



ST. JOSEPH'S
GENERAL HOSPITAL
ELLIOT LAKE

St. Joseph's Manor

Code Yellow

Missing Person

Issued: December 2021

Revised: June 2022

Overview

St. Joseph's General Hospital Elliot Lake (SJGHEL), St. Joseph's Manor (SJM), is committed to a safe environment for residents, staff, physicians, volunteers, and visitors.

Code Yellow is the term used to activate a response process when a resident is reported missing.

Code Yellow may be called when:

- Any staff member notices a resident is missing.

Initiating a Code Yellow

When any staff member identifies a resident is missing, the staff member will immediately inform the registered staff, who will begin a search for the missing resident. The Most Responsible Individual will provide direction, guidance and oversee the search for the missing resident.

Code Yellow Search Procedure

Stage 1

Immediately upon the discovery of a missing resident the Most Responsible Individual as the Incident Manager will:

1. Use telephone paging system by dialing *75 from any SJM phone to announce Code Yellow and direct all available staff to begin a search of every room type on the floor, then expand search to the other floor and service areas.
2. Request Switchboard at SJGH to page the resident and ask them to return to the manor or ask for assistance immediately.
3. Request IT to provide video footage as required by searchers or Police.
4. Complete Missing Patient Information Form No. 4001 (attached). PCC will help with this.
5. Notify other departments of the resident's disappearance using the description on Form 4001 and ask them to immediately search their departments.
6. Contact the most responsible physician to discuss level of risk associated with the resident.
7. Notify the Switchboard to call 911 for police assistance.
8. Notify the resident's next of kin that the resident is missing and that a search is in progress. Ask them:
 - a. If they know where the resident may be heading;
 - b. If they can provide you with that information;
 - c. If they can go there and let you know if they find the resident. If they are not able to go and there is someone on the search team who can go to that location send them there.
 - d. To contact the Nursing Department if they hear from or see the missing resident.

Note 1: When searching rooms, ensure the person found in the room, is the person who should be in that room.

Note 2: When searching, be sure to search non-traditional locations, such closets, large cupboards and cabinets, etc.

Stage Two

If the resident is not found within 20 minutes:

1. The Most Responsible Individual or delegate will call the Switchboard Operator to advise that the missing individual is unaccounted for. Utilizing the Missing Patient Information form, (attached), the switchboard operator will broadcast a Code Yellow with a brief description of the individual.
2. Notify the Administrator/DOC then the Chief Executive Officer, or his or her delegate.
3. If police have yet to respond, contact police requesting assistance.
4. Begin the Critical Incident Reporting to MOLTC.

Stage Three

As deemed necessary, the responsibility for the search is transferred to the Administrator/DOC, or delegate. The Administrator/DOC, or delegate will:

1. Notify the Chairperson of the Board of Trustees.
2. Maintain contact with the family of the resident to keep them informed.
3. Maintain contact with the search team to monitor progress.
4. Liaise with police to coordinate the search.
5. Initiate other action as deemed necessary in consultation with the CEO, who will be in contact with the Chairperson of the Board of Trustees, the police and search and rescue.

Note: If the Charge Nurse determines that the resident is a threat to themselves or others, OPP should be called immediately to assist in the search.

When calling 2100:

- State Code Yellow and location
- Provide description of adult resident, including;
 - Age
 - Sex
 - Height
 - Weight
 - Hair
 - Clothing

When Calling Police:

- Use plain language – do not use manor wording or language. Instead of saying there is Code Yellow, say there is a resident that is missing.
- Provide description of missing resident, including:
 - Name of Missing Person
 - Time person was last seen
 - Description as to height, weight, clothes worn
 - Home Address and Address of Next of Kin
 - Photo if available
- Inform OPP if the adult resident is a threat to themselves or to others.

Ancillary Codes

Charge Nurse will determine if other actions need to be taken to ensure safety of residents, staff, visitors, and others.

