

**THE SALVATION ARMY
MEIGHEN HEALTH CENTRE**



EMERGENCY PLAN MANUAL

SUBJECT: CODE YELLOW		POLICY: IAMM <input checked="" type="checkbox"/>
REVISED: July 2022	REVIEWED: JULY 2023	APPROVED BY: Leadership Team

1. STAFF MEMBERS OF MISSING RESIDENT'S UNIT

- Personal Support Workers are to know where their assigned residents are at all times unless they have formally turned responsibility for the resident over to another staff member/department/POA/SDM or if the resident is capable of being off unit unassisted
- When a staff member believes that a resident/client has left the unit/program area/building unattended and may need assistance, the staff member will immediately notify the Charge Nurse.

2. CHARGE NURSE OF MISSING RESIDENT'S UNIT

- The Charge Nurse will initiate a full search of the unit and attempt to determine the location of the resident. If the resident is not located on the unit, the Charge Nurse will notify the RN Nurse Designate
- The Charge Nurse will check the LOA binder in case the resident is on an approved LOA
- The Charge Nurse will assign staff to check with recreation staff and the other unit on the floor

3. RN NURSE DESIGNATE

- Go to the unit of the missing resident to assess the situation
- Contact the reception or after hours, assign staff to do a room-to-room search of the 1st floor, stairwells, and elevators

4. PLAN ACTIVATION: CODE YELLOW

If the person is not found, the RN Nurse Designate will initiate a Code Yellow by paging over the emergency paging system.

- Press the Page LTC button (Manor) on any business phone in the building
- Announcing 3 times over the paging system code yellow (give a brief description of resident), i.e.

Code Yellow – John Smith, Grey Sweater, Black Pants, White Running Shoes, Tall Male, (unit/floor) x 3

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5. ALL AVAILABLE STAFF, ALL DEPARTMENTS

- Upon hearing the Code Yellow Page, available staff (not providing resident care), will stop what they are doing and report to the charge person/supervisor of their area
- Charge Nurses will assign staff to initiate a detailed search of their unit
- RN Nurse Designate and Staff on the first floor will report to reception
- Senior Administration/RN Nurse Designate will assign available staff to search non-residential areas. Area search sheets should be filled out and returned to the charge person for that area
- Senior Administration/RN Nurse Designate/Receptionist will produce copies of the resident name, picture and a brief description

6. Initiate a Search on the Area Outside the Building and MRR if the resident is not found

- If the resident is not found, the Senior Administration/RN Nurse Designate will assign available staff to search the area immediately outside the building and the Meighen Retirement Residence
- Staff assigned to outside search will obtain a picture of the resident and two-way radio from reception/use cellphones. Staff will report back to reception after 30 minutes on the status of their search.

7. Call resident POA/SDM

- Senior Administration/RN Nurse Designate will call the resident POA/SDM and ask if the resident is with them. If not, they will notify that the resident is missing.

8. Contact the Toronto City Police Department at 416-324-2222 and report Missing Resident

Senior Administration/RN Nurse Designate will contact the Toronto City Police Department

- Provide resident name, gender, age, and mobility status (i.e. walker, cane, wheelchair)
 - Identify cognitive impairment if applicable
 - Provide a physical description, including clothing
 - Provide the time that the resident was noted missing
 - Obtain a picture of the resident from the receptionist and wait for police to arrive

on site

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9. Initiate Search Area of Immediate Neighborhood

Senior Administration/RN Nurse Designate will assign available staff to search the following areas:

- Davisville Avenue North and South, including stores
- Millwood Road North and South, including park
- Yonge Street East and West from Balliol Street to Belsize Avenue, including subway station and stores
- Balliol Street North and South, including Sobeys
- Belsize Avenue North and South, including park

10. After Hours or if the Executive Director is off-site

The RN Nurse Designate will contact the Manager on Call and Director of Care to advise of the situation

The Manager on Call will notify the Executive Director. Depending on the situation, the Executive Director will go to the site to take over the situation or assign the Manager on Call to do so

The Executive Director will notify:

- Divisional Social Services Secretary
- Board Chair
- Ministry of Health
 - Immediately if the resident has been missing for more than 3 hrs
 - Immediately if the resident has returned within 3 hrs but has an injury or change in status
- Management Team to inform the MLTC (“the Director”) if a resident is missing for less than 3 hours and returns to the home with no injury or adverse change in condition, no later than one business day after the occurrence of the incident, followed by a report

11. EMERGENCY DECLARED OVER

CODE Yellow is declared over when the resident has been found

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The code is cleared by the receptionist/RN Nurse Designate/Designee

- When the Resident is located, clear the code by paging over the emergency paging system. Press the Page LTC button on any business phone in the building
- Announce 3 times over the paging system.

