

GENERAL STAFF - CODE YELLOW **MISSING CLIENT**

Code Yellow Facility ICS Org Chart on next page

Activate Code Yellow when any of the following occurs:

- A client is witnessed leaving the facility and refuses to return;
- A client is discovered to be missing and is not within eyesight of the facility or is visible and appears to be in difficulty.
- Client has a "Form 4" on their medical file and is leaving the facility against medical advice.

Immediately initiate Code Yellow when there is reasonable cause to believe that a client may be missing. DO NOT DELAY!

- If you believe that a client may be missing, page over PA: **"ATTENTION ALL STAFF – CODE YELLOW with location"x3** _____
Input directions to activate PA
- Notify the Nurse in Charge of which client is missing and what indications there are that the client is indeed missing.
- Follow the directions as given by the Incident Commander.
- If you find or observe the missing client notify the Incident Commander immediately.
- Obtain necessary assistance, if necessary, to help assess the client to see if there are any injuries to be treated.
- Return the missing client to safety.

INCIDENT COMMANDER - CODE YELLOW MISSING CLIENT

Code Yellow Facility ICS Org Chart on next page

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- Client has a "Form 4" on their medical file and is leaving the facility against medical advice.

Immediately activate Code Yellow when there is any reasonable cause to believe that a client may be missing. DO NOT DELAY!

- Ensure page over PA: "**CODE YELLOW with location**"x3 _____
Input directions to activate PA
- Activate Facility ICS as required
- Designate staff to perform the following tasks:
 - Search client unit, all areas inside the facility including client lounges, lobbies / smoking areas; monitor main entrances and public areas
- Page over the PA for the client to return to the Nurse's Station.
- If client is not located in the facility, **CALL 911** for EMS to assist with grounds search as required
- Initiate your staff call-out by contacting the **Staff Call-Out Centre**
 - **RESTON at 1-204-877-3925** or if unavailable
 - **SANDY LAKE at 1-204-585-2107**
 - If unavailable contact EMS On-Call Supervisor via FleetNet,
- "On-Call Supervisor this is _____, Code Yellow initiate our staff call-out."
Name of facility
- Designate any available staff and/or EMS to conduct a search of the facility exterior grounds.
 - Remain in the facility to coordinate the search.
 - Designate areas of the grounds to be searched; document on a facility map (A map is located in front of this manual)
 - Direct staff to use portable radios, cell phone or FleetNet to maintain constant communications with the Incident Commander.
 - Direct staff to report in, as searches of their assigned areas are completed.
- If the grounds search is completed, and the client not found **CALL 911** for POLICE
- Coordinate community search until relieved by police. (See binder for details)
- Contact Area Manager or Designate to report Code Yellow
- Contact the missing clients' next of kin or alternate decision maker.
- Once the missing client is found, ensure the following:
 - Page over PA: "**CODE YELLOW – ALL CLEAR**"x3
 - Assess the client's condition and provide treatment as required
 - Notify assisting agencies – EMS / Police that the client has been found.
- Complete necessary forms (listed below)

Reporting Forms:

- Incident Report Form QI-XVIII-311(a) Identification Forms-ID1
- Post Event Form-P2

CODE YELLOW – Search Coordination Guidelines MISSING CLIENT

Organizing a search for a missing client, either within the facility, on the grounds or within the community will require some coordination and planning. Additional resources may be required dependant on factor such as time of day, staffing available, weather conditions and client medical history. Think safety for staff and of the well being of the missing client. **It is recommended that a copy of the community map be kept in the disaster plan for use in coordinating the community search if required.**

Facility – Interior Search

- The Incident Commander (IC) will assume responsibility for the search.
- Follow the IC Action Sheet steps for coordinating the interior search.
- Designate staff to search certain areas of the facility and have them report back to you once the areas have been searched.
 - Using the facility map located at the front of the IC Quick Reference Guide indicate what areas have been searched.
- If the interior search does not locate the client or presents evidence that the client has left the building a search of the facility grounds is required.

Facility – Exterior Grounds Search

- The IC maintains responsibility for the search. Remain in the facility at a location that can maintain communications such as the Nurse Station where you should have access to telephone, radio (walkie-talkie or FleetNet).
- Safety considerations include time of day, staff availability and weather conditions as well as client medical history.
 - If violence is an issue have staff grouped in pairs
- If necessary contact the Staff Call-Out Centre for additional staffing to assist with the search. Call 911 for EMS assistance.
- Direct staff to search the facility grounds to report back on their findings. **Indicate on your map assigned search areas and those that have been searched.**
- If the client is not within eyesight or located on the facility grounds call 911 for police.
- Notify the Area Manager or designate.
- Provide for notification of the client's next of kin or alternate decision maker.

Expanded Search – Community

- The IC will maintain responsibility for the search until police arrive.
- Staff may be organized into vehicles to assist in covering more ground.
- Follow the principles of the Facility - Exterior Grounds Search.**
 - Assign staff to areas to be searched.
- Use the map to identify where staff are and areas that have been searched.
- Ensure that communications are maintained.
- Once police arrive on scene, provide them with a description of the missing client, including a photo if available.
 - Use the map to indicate searched areas and staff locations.
- Police will assume search responsibility and control of the incident.
- Provide assistance as required.

Client is Found

- Assess the client's condition and provide treatment as required.
- Page over the PA: "CODE YELLOW – ALL CLEAR"x3
- Notify all assisting agencies and staff that the client has been located.
- Complete the necessary documentation.

MANAGER - CODE YELLOW **MISSING CLIENT**

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COORDINATOR and/or MANAGER(s):

- Ensure that all clients and staff are accounted for and safe.
 - Coordinate debriefing for staff / clients as required.
 - Consult with the ARHA Executive, for providing the timely and correct release of information to the media.
 - Ensure notification of the missing clients' next of kin or alternate decision maker so that they are aware of the event and outcomes.
 - If the event qualifies as a Critical Occurrence notify Executive member or designate as per policy QI-XVIII-311.
 - Verify completion of all required forms and notification as indicated below.**
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Critical Occurrence – Code Yellow

- Only those clients who elope AND where we do a search and call police and still can't find them would be considered "Critical Occurrences".

Critical Incident – Code Yellow

- If we do a search and find them and they have been seriously harmed we would call this a "critical incident".

Incident – Code Yellow

- If we do a search, find them and they are fine, this would just be called an incident.

All of the above would be reported as a Code Yellow.

Reporting Forms:

- Incident Report Form QI-XVIII-311(a)
- Identification Forms-ID2
- Post Event Form-P2
- Facility Status Report Form-F5
- Disaster Notification Checklist-D1

Facility ICS – Organizational Chart

Suggested Initial Staffing for: CODE YELLOW

