



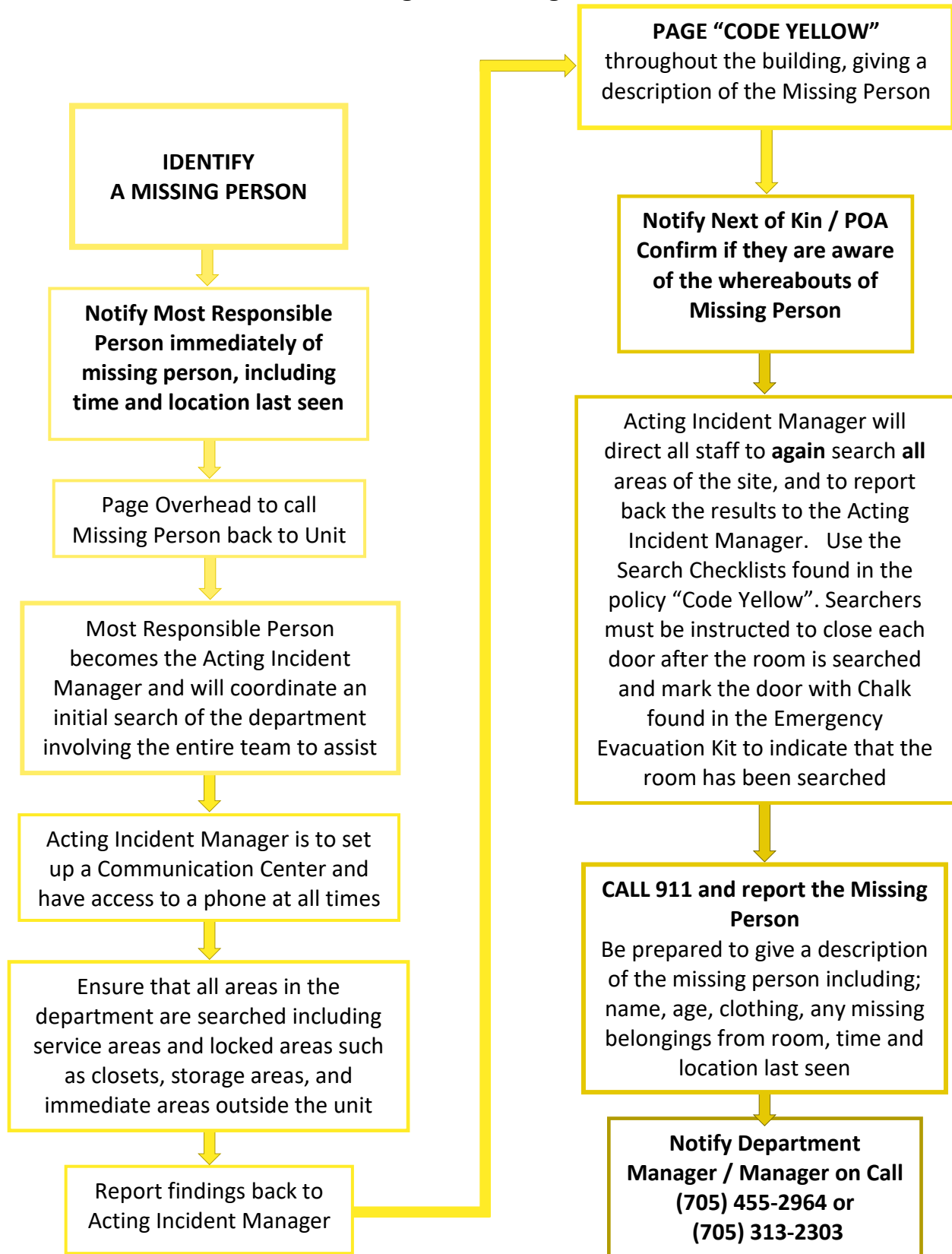
## **CODE YELLOW MISSING PERSON**

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	<b>Executive Leadership Team</b>	<b>June 28, 2022</b>
<b>Approved By:</b>	<b>President &amp; CEO / Executive Leadership Team Director of Facilities &amp; Projects</b>	

