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 ☐ Chief Human Resources Officer

Policy

Code Yellow is a planned response to a missing adult patient or resident over the age of 18. This includes medical in-patients 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 In-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 In-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 In-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 In-Charge Nurse shall assume role of Incident Commander until arrival of Admin On-Call. In-Charge Nurse is to ensure that the Admin-on-call is notified if after hours.

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

<u>Initiating Facility Search Monday-Friday 8am-4pm:</u>

- Searching of the zones shall be coordinated by the In-Charge Nurse. Zones will be assigned to available staff.
- In-Charge Nurse/delegate shall inform the individual's emergency contact that the patient/resident is missing.
- Maps of the zone will be supplied by the 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 In-Charge Nurse.
- Zones:
    - Zone A
        - Clinic Building
    - 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
    - Zone G
        - Primary Care Building
    - 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.

<u>After search of the facility and grounds:</u>

- 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 In-Charge Nurse
    - Emergency Contact will be made aware person has been located by the In-Charge Nurse
    - In-Charge Nurse/Incident Commander will call the Code Yellow/Amber "all clear"
    - Incident should be captured using Incident Management System by the In-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 In-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 Long Term Care (MOLTC).
- 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	• Ontario Hospital Association. OHA Emergency Management Toolkit, 2008
Acknowledgements	• Code Yellow – Missing Patient, Pembroke Regional Hospital • Introduction to Facility Emergency Plans. Code Yellow – Missing Resident, Health PEI. Long Term Care
Review Process	• Emergency Preparedness Committee – May 7, 2025 • Joint Health and Safety Committee – May 21, 2025
Revision Approval Date	• May 7, 2025

Version approved for printing by Chief Executive Officer.

_____

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 (birthmarks, tattoos, etc.)		
Last time and place person seen		
Any other information that could increase the risk to the missing person or people involved in searching (i.e.: history of violence, dementia, seizures, etc.)		

In-In-charge Nurse:

_____

Signature: _____

Code Yellow/Amber Search Zones – Entire Facility

Code Yellow/Amber Search Zones

FIRE ZONE - D

FIRE ZONE - D
LONGTERM CARE FLOW
LONGTERM BACKFLOW IN VALVE
LONGTERM BACKFLOW OUT VALVE
LONGTERM MAIN VALVE
LONGTERM LOW PRESSURE

