



# **Long-Term Care and Services for Seniors**

## **Code Yellow (Missing Resident/Client)**



**Regional Municipality of Durham  
Social Services Department  
Long Term Care (LTC) and Services for Senior**

<b>Title: Code Yellow - Missing Resident/Client</b>	
<b>Section/Manual: Emergency Manual</b>	
<b>Reviewed:</b>	
<b>Revised: Jun/17, Jun/22, Oct/23, Oct/24, Oct/25</b>	
<b>Peer Group Approval: Emergency Code Committee</b>	<b>Date: October 29, 2025</b>
<b>Also reviewed by: (other peer group)</b>	<b>Divisional Nursing Leadership</b>
<b>Senior Leadership Approval: <i>Laura MacDermaid</i></b>	<b>Date: March 6<sup>th</sup>, 2026</b>

## 1. Policy

- 1.1 The Long-Term Care and Services for Seniors (LTC and SS) Division has an emergency plan which will be implemented in the event of a missing Resident/Client.
- 1.2 This emergency plan will be evaluated and updated:
- 1.3 At least annually and
- 1.4 Within 30 days of the emergency being declared over.
- 1.5 This emergency plan is exercised at least once annually.
- 1.6 All staff are trained annually on this emergency plan.

## 2. Purpose

- 2.1 To facilitate a quick and appropriate response to a missing Resident/Client to ensure they are safely returned to the Home/Adult Day Program (ADP).

## 3. Definitions

- 3.1 Client
  - A. A member of one of the Adult Day Programs (ADPs).
- 3.2 Command Centre

- A. The command centre is the reception area in each Home.
- B. A backup command centre is to be used if the original command centre is compromised for whatever reason. This backup location would be determined by the Emergency Coordinator (EC) and Emergency Assistant (EA).

### 3.3 Designated Code Response Staff

- A. Specific staff that have been pre-determined at the Home's emergency committee that will respond to the scene when a code has been called (i.e., designated personal support workers [PSWs] from each resident home area [RHA], members of leadership etc.) in addition to the Emergency Coordinator (EC) and Emergency Assistant (EA).

## 4. Communications

- 4.1 Emergency plans will be posted on the Long-Term Care and Services for Seniors website and physical copies are available upon request. There will be regular consultation with Resident and Family Councils as well as our internal and external stakeholders when reviewing and evaluating emergency plans.
- 4.2 Homes will consult internal and external stakeholders on a regular basis regarding emergency plan components. There will be an internal and external stakeholder list which is located in the first section of the emergency manual.
- 4.3 RAVE Alert system of communication will be used if family/substitute decision makers (SDMs)/staff need to be informed on any aspect of an emergency.

## 5. Procedures

### 5.1 Resident/Client is Thought to be Missing

- A. Immediately notify the Registered Nurse (RN)/ADP Manager/Designate from the appropriate area.
- B. That RN/Designate will conduct the initial search with staff from that area.
- C. If the Resident/Client is not found after the initial search is completed, the RN or Designate will **contact the Emergency Coordinator (EC)** for assistance.

Hillsdale Estates	RN on Honey Harbour/Strawberry Fields
Hillsdale Terraces	RN on Vineyard View
Fairview Lodge	RN on Cullen Garden/Ashburn Way
Lakeview Manor	RN on Beaver River

- D. **Together**, the **EC** and **RN/Designate** will determine if the Resident/Client is really missing by performing the following steps (not necessarily in the following order and depending on individual circumstances):

(1) Consult staff members and read progress notes in electronic health record (eHR).

(2) Consult roommate and other Residents/Clients, if appropriate, to determine if the individual indicated they would be going out.

E. Check the Day Book and Resident Sign In/Out Books located on all RHAs.

F. Check entire RHA/floor/area.

(1) Check with recreation staff to see if Resident is involved in programs.

(2) Contact substitute decision maker (SDM) and notify of Resident absence. For Clients of the ADP, contact the client's family. Check to ensure that the Resident/Client is not with them.