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### Missing Person - Algorithm



## Code Yellow

### Policy – Missing Person

Patients, Residents, and Clients may, on occasion, leave the Unit or the Facility for treatment purposes, Resident activities, meals, authorized leaves or following discharge. Haliburton Highlands Health Services is committed to the protection and safety of our Patients, Residents, and Clients, but also to our Staff, Volunteers, and Visitors to the Facilities. This protocol is in effect to ensure due diligence when searching for Residents, Patients, or Clients that are absent from the Unit or Facility without Staff observation or knowledge of their departure, as well as any Person whose absence from HHHS sites is cause for concern.

We have a responsibility ensure safety to not only the Patients, Residents, and Clients entrusted to our care, but also the Staff, Volunteers, and Visitors to HHHS. The purpose of Code Yellow is to provide guidelines for personnel to follow during a Missing Person Event. This plan provides for an organized and effective response to a missing person within HHHS buildings. Providing for the safety of Patients, Residents, Clients, Visitors, Staff, and other occupants of the building in a Missing Person situation is the primary goal of Code Yellow.

If a Patient, Resident, or Client leaves the Facility and has not been formally discharged, this is considered a disappearance or unscheduled exit from our facilities and is a source of serious concern.

Patient, Residents, or Clients may leave our facilities without formal discharge for a variety of reasons, including unwillingness to comply with policy, simple boredom, fear, mental health issues, or confusion.

Unexpected absences of Staff, Volunteers, Visitors, or other occupants within HHHS sites may be due to sudden injury, mental health issues, loss of consciousness due to a medical reason, or a variety of other reasons that are cause for concern. It is expected that a Person with the ability and means to communicate (via phone, text, email, etc.) an unexpected absence from a HHHS site would do so, and therefore any Person with an unexpected absence and also suddenly unreachable should be considered a cause for concern and Code Yellow procedures may be enacted. **Note:** A Staff member not showing up for a scheduled shift is not cause for Code Yellow procedures and should be investigated appropriately.

No Staff member will assume that any Missing Person is safe until it can be demonstrated to be true. All Missing Persons will be searched for until they are found, which would include contact with the Next of Kin. There is a direct relationship between the amount of time missing and potential for injury and illness. When locating the Missing Person, time is of the essence.

Searches for Missing Persons will be organized, sequential, and documented. Searches will begin with a thorough search of the Unit affected. Starting from the Nurse's Stations and systematically

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continuing down the hall checking every room and space. After an area is searched, close the door and mark it with X in chalk or utilizing the magnetic door strips (if available) to signify the room was searched. Chalk is located in the Emergency Evacuation Kit at the Nurse's Stations and Board Room. Do not assume that because a door is closed (e.g., a storage room) that there is no one inside. Searches may eventually extend to include the entire Facility, its grounds, and the community as a whole.

The Manager On Call as well as the Ontario Provincial Police (OPP) will be notified and asked to assist as soon as it is clear that the missing Patient, Resident, or Client is no longer in the building, or the safety of the Missing Person is likely to be in jeopardy. Searches of the larger community may require the activation of the Command Center.

## Procedure

When a Person has an unexplained absence from the Unit, the Most Responsible Person on the Unit (or alternate) must be informed immediately. The Most Responsible Person (or alternate) will first determine the potential whereabouts of the Person in collaboration with the Care Team (e.g., check sign-out book, text/call if able to). If unable to locate the Person, the Most Responsible Person will become the Acting Incident Manager and will provide direction for the search.

The Acting Incident Manager will obtain the Code Yellow protocols to assist with search activities. These are available on the Intranet or in the Emergency Response Manual located on each Clinical Unit.

Generally, the search will be conducted beginning with a thorough and systematic search of the Person's "home" unit (**See Appendix 1 – Stage I – Immediate Response**) and progressing to other units within HHHS (**See Appendix 2 – Stage II – Facility-Wide Search**) and the immediate area surrounding the Facility (**See Appendix 3 – Stage III – HHHS Grounds**). However, the Acting Incident Manager can modify the search sequence if needed (e.g., inclement weather, Person is a Patient, Resident, or Client and has left the building, etc.). This may include searching the HHHS units and external grounds simultaneously, searching the external grounds first, or an alternate search sequence as appropriate.