FIRE ZONE - C

C

ACUTE CASE WING

D

FOUR SEASONS LODGE

GROUND FLOOR

FIRE ZONE - E

F

CLASSROOM

STORES

LAUNDRY

BOILER ROOM

E

LONG TERM CARE STORAGE
AT LOWER LEVEL DOWN RAMP

KITCHEN

MAINTENANCE

B

EMERGENCY

MEDICAL RECORDS

CAFETERIA

FIRE ZONE - B

A

MEDICAL CLINIC

AMBULANCE ENTRY

DIAGNOSTIC IMAGING

LABORATORY

ADMINISTRATION

YOU ARE HERE
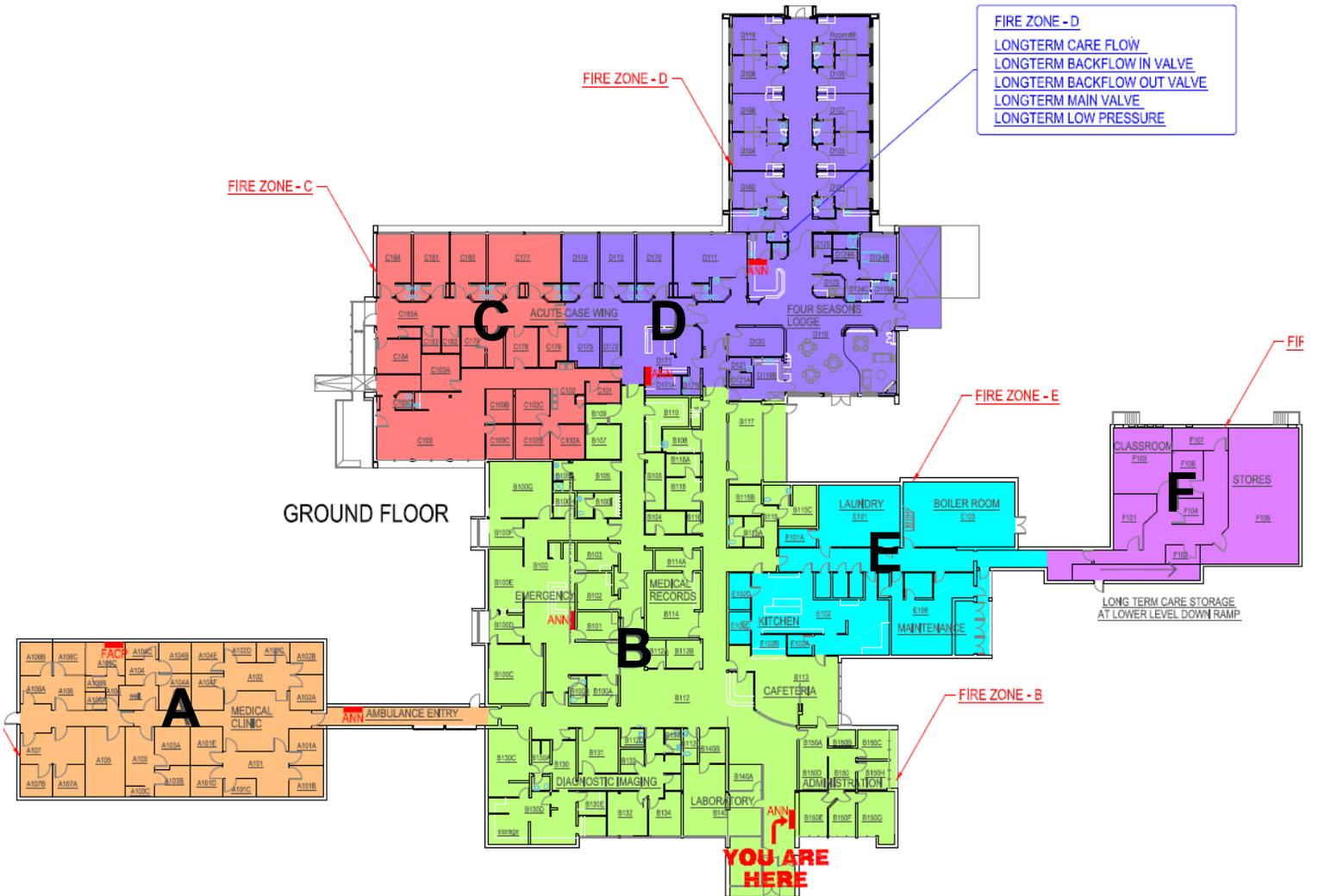
ZONE 1
RECEPTION, WAITING ROOMS & WASHROOMS