G. Review security cameras as able.

## 5.2 If Initial Search Indicates Resident/Client is Missing

A. EC will page or designate someone to page **“Code Yellow/Resident (Client) Name/Location they’re from”** three times (x3) on the phone/paging system using the following extensions:

Fairview Lodge	Ext
Hillsdale Estates	Use overhead page at reception or at the Fire Panel on the main floor. If not possible, use the desk phone ext. (wait for the tone, will reach 50 desk phones).
Hillsdale Terraces	Ext wait for tone, push 00 and then make announcement
Lakeview Manor	#, then 00 wait for 2 beeps and make announcement

Note: The ADP manager can request the help of the EC if required.

- B. The RN/Designate accesses the admission record in the eHR. This will outline the Resident/Client information/picture/SDM information. The RN/Designate can add current clothing if known, or any other identifying information to this information sheet
- C. The EC/Designate will designate a search team at the command centre and share all pertinent information about the missing Resident/Client including details from the information sheet. The search team will be provided copies of the Resident/Client Information Sheet, a photo, their Home Location Checklist (see in Appendixes), and their area to search.
- D. The members of the search team will then conduct visual searches in their assigned search area.
- E. Once an area has been searched, staff will report findings to the EC/Designate within a specified time.
- F. The EC/Designate will gather the search results.
- G. If Resident/Client is not found within 30 minutes, notify Police to assist with external search. Colour copies of the Resident/Client picture and a copy of the information sheet should be given to the Police if they become involved in the search.
- H. If Resident/Client is found off the grounds of the Home/ADP, the Police can retrieve the Resident/Client if they have been called.

- I. Staff may accompany to assist Police.

### 5.3 The Resident/Client is Found

- A. When the Resident/Client is found EC to announce or designate someone to announce “**Code Yellow, all clear**” three times (x3) on the paging system.
- B. EC/ADP Manager/Designate completes the Code Yellow Debrief and Summary Report to ensure there is communication that Resident/Client has been found and documentation is completed.
- C. For Residents, RN to assess Resident and update the Physician.
- D. RN/ADP Manager/Designate to review the incident with staff documenting any safety precautions and corrective action to be put in place to prevent re-occurrence.
- E. Search team shreds Resident/Client information sheet, photo, and search checklist.

### 5.4 Reporting Requirements

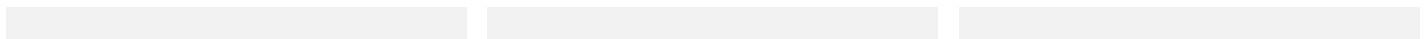
- A. For Residents, if the incident meets the requirements of an incident that needs to be reported to the Ministry of Long-Term Care (MLTC) as outlined in the ADM-01-07-16 Mandatory and Critical Incident Reporting policy, follow the policy to ensure the incident is reported using the Critical Incident System (CIS).
- B. Complete all required reports and ensure the incident is documented in the eHR.
- C. Ensure the Resident/Client’s care plan is updated under elopement risk.

### 5.5 Precautionary Measures

- A. A Resident/Client admission picture should be taken and updated every year or as required. Resident/Client Data Sheets are set up in the eHR.
- B. There is a binder at Reception listing all Residents with the potential to exit seek. This binder is maintained by the receptionist.
- C. Nursing will check Residents whereabouts throughout the shift and as per the plan of care.
- D. The Resident’s right to independence is respected however, Residents are encouraged to tell a staff member or use the sign in/out book/white board located on the RHAs when leaving the building either alone or accompanied by a family member or responsible adult. Registered staff writes the Resident’s name on the 24-hour clipboard when they are out on leave of absence.
- E. All departments are to inform the RN/Designate when a Resident will be absent from the area.
- F. Alarms: If door alarms are activated indicating an exit door has been opened, staff must check for a possible missing Resident. No door alarm is to be kept turned off for any reason.