The Acting Incident Manager will oversee the Facility/external search with assistance from the Staff of the Missing Person's unit (Staff from other units may also be called upon to assist with the search). The appropriate Director, Manager, or the Manager On Call may also assist with the search.

The search will be conducted by all available Staff members as directed by the Acting Incident Manager. If additional Staff are needed for the search, a Code Yellow will be announced and a request for all available Staff to report to the Acting Incident Manager of the affected unit. Upon hearing the announcement, the following Staff are to report to the unit requesting assistance: Administration, Housekeeping, Dietary Staff, and Maintenance Services. Clinical Staff are to

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report to the unit requesting assistance as able while continuing to maintain safe Patient care. The Acting Incident Manager may assign duties to assist with the search to any Staff that respond to help. All Staff that are NOT assigned to search are to return to their regular duties immediately.

Once the internal and external search is complete, the OPP must be contacted if the Person has not been located. The OPP will conduct a search of the community.

## Definitions

**Code Yellow Stage I** – A preliminary search of the unit involving Unit Staff. Stage I is activated by any Staff member upon noticing that a Patient, Resident, or Client is missing from their unit, or an occupant of HHHS disappears, cannot be reached, and there is a concern for safety. An announcement on the Fire Panel PA System is made requesting the Person returns to their unit.

**Code Yellow Stage II** – A Facility-wide, internal search. An announcement on the Fire Panel PA System is made declaring a Code Yellow. Facility-wide Search Teams participate in the search of Missing Person.

**Code Yellow Stage III** – HHHS External Grounds search. An announcement on the Fire Panel PA System is made requesting additional Staff (if needed) to assist in the search of the Missing Person. OPP is contacted upon failure to locate the Missing Person.

**Code Yellow Stage IV** – Missing Person is found. An announcement on the Fire Panel PA System is made declaring Code Yellow “All Clear”.

## Management Responsibilities

- HHHS Managers are to ensure all Staff are trained on Code Yellow procedures
- The Emergency Response Planning Team consisting of at a minimum the Directors of Care and the Clinical Manager are responsible for the implementation of Code Yellow and a review of the Code Yellow procedures every year
- HHHS Managers are to assist and coordinate with Staff, if possible, during a search for a Missing Person
- Acting Incident Manager, Area Manager affected, and other HHHS Managers as appropriate to convene with unit Staff to perform an informal debrief within 48-hours of the conclusion of the incident, as well as an event debrief within 10-days of the conclusion, and provide a report summarizing the event to the HHHS Management Committee and Joint Health & Safety within 30-days, updating this policy as required

## Employee Responsibilities

- All Staff are to immediately notify the Most Responsible Person upon the discovery of a Missing Person
- All Staff are to assist in the search of the Missing Person, if requested and able to do so
- All Staff involved in the search of the Missing Person are to conduct the search safely
- All Staff are required to participate in training, drills, and debriefs that support Code Yellow procedures
- All Staff must know the location of all Fire Zones, exits and routes to these exits from all areas of the building
- All Staff must obey the instructions of the Acting Incident Manager and the OPP or Emergency Responders upon arrival

## Appendices / Links

**Appendix 1** – Checklist Procedure –Stage I – Immediate Response

**Appendix 2** – Checklist Procedure –Stage II – Facility-wide Search (Internal Search)

**Appendix 3** – Checklist Procedure –Stage III – HHHS External Grounds (External Search)

**Appendix 4** – Checklist Procedure – Stage IV – Missing Person is Found

**Appendix 5** – Search Guidelines

**Appendix 6** – Search Team Table

**Appendix 7** – Sample Missing Person Notification for Staff

**Appendix 8** – Missing Person Profile

**Appendix 9** – Code Yellow Facility Maps

**Appendix 10** – “Searched” Flyers

**Appendix 11** – Emergency Evacuation Kit Contents

**Detailed Maps of the Facilities** can be found within the Search Kits in the Emergency Evacuation Kits as well as the Emergency Preparedness & Response Manual



## Appendix 1 – Stage I – Immediate Response – Checklist Procedure

DATE \_\_\_\_\_ TIME \_\_\_\_\_  
LOCATION \_\_\_\_\_ COMPLETED BY \_\_\_\_\_

Note: This document is reviewed during the Post Incident Debriefing. As each item is completed, record the time and initial when the situation permits.