ZONE 2A&B
GROUP ROOMS & OFFICE SPACES

ZONE 3
EXAM ROOMS & CLEAN ROOM AREAS

SERVICE SPACES

Code Yellow/Amber Search Zones – Zone A
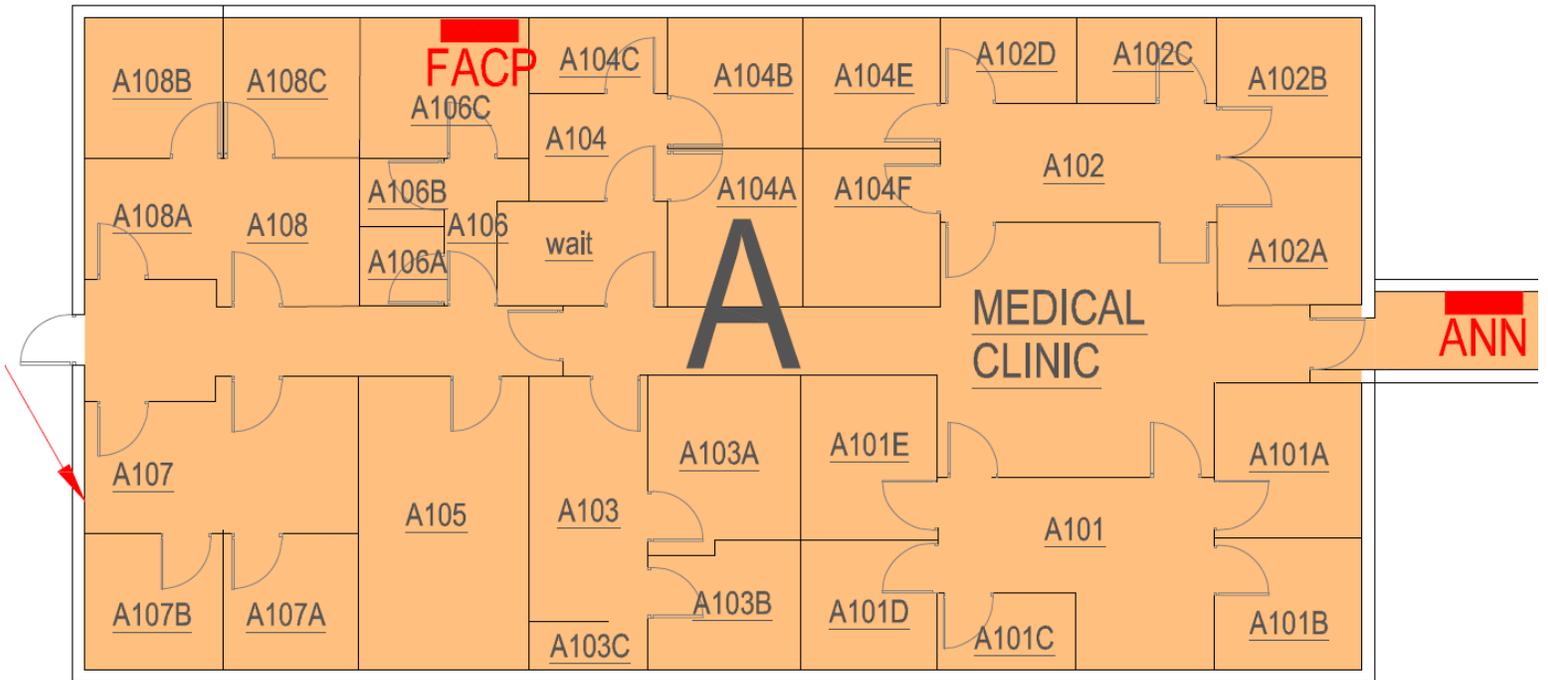
Searched by: _____

