

# Belmont HOUSE

<b>SUBJECT:</b>	Missing Resident or Tenant – Code Yellow		
<b>VOLUME:</b>	Vol. 6 Disaster Planning and Emergency Response – Code Yellow		
<b>REVIEWED BY:</b>	Director of Support Services	<b>ORIGINAL DATE:</b>	November 1999
<b>APPROVED BY:</b>	CEO	<b>REVISED DATE:</b>	July 2025
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## **PURPOSE:**

To ensure a safe and secure environment for residents and tenants, a response systems has been developed to respond quickly and efficiently if a resident or tenant is deemed to be missing.

## **POLICY:**

- In the event that a resident or tenant cannot be accounted for at Belmont, a staged search of the home and the property of Belmont must be implemented to locate the missing resident or tenant as quickly as possible and ensure the safe return of the resident or tenant to the nursing unit or tenant health office. Any resident or tenant who cannot be accounted for on a Nursing unit or in a tenant apartment, for any reason and not found where expected to be, should be considered missing.
- Residents leaving the home for the day or a few hours shall sign out and in at the nursing station and if Recreation staff are taking a resident to a program off the unit, the Registered Staff on the unit must be notified.
- Tenants leaving the home for the day or a few hours shall sign out and in at the front reception desk identifying the length of time they will be away from Belmont House.
- Residents or families of residents who intend to stay out of the home overnight must inform the Registered Staff of where they are going and where they can be contacted and must sign out and in.
- An emergency search kit will be kept in the Emergency Supply Room on the main floor East Building.
- If the resident or tenant is not found after the Belmont premises have been searched, Police will be notified.
- All staff must respond to a Code Yellow as directed by their supervisor. Failure to do so will result in disciplinary action.

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## **PROCEDURE:**

***Time is of the essence when a resident is discovered to be missing. The following procedure must be conducted quickly and thoroughly.***

### **STAGE ONE-Resident or Tenant Identified as Missing**

1. Charge Nurse on unit where resident is missing:
  - a) Use the Emergency Response Quick Codes to provide step-by step instruction of the code yellow procedure (kept at the nursing station)
  - b) Assign unit staff (HCA, dietary, recreation, housekeeping) to search all areas of the floor (assign specific rooms to specific individuals to ensure search efficiency)
  - c) Call front desk to determine if the resident is in the main lobby.
2. Staff search assigned rooms on floor systematically including closets, bathrooms and under beds. As each room is searched door markers are used to indicate that the room has been searched and the missing resident has not been found.
3. Search all other areas on the floor including utility rooms, shower and tub rooms, washrooms, lounges and stairwells including behind any locked doors)
4. Once the search is completed, the searchers are to report back to the Registered staff, the outcome of the search (Was resident found?)
5. Tenant Nurse when tenant is missing:
  - a) Use the Emergency Response Quick Reference Guide to provide step by step instruction of the code yellow procedure (kept in the tenant health office)
  - b) Assign staff (tenant HCA, retirement living assistant, housekeeping) to search apartment and all areas of the east building
  - c) Call front desk to determine if the tenant is in the main lobby.
6. If the resident was not found, initiate **Stage Two**.

### **STAGE TWO-Systematic Search- If Resident or Tenant not found**

1. The charge nurse on the unit where the resident is missing will:
  - a. Notify the DOC/ADOC/Manager on call and the most senior person on site will assume the Search Coordinator role for the Code Yellow.

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The tenant health office nurse will:

- b. Notify the Director of Retirement Living/Manager on call. The most senior person on site will assume the Search Coordinator role for the Code Yellow.
  - c. Call the Front desk staff to announce code yellow. Give a full description of the resident/tenant including height, weight, age, sex, and dress and home area
  - d. Print off missing resident's/tenant's picture from Point Click Care and distribute to other units and the front desk
2. The front desk staff will announce "Code Yellow, missing resident/tenant, male, wearing black pants etc. And repeat x3. The announcement will be repeated every 15 min. while the resident remains missing.
3. Once Code Yellow has been announced the Registered Staff for all other nursing units and Supervisors from other departments will assign staff to assemble in the Reception.
4. The Search Coordinator will retrieve the sealed "Search Package envelopes" from the Emergency Supply cupboard, - Main Floor, Belmont East. It will consist of: systematic search sheets; pencil; and tape.
5. Each search member will be assigned a labelled package with search sheets for specific areas including the exterior property search of Belmont House. It should be emphasized that the complete package be returned to the lead at the conclusion of the search.
6. Each member will verify that the contents of their search envelope correspond to the information noted on the exterior of the envelope. There should be a check list(s) of rooms to be verified in the assigned location, a pen, a coloured tape in each package.
7. Search members will be given a description of the missing person and view a photograph (check resident chart). Progress of the search should be communicated to the Search Co-ordinator regularly. The search team should report back to the Co-ordinator once a thorough search of their assigned area is complete.
8. Staff search assigned rooms on floor systematically including closets, bathrooms and under beds. As each room is searched door markers or tape are used to

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indicate that the room has been searched and the missing resident has not been found.

9. Search all other areas on the floor including utility rooms, shower and tub rooms, washrooms, lounges and stairwells.
10. Once the search is completed, the searchers are to report back to the charge nurse on the unit where the resident is missing, the outcome of the search (Was resident found?).
11. Once an area has been searched it should be signed off in the appropriate space on the checklist and a piece of tape should be placed on the doorframe by the handle. This marking system will ensure that all areas have been searched.
12. All searches must include locked and unlocked mechanical and work areas. If any area cannot be accessed, this must be reported to the Search Co-ordinator. The maintenance person on evenings and nights should co-ordinate the basement search. All locked spaces must be searched. A locked door is not a guarantee that someone did not enter at some point.
13. The search coordinator will notify the family of the missing resident when the resident has been missing for 30 minutes (before notifying police). They will reassure the family and will keep them up to date re the progress of the search.
14. **If the search is unsuccessful,**  
The Search Coordinator will notify the CEO and the police. Notify Police - 52 Division- 342-2222. Give a full description of the resident. The Police may be directed to any special place the resident might go to.
15. Conduct a second search.
16. The same search package should be reused It will be necessary to re-initial the spaces on the checklist, and an additional piece of tape should be placed beside the first on the doorframe to indicate the area was covered a second time.
17. **If the search is successful;**  
The search coordinator will instruct the front desk to make a general announcement when the resident has been located. “Code Yellow – All Clear”. Repeat 3 times.
18. The search coordinator will ensure that:
  - The events are documented on a General Incident Report including the time, actions and person responsible for each action. An unusual occurrence

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report/critical incident report must be completed and submitted to the MOHLTC.

- The family is notified.

19. Regardless of the outcome of the Code Yellow, the Search Coordinator will facilitate a review of the response with the appropriate staff outlining what was done well and what can be improved. Improvements will be integrated into the policy and staff educated the changes.

**General Communication throughout the Code Yellow**

1. The Search Coordinator will maintain ongoing contact with the family of the missing resident.
2. The CEO/designate will notify the President of the Board of Directors.
3. The CEO/designate will deal with all media contacts if required.

**REFERENCE:**

Fixing Long Term Care Act 2021  
RHA 2010 O Reg. 166/11, s. 24, 25, (1), (2), (3), (4), (5)

**CROSS-REFERENCE:**

Policy Title	Volume
Systematic Building Search	V6- Emergency Response- Code Yellow V8- Systematic Building Search Room/Area Check List.