**The Acting Incident Manager Shall:**

TIME	INIT	ACTIONS
TIME	INIT	1. Remain Calm and immediately notify the Charge Nurse or Most Responsible Person of the department of the potential “Missing Person”. The Most Responsible Person will assume the role of the “Acting Incident Manager”
TIME	INIT	2. The Acting Incident Manager will attempt to contact the Missing Person via phone, text, or email, if the Missing Person is normally able to be contacted by these methods and if appropriate.
TIME	INIT	3. The Acting Incident Manager will then determine if the Missing Person is at an appointment, activity, or on authorized leave. If not, determine when and where the Missing Person was last seen, and what they were wearing, if any luggage/belongings are missing, and if they have cash or credit cards on hand.
TIME	INIT	4. Acting Incident Manager provides a Staff member with a master key and assigns all available Staff ( <b>See Appendix 6 for Search Team Table</b> ) to do the following:
TIME	INIT	a. Up to two Staff members will search all rooms on the Unit ( <b>See Appendix 5 for Search Guideline</b> ) Indicate that a room has been searched by closing door and using chalk to mark the door (Chalk is found in Emergency Evacuation Kit)
TIME	INIT	b. One Staff member will assist by monitoring main exit door of the Missing Person’s main building and report back to the Acting Incident Manager
TIME	INIT	c. Up to two Staff members will search immediate area outside of the unit (stairwells) and outside of the building; and report back to the Acting Incident Manager
TIME	INIT	d. When deemed appropriate and earlier than 20 minutes into the search, designate a Staff member to make the following announcement “[Full Name of Person], please return to unit”, three times (3x) over the Fire Panel PA System. (See instructions within the Fire Panel PA System).

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TIME	INIT	ACTIONS
TIME	INIT	e. Instruct all Staff participating in the search to report back to the Acting Incident Manager once an area has been searched.
TIME	INIT	5. Acting Incident Manager will remain at Main Communication area on the Unit / Nurse's Station to monitor access to the Unit's corridors and have access to the main phone. The Acting Incident Manager will contact other departments to assist with the search i.e.: ER/LTC/ADP/Main Office
TIME	INIT	6. Acting Incident Manager is to contact the Missing Person's family
TIME	INIT	7. Acting Incident Manager is to contact the Manager On Call at (705) 455-2964 or (705) 313-2303.
TIME	INIT	8. Check in with search teams - instruct to report to Acting Incident Manager when they have completed their search
TIME	INIT	9. Within 5 minutes of the PA announcement, if the Missing Person: a. Returns to the Unit, proceed to Stage IV
TIME	INIT	b. Has not returned to the Unit, the Acting Incident Manager will assign a Staff member to make the announcement "Code Yellow", followed by: the unit, room # (if applicable), and brief description of the Missing Person, three times (3x) over the Fire Panel PA System.
TIME	INIT	10. Proceed to: <b>Appendix 2</b> - Checklist Procedure – Stage II: Facility Wide (Internal) <b>Appendix 3</b> - Checklist Procedure – Stage III: HHHS Grounds (External)

## Appendix 2 – Stage II – Facility-Wide Search (Internal Search) – Checklist Procedure

DATE \_\_\_\_\_ TIME \_\_\_\_\_  
LOCATION \_\_\_\_\_ COMPLETED BY \_\_\_\_\_

Note: This document is reviewed during the Post Incident Debriefing. As each item is completed, record the time and initial when the situation permits.