Date and Time: _____

** Return to In-charge Nurse when search complete

**Code Yellow/Amber Search Zones – Zone B**
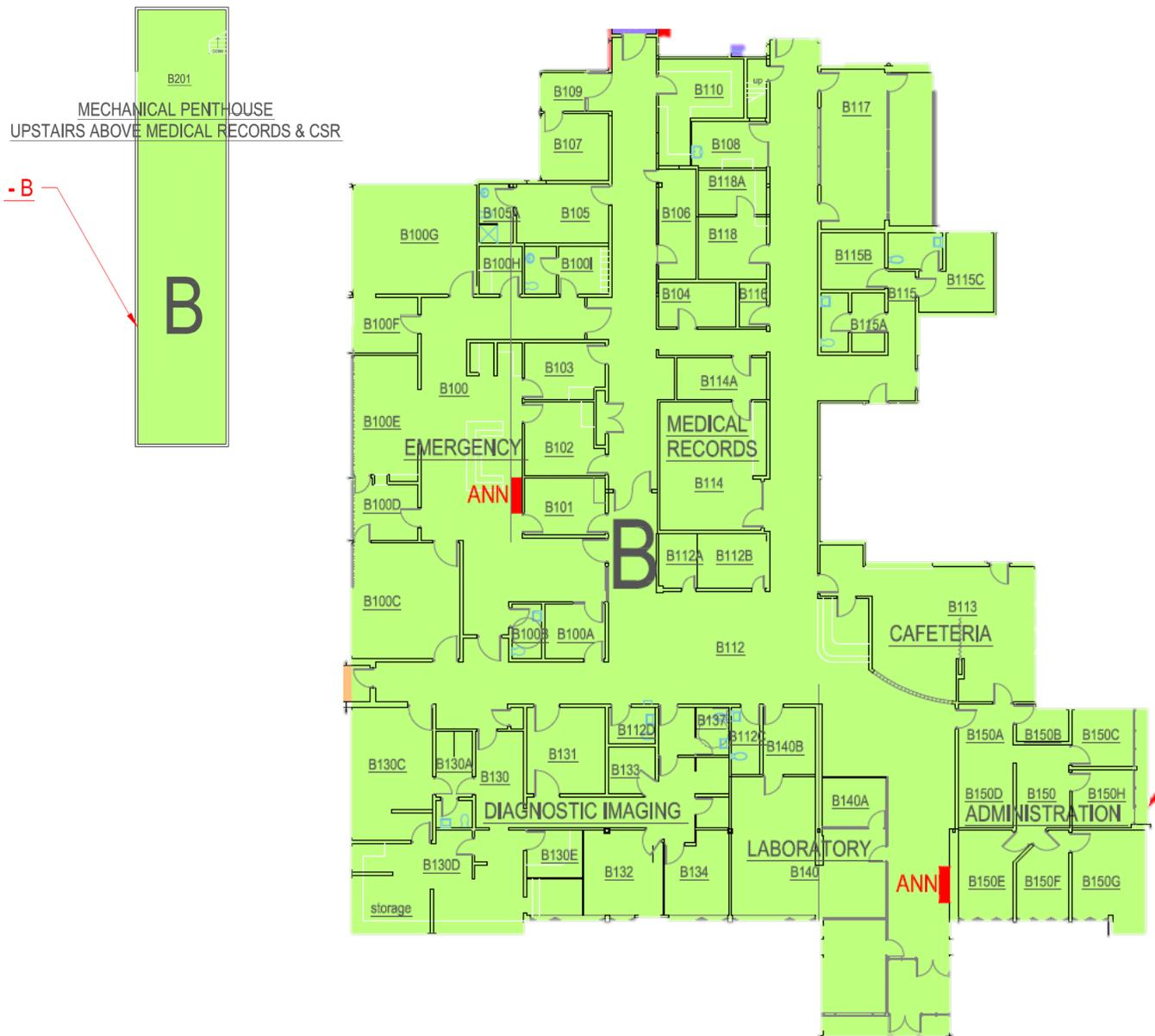
Searched by: _____

Date and Time: _____

** Return to In-charge Nurse when search complete

Code Yellow/Amber Search Zones – Zone C
