

DEARNESS HOME POLICIES AND PROCEDURES

MANUAL: Emergency Management Plan	INDEX NO: EMP05-001		
SECTION: Code Yellow - Missing Resident	PAGE 1 of 3		
SUBJECT: Code Yellow - Missing Resident Emergency Response Plan	Implemented M / D / Y 07 01 22	Reviewed M / D / Y	Revised M / D / Y
APPROVED BY:			
DOCUMENT APPLIES TO: All Staff			
<i>A printed copy of this document may not reflect the current policy. Refer to the electronic version located in the Emergency Management Plan on Surge Learning,</i>			

POLICY

Each Long Term Care Home (LTCH) must have an established practice to ensure an effective and thorough response is activated when a resident is missing. Therefore, to ensure the safety of residents, a LTCH will follow the Code Yellow Missing Resident Emergency Response Plan procedures located below and in Appendix 'B' if a resident is deemed missing. If a LTCH is equipped with a resident GPS tracking system that shall be utilized first and foremost to locate the missing resident.

SEARCH

If a resident is suspected missing, staff will:

1. Check the resident IN/OUT board (sign out)
2. Initiate a search of the Resident Home Area (RHA) by staff
3. Make an announcement on the public address system; "Mr/Mrs/Ms _____ please return to your area". This is announced 2 times at 1 minute intervals.

If there is no response to the above announcement, repeat: "Code Yellow, Mr/Mrs/Ms _____, Resident Home Area: _____;" "Code Yellow, Mr/Mrs/Ms _____, Resident Home Area: _____."

At this point the search is expanded to whole home with a quick check around the parking areas outside the home. Staff will be assigned to conduct a search throughout the LTCH using the floor plans located in the Emergency Management Plan (EMP), Appendix 'I'.

Staff to mark "S" in all rooms searched, time and initial, and mark "L" in all locked, inaccessible rooms, time and initial and return to the Command Center. Start at one side and systematically search all areas

At no time shall staff be requested to use their cars to search in the community. If staff wish to leave the home to search off the property they must report to the Chief Warden and leave a cell phone number where they can be reached or so they can reach the home if the resident is found.

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EMERGENCY OPERATIONS CENTER (EOC)

Immediately upon implementation of a Code Yellow-Missing Resident, an EOC will be established by the Chief Warden. The reception area of the home will serve as the default location for the EOC.

COMMUNICATION

See Appendix 'C' Communication Plan

ROLE OF FAMILY

Inform them of the situation and request their assistance in possible places to search. Keep the family informed throughout the search and reassure them of all progress and effort being used in the search

ROLE OF POLICE

Upon their arrival NRP Officers are to be provided with all information collected, including the resident's photo. The NRP Officers will assume command of the search and the Regional Staff shall assist as required and requested and may request to see any video surveillance that may be available on the homes surveillance system(s).

RESIDENT PHOTO

Print resident photo – Photo is located on the

DOCUMENTATION

All real and simulated emergency events shall be documented on the Emergency Drill Report located in Appendix 'A'.

All formal activations of Emergency Response Plans shall include a formal debrief and review of the response plans within 30 days of the conclusion of the emergency. This debrief shall be documented separately from the original emergency response.

Completed Emergency Drill Reports shall be logged in the Testing of Emergency Plans binder for a period of 2 years.

REPORTING

Every licensee of a LTCH shall ensure that the Director is informed in as much detail as is possible under the following timelines and in the associated circumstances;

Immediately

1. Critical Incidents.
2. For a resident who is missing three hours or more
3. For any missing resident who returns to the home with an injury or any adverse change in condition regardless of the length of time the resident was missing.

No Later than One Business Day

1. A resident who is missing for less than three hours and who returns to the home with no injury or adverse change in conditions.

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Report Submission

Where a licensee is required to make a report immediately as identified above and it is after normal business hours, the licensee shall make the report using the Ministry's method for after-hours emergency contact. Contact information can be found in Appendix 'C' Communication Plan – Call in List.