### The Acting Incident Manager Shall:

TIME	INIT	ACTIONS
TIME	INIT	1. Acting Incident Manager to remain at Main Communication Station to coordinate all search activities
TIME	INIT	2. Acting Incident Manager /delegate to email picture (if possible) and description of Missing Person to all Staff
TIME	INIT	3. Acting Incident Manager to notify Manager On Call at (705) 455-2964 or (705) 313-2303 if not already aware
TIME	INIT	4. All Staff responding from outside of the Missing Person’s “home” unit will return to their primary unit and assist with a search of all other areas of the Facility
TIME	INIT	5. Acting Incident Manager to remain at Main Communication Station to coordinate all search activities, instructing all Staff participating in the search to report back upon the completion of an area search.
TIME	INIT	6. Most Responsible Person from each building/designate will form up to four (4) search teams ( <b>See Appendix 6 – Search Team Table</b> ) per unit (as appropriate) and provide the master key from their unit to the search team:
TIME	INIT	a. Up to 2 staff members to search every room of their unit ( <b>See Appendix 5 for Search Guidelines</b> )
TIME	INIT	b. Staff member to monitor unit corridors from Unit Nurse’s Station
TIME	INIT	c. Up to 2 Staff members to search immediate area outside the building and stairwells
TIME	INIT	d. Staff member from affected unit to monitor main exit doors
TIME	INIT	7. Acting Incident Manager will assign one Staff member ( <b>See Appendix 6 – Search Team Table</b> ) to proceed to Missing Person’s unit and coordinate HHHS facility-wide search activity with the Acting Incident Manager and will:

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TIME	INIT	ACTIONS
TIME	INIT	a. Assign teams of 2 Staff members to conduct thorough search of HHHS ( <b>See Appendix 5 for Search Guidelines</b> ) ( <b>See Appendix 9 – Map of Facility</b> – Detailed Maps of the Facilities can be found in the Emergency Response Manual)
TIME	INIT	b. Assign Staff to monitor main entrance doors
TIME	INIT	8. All Facility-wide search teams are instructed to communicate with the Staff member assigned to oversee Facility-wide search activities and report back to them when the search has been completed
TIME	INIT	9. The above Staff assigned will communicate with Acting Incident Manager when search of their areas is completed or when they receive any pertinent information
TIME	INIT	10. If Missing Person is found proceed to Stage IV, otherwise continue to Stage III

## Appendix 3 – Stage III – HHHS Grounds (External Search) – Checklist Procedure

DATE \_\_\_\_\_ TIME \_\_\_\_\_  
LOCATION \_\_\_\_\_ COMPLETED BY \_\_\_\_\_

Note: This document is reviewed during the Post Incident Debriefing. As each item is completed, record the time and initial when the situation permits.

**The Acting Incident Manager Shall:**

TIME	INIT	ACTIONS
TIME	INIT	1. The Acting Incident Manager will form up to four (4) 2-member search teams (See Appendix 6 – Search Team Table). Teams retrieve External Search Kits from Emergency Evacuation Kits
TIME	INIT	2. If additional Staff needed, ask a Staff member to announce “ <b>Code Yellow – All Available Staff proceed to [appropriate unit] and report to Acting Incident Manager</b> ”, three times (3x) on the Fire Panel PA System. Pull required Staff and dismiss additional Staff.
TIME	INIT	3. Acting Incident Manager to maintain contact with Missing Person’s family
TIME	INIT	4. Ensure Staff report back to Acting Incident Manager upon completion of each area search.
TIME	INIT	5. Once External search is complete, if Missing Person is not found  <b>NOTIFY OPP</b>  Ensure a Staff member is available to greet OPP or Emergency Responders and bring them to the unit when they arrive
TIME	INIT	6. Ensure Missing Person Profile is complete prior to the OPP arrival (See Appendix 8 – Missing Person Profile)
TIME	INIT	7. Continue coordinating search until Manager On Call terminates search or Missing Person is found

## Appendix 4 – Stave IV – Missing Person is Found – Checklist Procedure

DATE \_\_\_\_\_ TIME \_\_\_\_\_  
LOCATION \_\_\_\_\_ COMPLETED BY \_\_\_\_\_

Note: This document is reviewed during the Post Incident Debriefing. As each item is completed, record the time and initial when the situation permits.