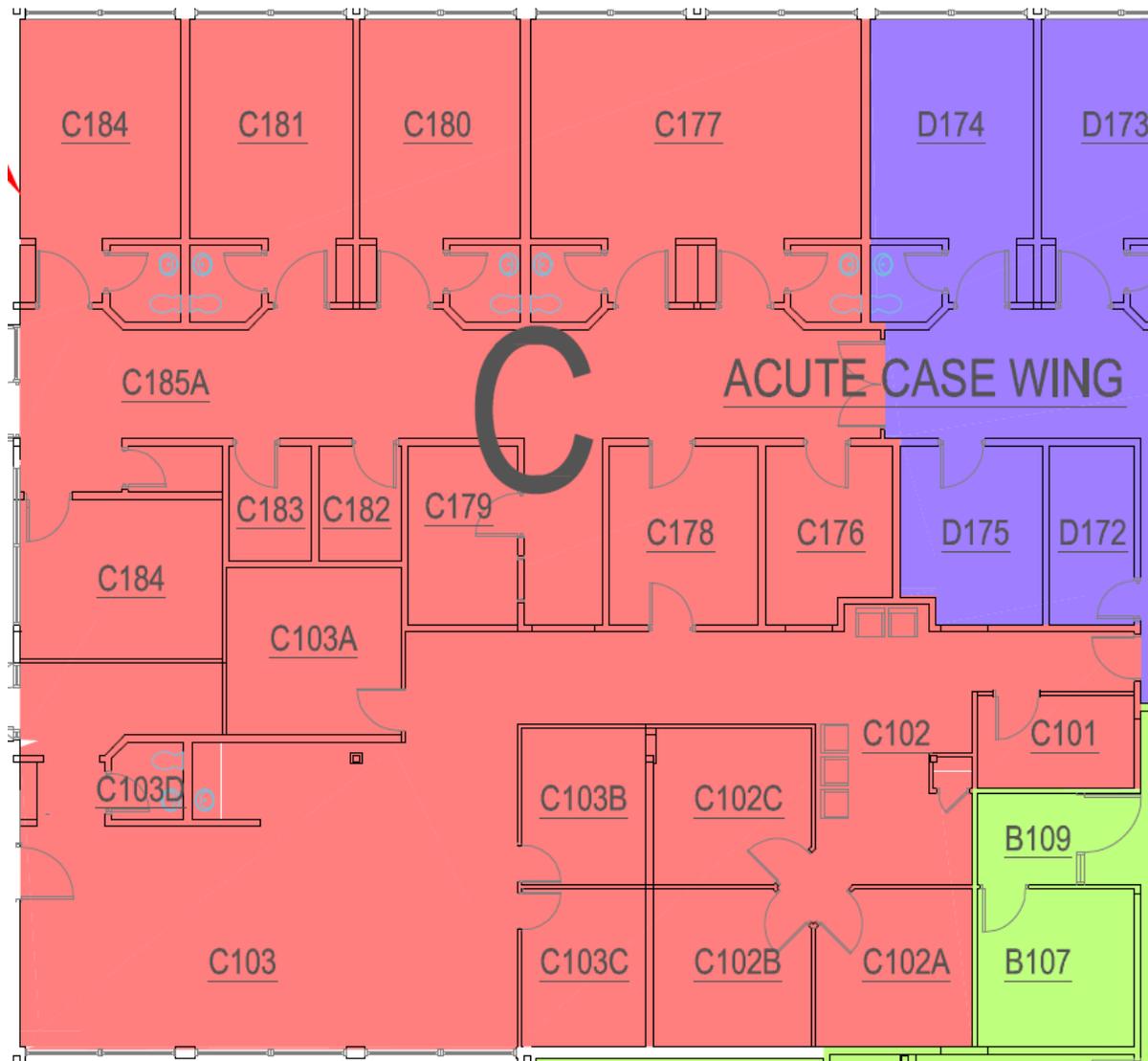

Searched by: _____

Date and Time: _____

** Return to In-charge Nurse when search complete

Code Yellow/Amber Search Zones – Zone D

FIRE ZONE - D

D110
Room #9
D108
D109
