# Overview

A Code Yellow is the coordinated response procedure required after it has been determined a client/resident with identified risk factors is missing and it cannot be confirmed they left the campus.

**As in all emergencies, consider your safety first.**

# Process overview

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# Definitions

A Code Yellow may be activated at any Stage, based on risk factors.

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| Code Yellow: Pre-Code | * Outlines steps taken prior to initiating a full Code Yellow activation, including a preliminary search involving unit staff. |
| Code Yellow: Stage 1 | * Outlines steps required to complete a more **comprehensive search** of the campus. Steps include raising the awareness level of all staff via announcements and email description. |
| Code Yellow: Stage 2 | * Upon authorization of the *[Manager/Director of Care/Designate]*, outlines steps required to complete an **intensive search of the entire campus**, including locked areas, service/support areas and grounds. |
| Risk Factors | * Risk factors are attributes, characteristics or circumstances surrounding the missing client/resident and are utilized to determine the level of activation required.  |  |  | | --- | --- | | **Key Risks** | **Examples** | | Cognitive Impairment | * Unable to find their way back to the unit/residence | | Psychiatric Risk Factors | * Experiences hallucinations, impulsive behavior, or non-sensical speech | | Age, Frailty, Mobility | * At risk for falls or cold temperatures | | Immediate medical concerns | * Need important medication or treatment | | Likely to harm self or others | * Suicidal or threatening to another person | | Other considerations | * Risk of overdose * Recorded incident(s) from previous admissions * Social risk factors * Certified under the Mental Health Act * Treated under the Health Care (Consent) and Care Facility (Admission) Act |   *With no known risk factors, Emergency Response processes are not applicable. It is deemed that a client/resident with no risk factors has made an informed choice to leave the care space.* |

# Response Procedures

## Pre-Code - Activated by *[Nurse in-Charge/Designate]*

### Staff Member

* When a client/resident is first noticed missing:
  + Notify *[Nurse in-Charge/Designate]*

### *[Nurse-in Charge/Designate]*

* Notify unit staff of the missing client/resident
  + Provide a description of the missing client/resident and any safety concerns
  + Ensure the unit, common areas, and surrounding areas are searched by staff
* Notify *[Manager/Director of Care/Designate]*

**If the client/resident is confirmed to have left the site:**

* Discontinue the search and stand down response efforts
* Consult with *[Manager/Director of Care/Designate]* to determine next steps

## Pre-Code Outcomes:

### [Nurse in-Charge/Designate]

**If found:**

* Document incident

**If not found:**

* Review the risk factors and, in consultation with *[Manager/Director of Care/Designate]*, determine if a Code Yellow: Stage 1 or Code Yellow: Stage 2 activation is required
* If the client/resident is treated under the Health Care (Consent) and Care Facility (Admission) Act, contact Most Responsible Physician for direction
  + Certification under the Mental Health Act is required to bring a client/resident back to the facility
* If the client/resident is Involuntary or Certified, notify Police
  + Complete a Warrant for Apprehension under the Mental Health Act

**If the client/resident is confirmed to have left the site:**

* Discontinue the search and stand down response efforts
* Consult with *[Manager/Director of Care/Designate]* to determine next steps

## Code Yellow: Stage 1 - Activated by *[Nurse in-Charge/Designate]*

A Code Yellow: Stage 1 may be activated after risk factors have been reviewed and it has been determined that a **comprehensive search** is required.

### *[Nurse in-Charge/Designate]*

* Notify all staff of the missing client/resident
  + Complete/designate someone to complete the Code Yellow Email Notification template and forward to site distribution list
  + Designate a runner/designate someone to announce overhead three times:
    - “Code Yellow [age, descriptor(s), and exact location]
* Notify:
  + *[Manager/Director of Care/Designate]*
  + *[Insert departments/agencies/organizations to be notified and consider if family or physicians notifications should be made]*

**If the client/resident is confirmed to have left the site:**

* Discontinue the search and stand down response efforts
* Consult with *[Manager/Director of Care/Designate]* to determine next steps

### All Staff

* Upon hearing Code Yellow: Stage 1 announcement, refer to the email description of the missing client/resident
* Immediately search your unit and surrounding areas
* Report any findings to your *[Nurse in-Charge/Designate]*

## Code Yellow: Stage 1 – Outcomes

### *[Nurse in-Charge/Designate]*

**If found:**

* Notify all staff of the “Code Yellow – All Clear” via overhead announcement/designate a runner
  + Forward/designate someone to forward the “Code Yellow – All Clear” email to site distribution list
* Notify:
  + *[Manager/Director of Care/Designate]*
  + *[Insert departments/agencies/organizations to be notified and consider if family and physician notifications should be made]*
* Document the incident

**If not found:**

* Review the risk factors and in consultation with the *[Manager/Director of Care/Designate]*, determine if ‘All Clear’ is appropriate or if a Code Yellow: Stage 2 is required
* If the client/resident is treated under the Health Care (Consent) and Care Facility (Admission) Act, contact Most Responsible Physician for direction
  + Certification under the Mental Health Act is required to bring a client/resident back to the facility
* If the client/resident is Involuntary or Certified, notify Police
  + Complete a Warrant for Apprehension under the Mental Health Act

## Code Yellow: Stage 1 – Outcomes (continued)

**If the client/resident is confirmed to have left the site and/or an intensive search is NOT appropriate:**

* Discontinue the search and stand down response efforts
* Consult with *[Manager/Director of Care/Designate]* to determine next steps
* Notify all staff of the “Code Yellow – All Clear” via overhead announcement/designate a runner
  + Forward/designate someone to forward the “Code Yellow – All Clear” email to site distribution list
* Notify:
  + *[Manager/Director of Care/Designate]*
  + *[Insert departments/agencies/organizations to be notified and consider if family and physician notifications should be made]*
* Document the incident

**If an intensive search is necessary, contact the *[Manager/Director of Care/Designate]* for authorization to proceed to a Code Yellow: Stage 2**

## Code Yellow: Stage 2 - Authorized by *[Manager/Director of Care/Designate]*

A Code Yellow: Stage 2 may be activated after risk factors have been reviewed and it has been determined that an intensive search and Emergency Operation Centre (EOC) activation is required.