**Code Yellow All Clear
Code Yellow All Clear
Code Yellow All Clear**

RN Nurse Designate will notify:

- POA/SDM
- Attending Physician

The Manager on Call/ Executive Director will notify:

- Any staff member who is currently off-site searching
- Toronto Police Services, if not involved with the search
- Secretary of Social Mission
- Board Chair
- Ministry of Health
 - The following day, if the resident returned within 3 hrs without injury
- Management Team
- Any neighbours, concerned members of the public involved with the situation

12. RECOVERY PLAN

Recovery will take approximately 30 min to 3 days

- Ensure the safety and well-being of residents involved. The resident will be placed on Q 30min safety checks for 3 shifts and reassessed as necessary
- Charge Nurses/ Supervisors/RN Nurse Designate will check with staff to ensure they are able to return to their assigned duties. Any staff unable to return to duty will be replaced as per the **Staffing Contingency Plan**

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- Executive Director to set a time to contact family and discuss any concerns they may have

13. DEBRIEF AND DOCUMENTATION

- All staff involved will provide a written or verbal statement as soon after the situation as possible
- the Executive Director completes the Code Yellow Evaluation Form
- Signature sheets, forms and statements will be collected by the senior manager on-site
- Clinical assessment of the resident will be completed by the Charge Nurse and RN Nurse Designate
- Charge Nurse of missing resident's unit and RN Nurse Designate will document in the resident's electronic chart
- Resident care plan will be reviewed and updated

14. WITHIN 30 DAYS OF THE INCIDENT

Once all information has been collected, but within 30 days of the incident, a root cause analysis and evaluation of the event is completed

- All interventions required to prevent a similar occurrence and/or improve on response will be documented and put in place by the required departments
- A copy of the report will be distributed and discussed at the Quality Committee
- A synopsis of the report will be shared for information purposes with the Board.

15. ONGOING COMMUNICATION

- If resident has been found within 24hrs, no further communication is required
- If the resident remains missing more than 24hrs, ongoing reports as required will be made by the Executive Director

16. TESTING & EVALUATION OF CODE YELLOW

- This emergency code will be tested annually unless initiated during the calendar year

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- Debriefing Team Leader(s) will be assigned to the appropriate area with the steps within this policy or corresponding form to review employee performance and provide direction if required for quality improvement purposes
- Debriefing reports will be reviewed by the appropriate Department Head and other team members as appropriate for quality improvement purposes
- A copy of the debriefing reports will be submitted to the Interdisciplinary Quality Improvement Committee to coordinate the revision of the Code Yellow emergency plan as required

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APPENDIX A – MANOR RESIDENT HOME AREA SEARCH PLAN

Date: _____ Unit: _____

All resident rooms will be systematically checked, including wardrobes, under beds, bathrooms, and any seating area.

Some residents are small in stature and may be smaller than a chart rack, laundry cart and a high back chair while seated.

AR EA	✓/ X	STAFF SIGNATU RE	AR EA	✓/ X	STAFF SIGNAT URE	AREA	✓/ X	STAFF SIGNAT URE
01			23			Activity Room		
02			24			Kitchen Servery		
03			25			Dining Room		
04			26			Spa Room		
05			27			Staff Washroom		
06			28			Therapy Room		
07						Laundry Room		
16						Equipment Room North		
17						Equipment Room South		
18						Soiled Linen Room		
19						Clean Linen Room		
20						HK/Utility Room		
21						Resident Washroom		
22								

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APPENDIX B - MANOR MAIN FLOOR SEARCH PLAN – ADMIN WING

Date: _____

Some residents are small in stature and may be smaller than a laundry/kitchen cart and a high back chair while seated.

AREA	✓/X	STAFF SIGNATURE	AREA	✓/X	STAFF SIGNATURE
Nursing Clerk			Admin Men’s Washroom		
1066 – Business Services Partner			Admin Women’s Washroom		
1067 - Coord. Of Pro/Vol			1081 - Utility Room		
1068 – Social Worker Office			1080 - Meeting Room		
1069 – Executive Assistant ED			1079 – Student Services Coordinator		
1071 - Board Room			1078 - Server Room		
1075 - Programs/Volunteers Lounge			1077 – Scheduling Coordinator		
			1076 - Office Manager		

APPENDIX C – MANOR MAIN FLOOR SEARCH PLAN – RECEPTION/MAIN COMMON AREA

Date: _____

Some residents are small in stature and may be smaller than a laundry /kitchen cart and a high-back chair while seated

AREA	✓/X	STAFF SIGNATURE	AREA	✓/X	STAFF SIGNATURE
1042 – Program Storage			1038 - Spiritual Care		
1043 - Elevator Mach. Rm			1039 - Physio		
1044 - Exit to Pavilion			Reception T.V. Area		

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1047S - Public men's Washroom			Coat Room		
1047 - Public Women's Washroom			Community Room		
1048- Hair Salon			Community Room Storage		
1063 – Executive Director			Comm. Rm. Kitchen		
Reception Desk			Quiet Room		
Copy Room					

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APPENDIX D – MANOR MAIN FLOOR SEARCH PLAN – SUPPORT SERVICES

Date: _____

Some of the residents are small in stature and maybe smaller than a laundry/kitchen cart and a high back chair while seated.