D106
D107
D104
D105
D102
D101

D174   D173   D170   D111
D125
D124A   D124B
D123   D124C   D119A

CASE WING

D

FOUR SEASONS
LODGE

D175   D172
D119
D120
D171
D121
D171A   D171B
D121A   D119B
C102   C101

ANN
ANN
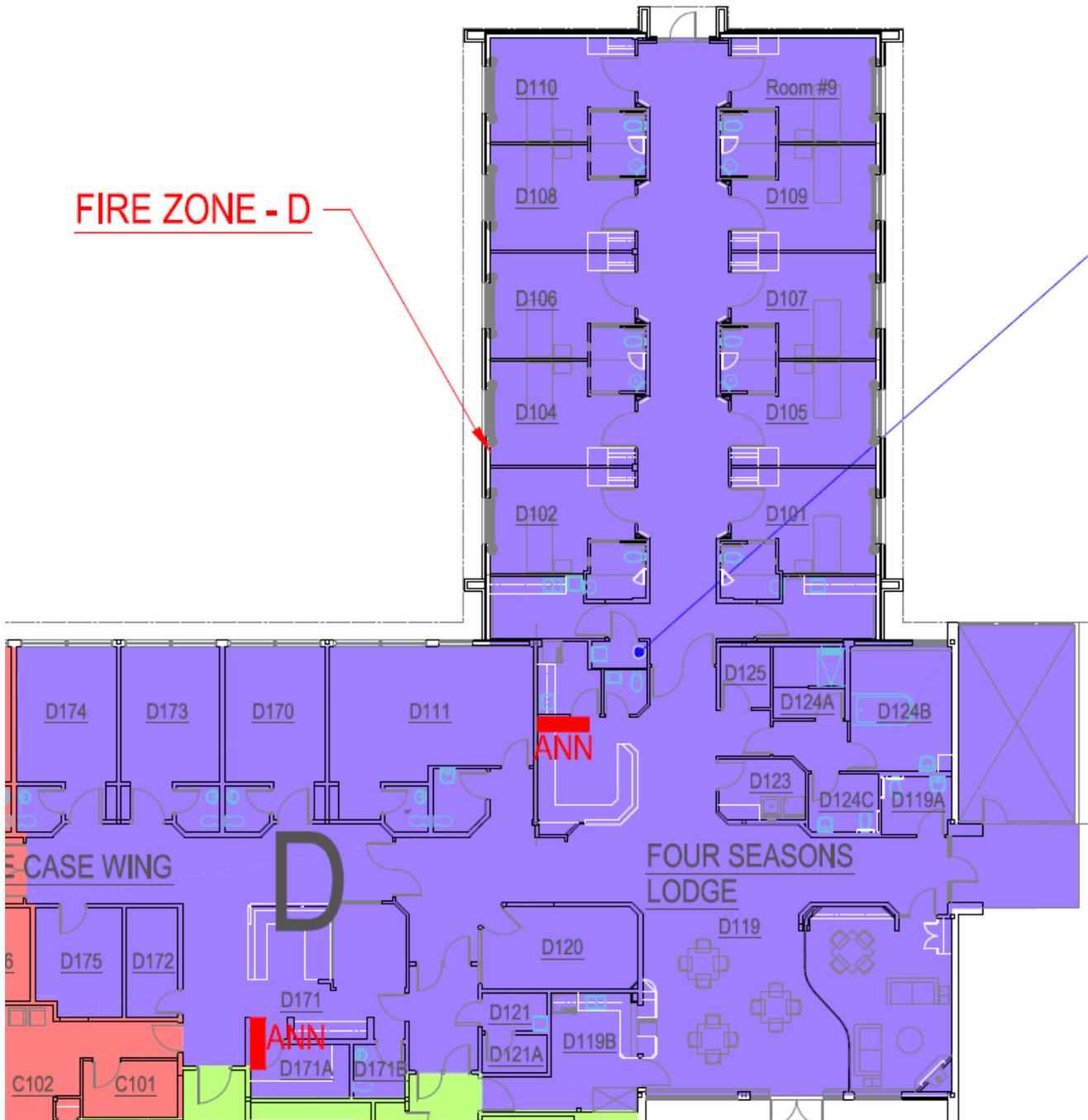