### *[Manager/Director of Care/Designate]*

* Assume or delegate role of EOC Director
* Ensure the EOC is activated
* Notify any additional leadership, as necessary

**If the client/resident is confirmed to have left the site:**

* Discontinue the search and stand down response efforts
* Consult with *[Nurse in-Charge/Designate]* and additional leadership, as necessary, to determine next steps

### EOC Director

The EOC Director is responsible for coordinating an intensive search of the entire campus.

* Obtain the Code Yellow Kit
* Review EOC Director Job Action Sheet located in Code Yellow Kit
* Appoint a Search Coordinator and other EOC Functions, as needed
* Notify all staff of Code Yellow Stage 2 EOC activation
  + Complete the Code Yellow Email Notification Template
    - If client/resident is admitted under Do Not Acknowledge (DNA) criteria, do not include their name in the email
  + Announce via overhead announcement or designate a runner:
    - “All available staff report to the EOC [location]”
* Provide status updates to additional leadership, as necessary

## Code Yellow: Stage 2 – EOC Director (continued)

* Notify:
  + *[Insert departments/agencies/organizations to be notified and consider if family and physician notifications should be made]*
* Consider contacting taxi, bus companies and other local establishments

### Search Coordinator

* Review Search Coordinator Job Action Sheet located in the Code Yellow Kit
* Establish two-person search teams
* Distribute search maps to available teams; ensure all areas are assigned
* Brief search teams on:
  + Missing client/resident description
  + Client/resident risk factors
  + Current situation
  + Search methods (for example: place tape on doors of searched rooms)
  + Documentation requirements (for example: initial searched areas, identification of locked spaces, searcher name, etc.)
* Record personnel assigned to search teams and their assigned areas
* Receive and record results
* Provide status updates to EOC Director

## Code Yellow: Stage 2 (continued)

### Search Teams

* Receive instructions from the Search Coordinator or EOC Director
* Retrieve supplies from the Code Yellow Kit
* Review Search Team responsibilities and map assignment
* Conduct Search
  + Place your initials on the floor plan as each area is searched
* Notify the EOC if you locate the missing client/resident
* Complete and return all documentation to the EOC and await further instructions

### Nurse In-Charge/Leads/Designates

* Identify available staff in the units to assist in the search and send them to the EOC to receive direction

## Code Yellow: Stage 2 – Outcomes

### EOC Director

**If found:**

* Notify all staff of the “Code Yellow – All Clear” via overhead announcement/designate a runner
  + Forward/designate someone to forward the “Code Yellow – All Clear” email to site distribution list
* Notify:
  + *[Manager/Director of Care/Designate]*
  + *[All previously contacted parties]*
* Document the incident
* Request site administration replenish the Code Yellow Kit and return to original location
* Retain all incident documentation, for potential legal review including search logs

**If not found:**

* Based on a thorough evaluation and in consultation with the   
  Nurse in-Charge/Upper Leadership/Designate:
  + Repeat the search or consider taking steps to discontinue the search on site
* If the client/resident is treated under the Health Care (Consent) and Care Facility (Admission) Act, contact Most Responsible Physician for direction
  + Certification under the Mental Health Act is required to bring a client/resident back to the facility
* If the client/resident is Involuntary or Certified, notify Police
  + Complete a Warrant for Apprehension under the Mental Health Act
* Consider further communication to all staff

**If the search is discontinued on site:**

* Notify all staff of the “Code Yellow – All Clear” via overhead announcement/designate a runner
  + Forward/designate someone to forward the “Code Yellow – All Clear” email to site distribution list
* Document the incident
* Request site administration replenish the Code Yellow Kit and return to original location
* Retain all incident documentation, for potential legal review including search logs
* Consider further communication to all staff

# post incident actions

* Ensure proper documentation is completed, as applicable:
  + *[Insert title of documentation that should be completed after a Code Yellow]*
* Debrief and ensure psychosocial support is provided, as needed

# supports

* If you experience any type of distress from an incident, you are encouraged to seek incident debriefing or emotional support [*insert information on who to speak with and any resources available*]

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| PLEASE CHECK WORK AREA FOR THE FOLLOWING CLIENT/RESIDENT |
| Site: |
| Unit: |
| Number to call if found: |
| Place/Time last seen: |
| Code Yellow stage: |
| Client/Resident Description |
| ****Name:****  **(For cases of ‘Do Not Acknowledge’ (DNA) do not insert name)** |
| Race: |
| ****Gender****: |
| ****Age****: |
| ****Height****: |
| ****Weight/Build****: |
| Hair Colour/Style: |
| Eye Colour/Glasses: |
| Scars/Marks/Tattoos: |
| Coat/Shirt Colour/Style: |
| Pants Colour/Style: |
| ****Gown-Pyjamas****: |
| ****Hat Colour/Style****: |
| ****Shoes****: |
| Risk/Concerns: |
| ****Additional Information/Picture:**** |