Switchboard Will:

- Announce request for resident to return to their room or to seek assistance.
- Announce three times “Code Yellow”, along with the location, and description of the person
- Announce every hour “Code Yellow still in effect” until the “All Clear” message has been given, except after 9pm until 8am.
- Contact Department Manager/ Manager on call (after hours and weekends).
- Check off departments searched as staff call in to state search is complete
- Announce three times “Code Yellow, All Clear” message when directed by the Charge Nurse

Other Staff

Upon direction from the Charge Nurse, all staff members will conduct the search. Working as a team, they will:

- Begin a search of their area and adjacent common areas
- Search all stairwells including one flight up and one flight down
- Search Resident rooms. If room is occupied, explain the need to search and solicit cooperation.
- Ensure correct resident is in correct room.
- Search all locked areas and external SJM grounds.
- Complete an incident report in the PCC.

All staff will continue searching until:

- Complete and search results have been reported to Charge Nurse, or
- Until the “Code Yellow All Clear” has been announced; or
- Until further direction from Charge Nurse.

Charge Nurse

- Notify the SLT/Administrator.
- Notify DOC.
- Determine if the missing resident is risk to themselves or others.
- Complete [Missing Patient Information Form](#) attached below.
- Communicate/Liaise with police.
- Determine when the ‘Code Yellow All Clear’ message will be given.

If the Resident is Found on Site

Alive and In No Apparent Distress:

The finder will escort the resident back to the home unit.

Alive, in No Apparent Distress, But Hostile and/or Uncooperative:

Staff will remain with the resident or follow the resident at a safe but viewable distance and seek the aid of another to call the Switchboard at 2100 for a Code White.

If the resident is found off property, contact the police for assistance, while maintaining a safe distance.

Alive and in Distress and/or Injured:

If the resident requires immediate medical attention, call EMS, regardless of location inside or outside SJM. If required, switchboard may be contacted to assist in calling EMS.

Unresponsive:

- Do not attempt to move the resident. Call switchboard at 2100 to call a Code Blue if the resident is within the manor. If the resident is found off the property, call 911 and request EMS assistance.
- If the resident is deceased do not move them. Do not disturb anything in the area. Immediately notify the OPP.

Adult Resident Not Found

Authorities will continue to externally search for the missing resident and update SJM of any findings. The Charge Nurse will determine if further over head communication is required.

Charge Nurse will work with senior management of the decision to clear the Code Yellow.

Code Yellow will be announced as “Still in Effect” every hour until the resident is found or search is discontinued.