Searched by: _____

Date and Time: _____

** Return to In-charge Nurse when complete

Code Yellow/Amber Search Zones – Zone E
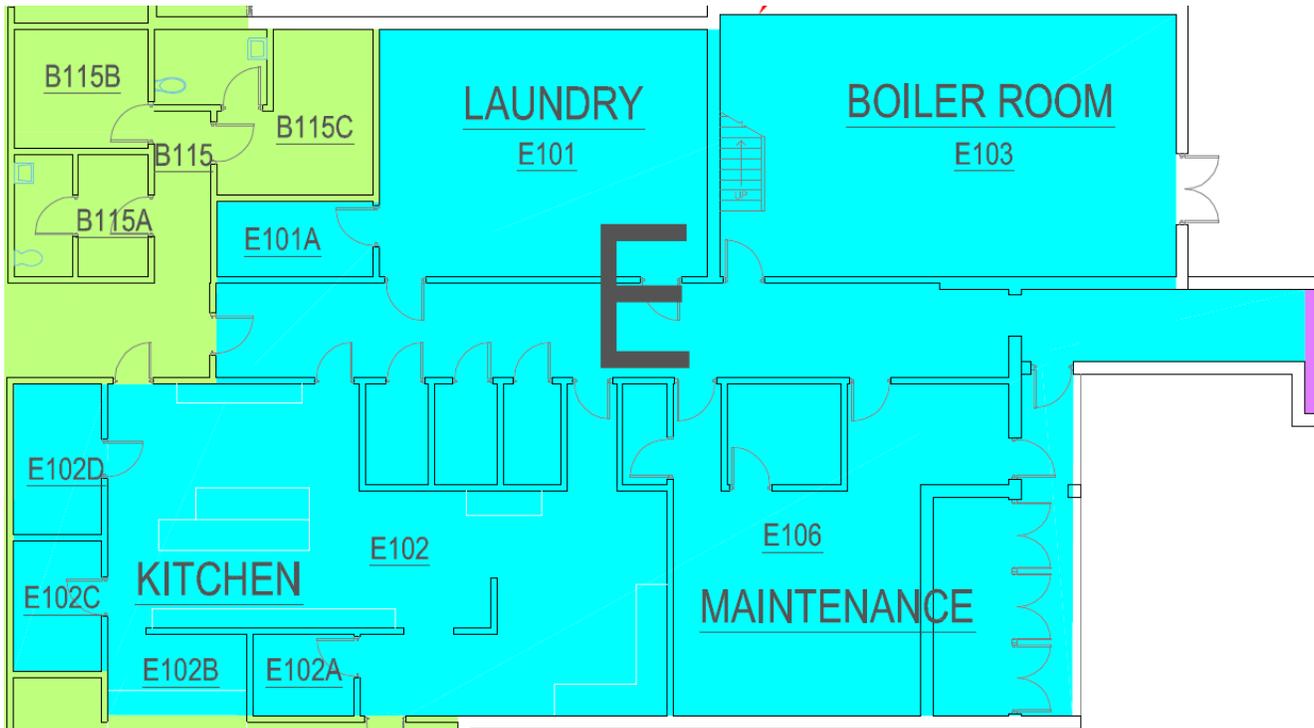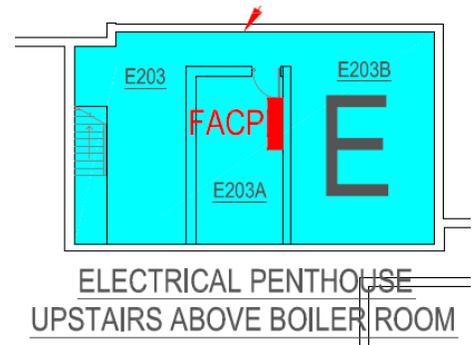
ELECTRICAL PENTHOUSE
UPSTAIRS ABOVE BOILER ROOM

