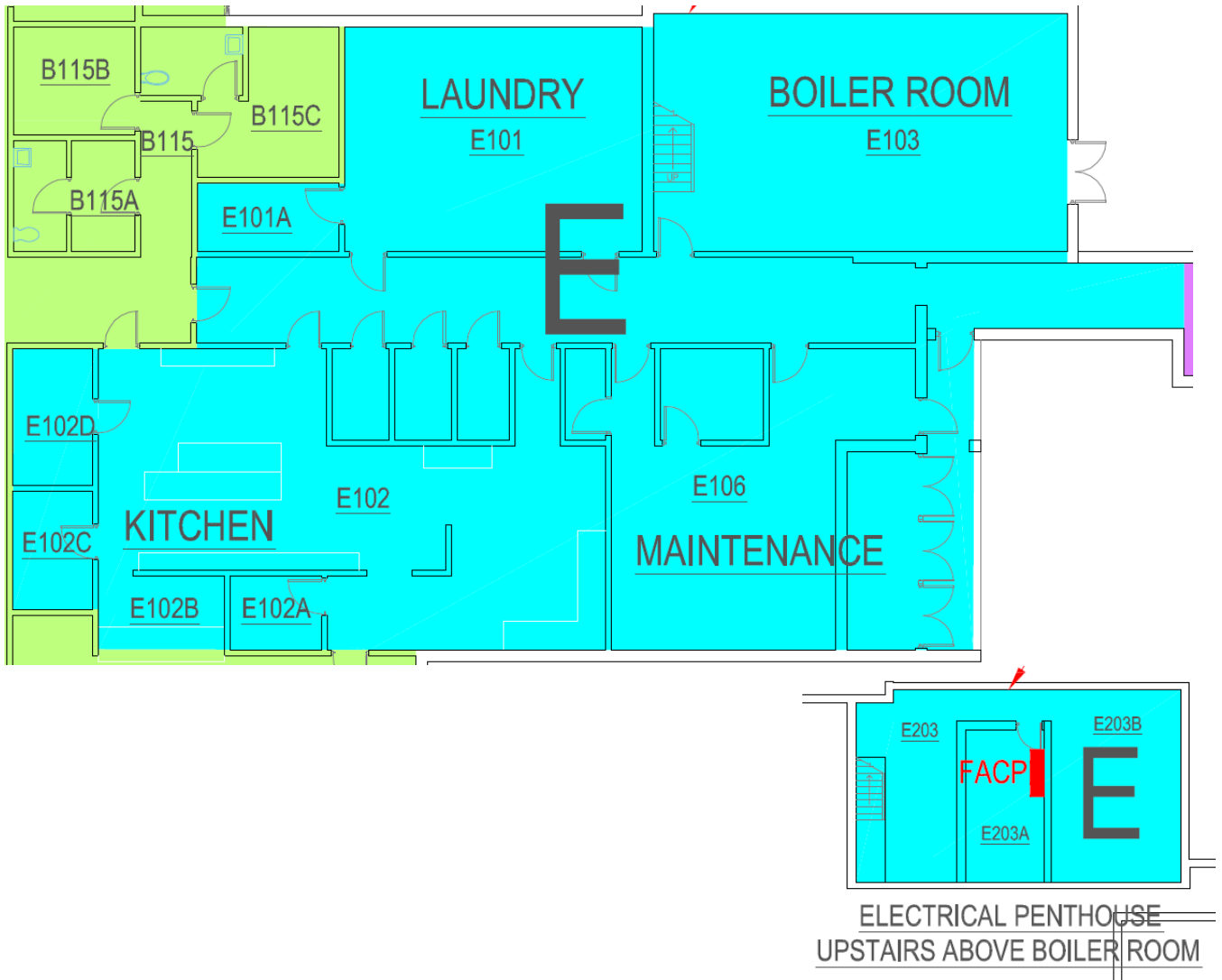


Searched by: \_\_\_\_\_

Date and Time: \_\_\_\_\_

**\*\* Return to Charge Nurse when complete**

Code Yellow/Amber Search Zones – Zone E

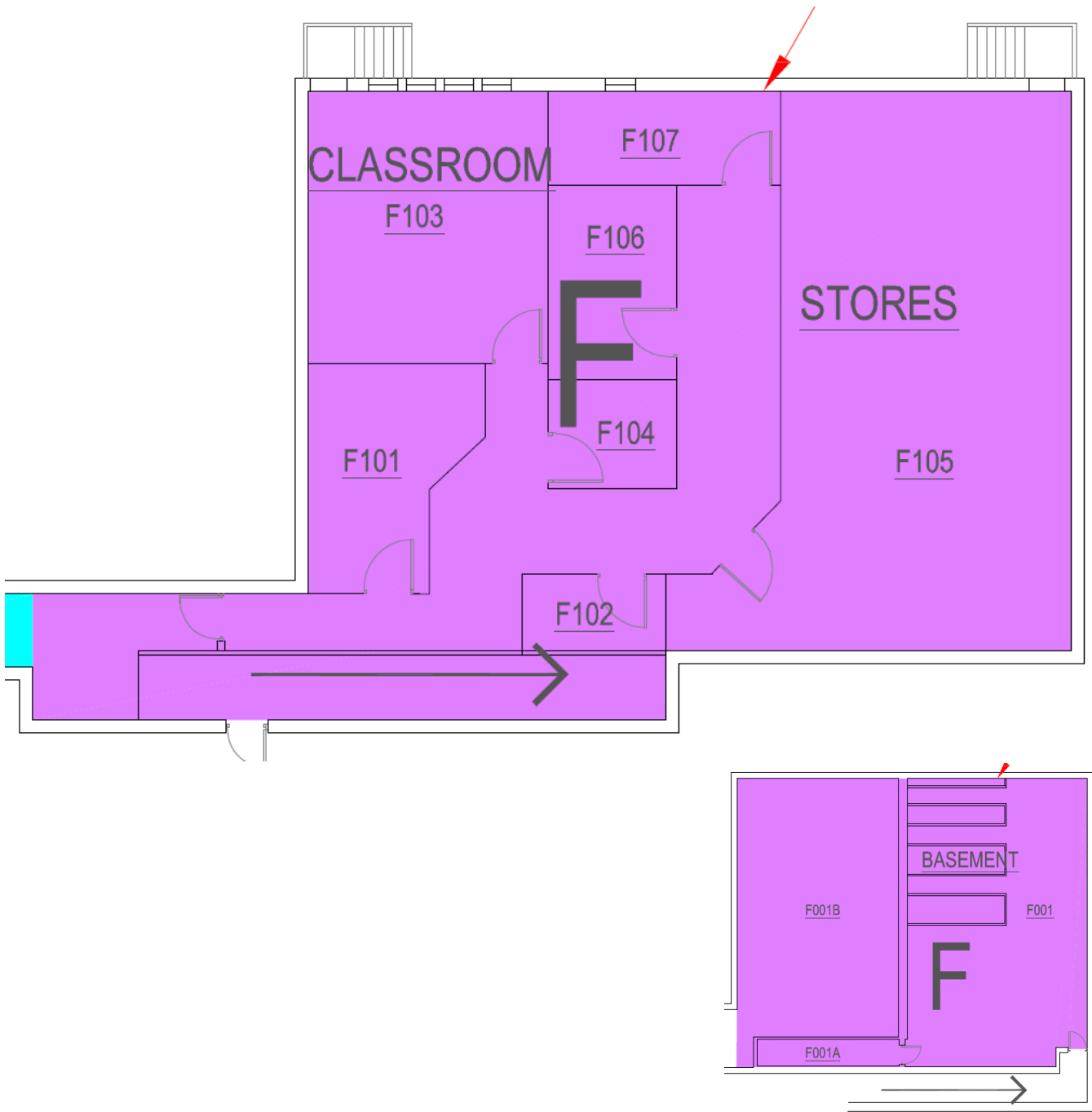


Searched by: \_\_\_\_\_

Date and Time: \_\_\_\_\_

**\*\*Return to Charge Nurse when search complete**

Code Yellow/Amber Search Zones – Zone F



Searched by: \_\_\_\_\_

Date and Time: \_\_\_\_\_

**\*\* Return to Charge Nurse when search complete**