**The Acting Incident Manager Shall:**

TIME	INIT	ACTIONS
TIME	INIT	1. Acting Incident Manager designates a Staff member to announce “ <b>CODE YELLOW All Clear</b> ”, three times (3x) using the Fire Panel PA System.
TIME	INIT	2. Acting Incident Manager notifies Missing Person’s family, the Manager On Call, and the OPP (if involved in search)
TIME	INIT	3. Most Responsible Nurse examines Missing Person for signs of injury; notifies Physician (if required)
TIME	INIT	4. Most Responsible Nurse to document event and Missing Person’s condition
TIME	INIT	5. In LTC, Acting Incident Manager ensures Management or Most Responsible Person notifies the Ministry of Long-Term Care by phone ( <b>613-569-5602/1-800-268-6060</b> ) and completes Critical Incident Form.
TIME	INIT	6. Convene an on-unit debriefing session within 48-hours of the termination of search and summary of learnings to update policy if required
TIME	INIT	7. The CEO (or designate) shall schedule a formal Post Incident Debriefing involving all Staff affected by the Incident within 10-days after the initial debriefing.
TIME	INIT	8. The Directors of Care and the Director of Facilities & Projects will assist the CEO and Executive Leadership Team in preparing a final report on the Incident, including all key learnings, recommendations, and other corrective actions, and will review this with the Management Committee within 30-days of conclusion of the incident.

## Appendix 5 – Search Guidelines

### Unit Search

Begin search at the Main Communication Station (Nurse's Station). Proceed in a systematic fashion checking all rooms and areas (including stairwells and the immediate outdoor areas) – finishing at the Main Communication Station.

When searching Resident or Patient's rooms, check:

- Under the bed
- In the closet
- Behind any curtain or screen
- Confirm the appropriate Resident or Patient is in the assigned room

When room search is complete, close the door and mark the door using chalk from the Emergency Evacuation Kit. If the door marker is absent, use masking tape to indicate the room has been searched.

Ensure every room is searched including storage rooms, locked offices, tub rooms, utility rooms, linen rooms, and washrooms. A master key that will unlock all doors will be obtained by the Staff member from the Charge Nurse. Unlock any door found locked and search.

### Haliburton Highland Health Services Search

Each search team will retrieve a search kit from the Emergency Evacuation Kit before beginning Facility search.

The map included in the Search Kit is to be used to guide search activities. Search teams are to search every room indicated on the map and mark off on the map once a room has been searched.

### External Grounds Search

Priority will be given to the external search if the Acting Incident Manager has reason to believe that the Missing Person has left the building and/or in the event of inclement weather.

If there is a recent snowfall, look for footprints in or leading to an unusual area, or an uncommon or infrequent direction (i.e., cross country, wandering or indirect route) in the designated area of search.

The first search team sent outside is to search the grounds immediately adjacent to the building including under bushes, trees and shrubs, and pond area. Proceed with systematic search procedure of the Facility property.

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The map included in the Search Kit is to be used to guide search activities. Search teams are to search every section indicated on the map and mark off on the map once a section has been searched.

When searching parking lot:

- Check under cars and inside/through windows
- Do not open unlocked vehicles
- Mark driver's window with a "Searched" flyer (**Appendix 10**) once vehicle has been checked
- Ask tradesmen, delivery personnel, etc. on site as well as visitors in the lot to check their vehicles before leaving



## Appendix 6 – Search Team Table

	Type of Search / Team	Assigned Staff	Location
<b>Stage I</b>	All Rooms on Unit	1	"Home" unit
		2	
	Monitor main exit door		"Home" unit
	Immediate area outside unit & building, including stairwells	1	"Home" unit
		2	
<b>Stage II</b>	Every room on unit	1	
		2	
	Monitor corridors from unit Nurse's Station		
	Immediate area outside unit & building, including stairwells	1	
		2	
	Monitor main exit doors		"Home" unit
	Coordinator of Facility-wide search		
<b>Stage III</b>	External Search Team 1	1	
		2	
	External Search Team 2	1	
		2	
	External Search Team 3	1	
		2	

## Appendix 7 – Sample Missing Person Notification for Staff

Please share with Staff, Volunteers, Residents, and Families.