AREA	✓/X	STAFF SIGNATURE	AREA	✓/X	STAFF SIGNATURE
1035 - Elevator Rm			1012 - Loading Dock		
1034 - Workshop			1013 - Garbage Room		
1033 - HK Supply			1023 - Laundry Room		
1003 - Learning Centre			1026 - Med Rm.		
1004 - Telephone Rm.			1015 - Storage Rm.		
1000 - Kitchen			1027 - Mn's Locker Rm.		
1001 - Kitchen Storage			1029 - Facility Mgr. Office		
1002 – Kitchen Storage			1016 - Electrical Rm.		
Walk-in Fridges/Freezer			1017 - Generator Room		
1007 – Kitchen Utility Rm.			1030 - Wm's Locker Rm.		
1005 - Food Services Manager			1011 - Staff Lounge		
1009 - Meter Rm.					

APPENDIX E – MANOR MAIN FLOOR SEARCH PLAN – STAIRWELLS AND ELEVATORS

Date: _____

AREA	✓/X	STAFF SIGNATURE	AREA	✓/X	STAFF SIGNATURE
Stairwell 1			Elevator 1		
Stairwell 2			Elevator 2		
Stairwell 3			Pavilion		
Stairwell 4					

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Stairwell 5					
Stairwell 6					

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APPENDIX F – Retirement Residential Floor

Date: _____ Floor: _____

Some of the residents are small in stature and maybe smaller than laundry cart and a high back chair while seated. Check individual rooms, washrooms and balconies if applicable.

AR EA	✓/ X	STAFF SIGNATU RE	AREA	✓/X	STAFF SIGNAT URE	AREA	✓/ X	STAFF SIGNAT URE
01			10			Floor Lounge & Balcony		
02			11			Floor Laundry Room		
03			12			Shower Room(s)		
04			13			Tub Room(s)		
05			Suite A			Washroom(s)		
06			Suite B			Utility Room		
07			Suite C			HK Closet		
08			Suite D			Storage Room(s)		
09						Activity Space		

APPENDIX G – Retirement Main Floor

Date: _____

Some of the residents are small in stature and maybe smaller than laundry cart and a high back chair while seated. Check individual rooms, washrooms and balconies if applicable.

AREA	✓/X	STAFF SIGNAT URE	AREA	✓/ X	STAFF SIGNATU RE
Conference Room			Public Washrooms		
Admin. DOC Office			Utility Room		
Reception			Men's Change Room		
General Office			Ladies Changeroom		
Dining Room			Staff Lunch Room		

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Main Lounge			Garbage Room		
Chaplains Office			Dry Food Storage		
Activation Coord. Office			Kitchen Storage Rooms		
Resident Support Office			Food Prep Area		
Food Serv. Spvr. Office			Walk-in Fridge/Freezer		
Pop Machine Hallway			Kitchen Hallway		
Nursing Services Office			Kitchen		

APPENDIX H – Basement, Elevators, Stairwells

Date: _____

Some of the residents are small in stature and maybe smaller than laundry cart and a high back chair while seated. Check individual rooms, washrooms and balconies if applicable.

AREA	✓/X	STAFF SIGNAT URE	AREA	✓/ X	STAFF SIGNATU RE
Hair Salon & Washroom			Small Elevator		
Laundry Room			OTIS Elevator		
Locker Storage Area			Thyssen Elevator		
Telephone Room			North Stairwell		
Maintenance Office & Boiler Room			East Stairwell		
Mechanical Room			South Stairwell		
Elevator Room					

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APPENDIX H – Code Yellow Evaluation Form IAMM MRR

Unit/Area	Date:	
Debriefing Leader:	Position:	Signature:
Drill Conducted By:	Position:	Signature:

PARTICULARS	Y E S	N O	NA	COMMENTS
Did staff know what to do?				
Did staff know where to find search checklists?				
Did staff use search checklists?				
Did staff assigned to search report back to assigned person in charge?				
Was the resident an identified exit seeker?				
Manor – was the front door locked?				
Was resident photo available?				
Was resident information readily available for police?				
Did the police arrive on site in a timely manner?				
Did staff follow steps 1?				
Did staff follow step 2?				
Did staff follow step 3?				
Did staff follow step 4?				
Did staff follow step 5?				
Did staff follow step 6?				
Did staff follow step 7?				
Did staff follow step 8?				
Did staff follow step 9?				
Did staff follow step 10?				

STAFF PARTICIPATION

Print Name	Position	Signature	Print Name	Position	Signature

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