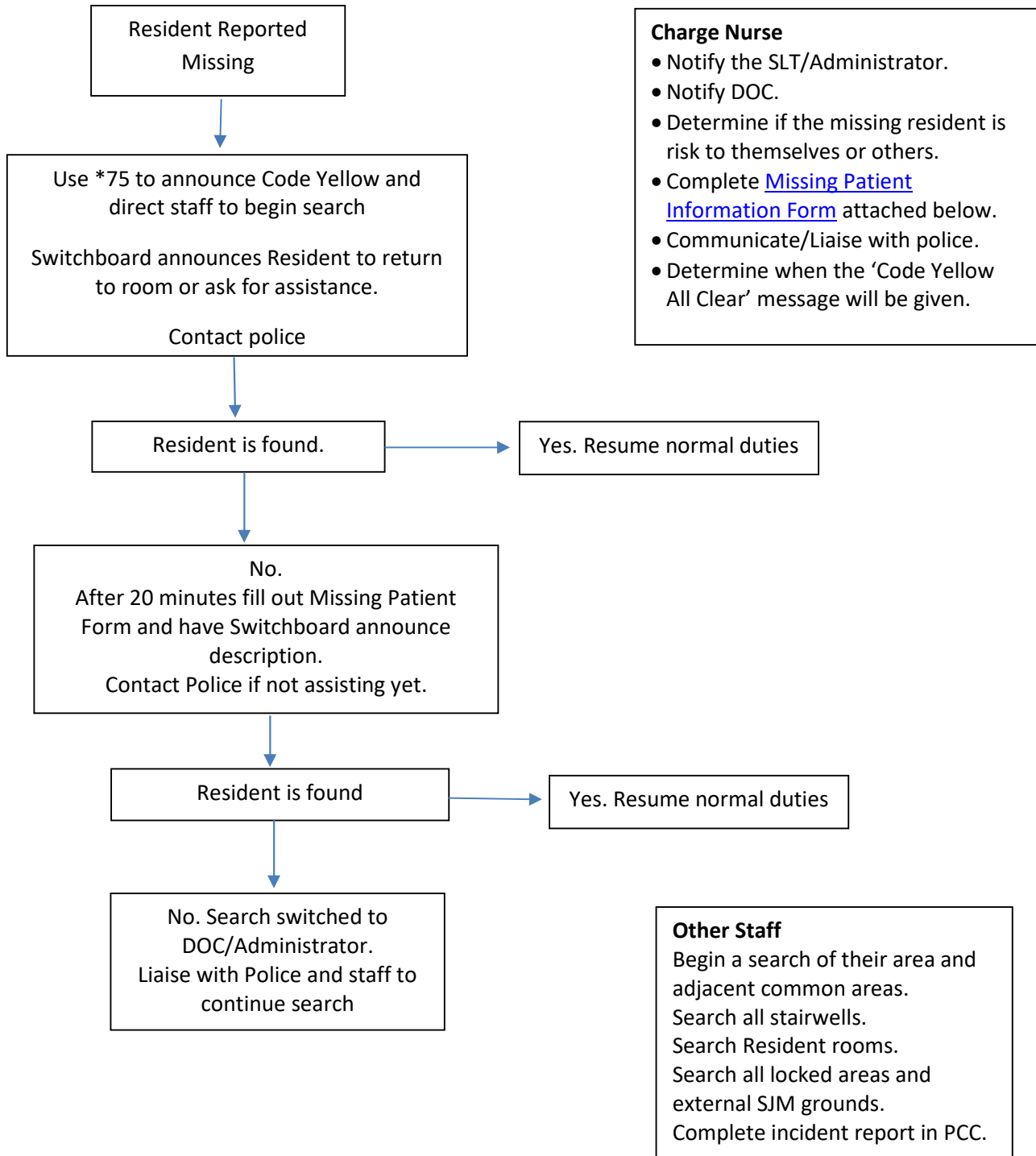
If the resident is not found after 12 hours, or is confirmed to be off manor property, Code Yellow will be cancelled.

**St. Joseph's General Hospital Elliot Lake
MISSING PATIENT INFORMATION FORM**

To be completed by Charge Nurse

Name of Patient:		Age:	Date/Time:	
Physical Description	Height:	Weight:	Eye Colour:	
	Glasses:	Hearing Aid:	Hair Colour:	
	Hair Length:	Balding?:	Distinguishing Marks/Tatoos:	
	Mobility Aids:			
Medical Issues	Any Urgent Medical Needs:		Ability to Care for Self:	
	Level of Risk to Others:	Violence:	Previous History of Elopement:	
Next of Kin in Town	Name:	Phone:	Address:	Relationship:
	Name:	Phone:	Address:	Relationship:
Timelines	Time Patient Noted Lost:			
	Time Patient Last Seen:			
	Time Incident Reported to Charge Nurse:			
	Time Doctor Notified:			
	Time Next of Kin Notified:			
	Time Senior Management Notified:			
	Time Department Search Completed:			
	Time Entire Hospital Search Completed:			
	Time Police Notified:			
Patient Located:	Time Found:	Location Found:	Found By:	
	Physical Condition of Patient When Found:	Time Returned to Department:		
Action Plan				

CODE YELLOW PROCESS – SJH



Switchboard

Announce resident to return to room or to seek assistance.
Announce Code Yellow.
Check off departments searched.
Announce Code Yellow "All Clear".

DISCLAIMER

This is intended as a tool to provide a high-level overview. To ensure a coordinated and effective emergency response, refer to the SJGHEL Code Policy.