We have been unable to locate a [Patient, Resident, Client, Staff member, Volunteer, Visitor] from the \_\_\_\_\_ (unit) since about \_\_\_\_\_ (time) today. A search of the entire Facility and parking areas had been completed and the [Person] was not found. The OPP have been contacted and are assisting with the search. We will keep you informed of this situation.

Please note that any inquiries regarding this matter, including those from the media, must be directed to \_\_\_\_\_ (CEO or designate).

HHHS Manager On Call at (705) 455-2964 or (705) 313-2303

## Appendix 8 - Missing Person Profile

<b>Name:</b>		<input type="checkbox"/> Male	<input type="checkbox"/> Female			
<b>Last known location:</b>						
<b>Age (estimate)</b>	<15	16-21	22-30	30-40	40-50	60>
<b>Height (estimate)</b>	<5'0	5'1" – 5'5"	5'6" – 5'11"	6'0>		
<b>Build</b>	Slender	Medium	Heavy	Muscular		
<b>Race</b>	White	Asian	Latin	Black	Indigenous	Other Pacific Islander
<b>Hair Colour</b>	Blonde	Red	Brown	Black	Gray	Dyed
<b>Hair Style</b>	Bald/Partly Bald	Short	Medium	Long		
	Well-kept	Unkempt	Curly	Straight		
<b>Eyes</b>	Blue	Gray	Brown	Green	Black	
<b>Glasses?</b>	Yes	No				
<b>Dress</b>	Neat	Well-dressed	Rough	In uniform		
<b>Teeth</b>	Protruding	Good	Irregular	Decayed	Braces	Missing
<b>Speech</b>	Soft	Loud	Refined	Vulgar	Accent	Lisp
<b>Dress</b>	Neat	Well-dressed	Rough	In uniform		
<b>Tattoos?</b>	Location(s)	Designs(s)	Colours	Photo of Missing Person Attach if available		
<b>Piercings?</b>	Face	Ears				
	Mouth/Nose					
<b>Mustache or Beard?</b>	Short Beard	Long Beard	Moustache			
<b>Scars, birthmarks, moles?</b>	Locations / descriptions					
<b>Nationality</b>	If known					
<b>Jewellery?</b>	Rings	Bracelets	Necklaces			
<b>If wandered previously, where?</b>						
<b>Comments:</b>						
<b>Acting Incident Manager:</b>				<b>Phone Number:</b>		





**Appendix 10 – “Searched” Flyers**



HHHS Code Yellow

**SEARCHED**

HHHS Code Yellow

**SEARCHED**

HHHS Code Yellow

**SEARCHED**

HHHS Code Yellow

**SEARCHED**

## Appendix 11 – Emergency Evacuation Kit Contents

Emergency Evacuation Kit Contents		Quantity
<input type="checkbox"/>	Small Flashlights	4
<input type="checkbox"/>	Headlamp	1
<input type="checkbox"/>	Identification Vests	4
<input type="checkbox"/>	Name tags	1 pack
<input type="checkbox"/>	Masking tape	1
<input type="checkbox"/>	Flagging tape	1
<input type="checkbox"/>	Caution tape	1
<input type="checkbox"/>	Coloured chalk	1 box
<input type="checkbox"/>	White chalk	1
<input type="checkbox"/>	Clipboards	2
<input type="checkbox"/>	Markers/pens	1 bag
<input type="checkbox"/>	Triage Tags	1 pack
<input type="checkbox"/>	Emergency Preparedness & Response Manual	1
<input type="checkbox"/>	First Aid Kit	1
<input type="checkbox"/>	<b>Search Kit</b>	1
<b>Search Kit Contents</b>		
<input type="checkbox"/>	“Searched” Flyers	2 sheets
<input type="checkbox"/>	Minden or Haliburton Detailed Zone Maps	1 doc
<input type="checkbox"/>	Whistles	1 pack