Searched by: _____

Date and Time: _____

**Return to In-charge Nurse when search complete

Code Yellow/Amber Search Zones – Zone F
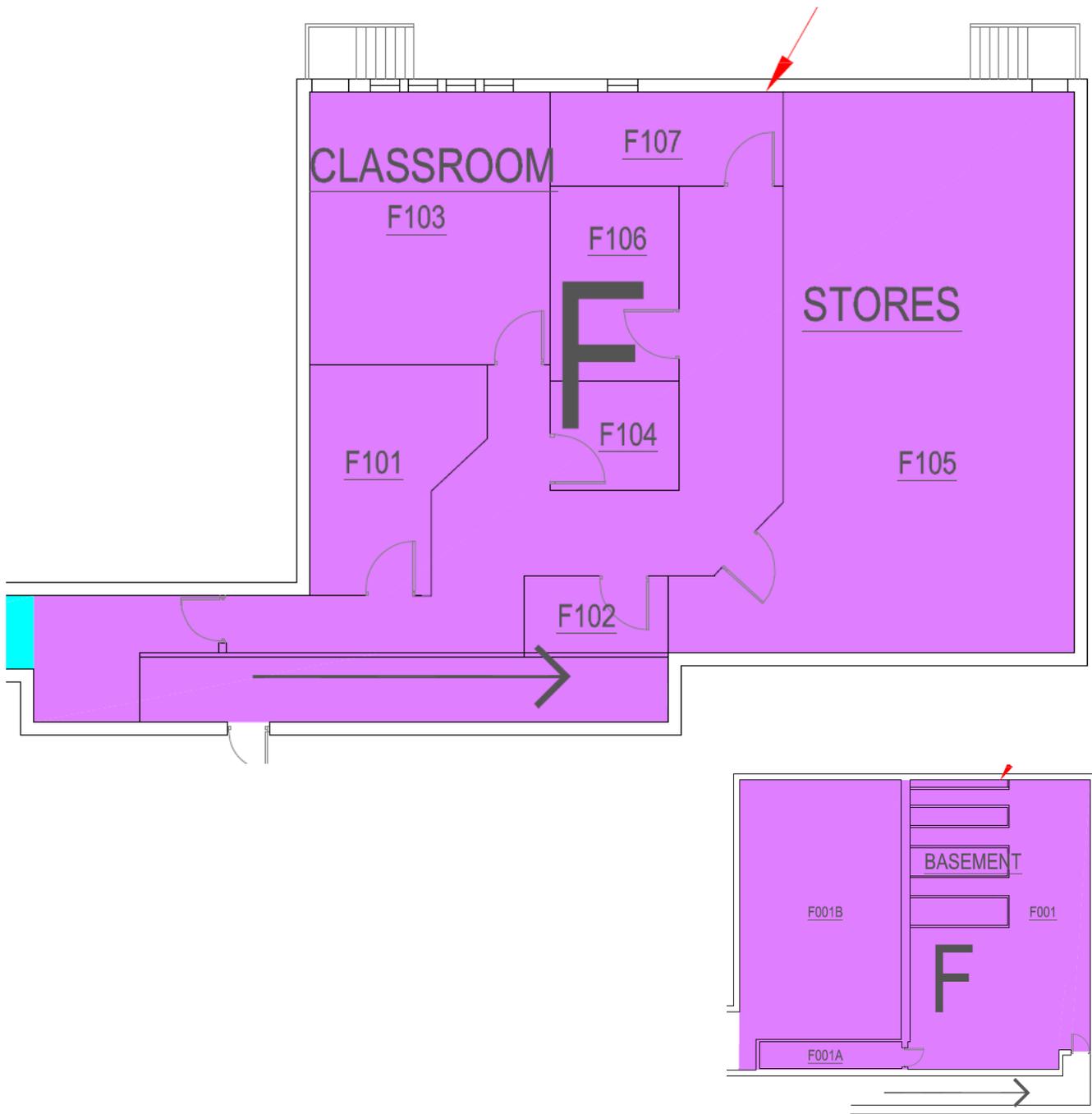
Searched by: _____

Date and Time: _____

** Return to In-charge Nurse when search complete

Code Yellow / Amber Search Zones – Zone G

Searched by: _____

Date and Time: _____

** Return to In-charge Nurse when search complete