## 6. Debrief and Summary –

- 6.1 All departments will be responsible for:



- A. Maintaining a record of supplies and equipment used, where it was sent, and ensuring its return when the code is over.
- B. Participating in debriefing to evaluate the emergency and in the post, review providing reports and recommendations.
- C. Formally submitting an evaluation of the emergency within 30 days of the emergency being declared over.
- D. Assisting in creating revisions and implementation of adjustments to the plan.
- E. In-servicing any modifications with staff in their respective departments.

## **7. Training Requirements**

### **7.1 General Orientation – New Staff**

- A. Education and training on the Emergency Plans are provided through the Divisional Orientation and Departmental Orientation.

### **7.2 Annual and Ongoing – All Staff**

- A. Education is provided on all the emergency codes on an annual basis through e-learning platform. This code will be practiced annually at minimum.

## **8. References**

- 8.1 Fixing Long Term Care Act, 2021, O Reg 246/22 s 268,269 and 115.

## **9. Attachments/Appendices**

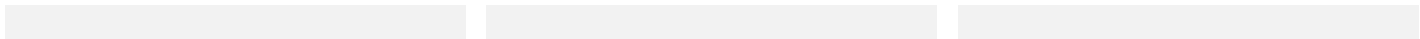
- 9.1 Appendix 1 – Fairview Lodge Search Location Checklist
- 9.2 Appendix 2 – Hillsdale Estates Search Location Checklist
- 9.3 Appendix 3 – Hillsdale Terraces Search Location Checklist
- 9.4 Appendix 4 – Lakeview Manor Search Location Checklist
- 9.5 Appendix 5 – Adult Day Program Search Location Checklist
- 9.6 Appendix 6 – Code Debrief and Summary Report

### Appendix 1 – Fairview Lodge Search Location Checklist

Search Location	Emergency Box Location	Assigned to (assign alternate if needed):	Search Completed (x) Call command Centre in 15 minutes
			Staff A
Grounds	Front office		
Ground Floor	Kitchen		
Ground Floor Mechanical/Electrical Rooms	Kitchen		
1 <sup>st</sup> Floor Centre Core	Front Office		
First Floor West Ashburn Way Dining Room Activity Room	Care Centre Resident Rooms Dining Room Activity Room		
First Floor East Cullen Gardens	Care Centre Resident Rooms Dining Room Activity Room		
2 <sup>nd</sup> Floor Centre Core	2 <sup>nd</sup> Floor Health Room		
2 <sup>nd</sup> Floor West Whitby Junction	Care Centre Resident Rooms Dining Room Activity Room		
2 <sup>nd</sup> Floor East Trafalgar Square	Care Centre Resident Rooms Dining Room Activity Room		
2 <sup>nd</sup> Floor North Marigold Lane	Care Centre Resident Rooms Dining Room Activity Room		
3 <sup>rd</sup> Floor Centre Core	3 <sup>rd</sup> Floor Health Room		
3 <sup>rd</sup> Floor West Yorkshire Place	Care Centre Resident Rooms Dining Room Activity Room		
3 <sup>rd</sup> Floor East Heritage Harbour	Resident Rooms Dining Room Activity Room Care Centre		
Penthouse	Penthouse		
Building Perimeter			

Comments:

Where possible, staff who are most familiar with the areas are assigned to search accordingly.



### Appendix 2 – Hillsdale Estates Search Location Checklist

Search Location		Assigned to (assign alternate if needed):	Search Completed (x) Call command Centre in 15 minutes
Ground Floor	Business Office		
Ground Floor	-Front Lobby -Reception -Gift Shop -Washrooms -Painter Room -Fire Room -Hair Salon -Staff lunchroom -Staff locker room		
Ground Floor	Adult Day Program		
Ground Floor	-Kitchen -Receiving Area -Laundry		
Ground Floor	-Mechanical/Electrical -Rooms		
2 <sup>nd</sup> Floor Pineridge Place	-Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
2 <sup>nd</sup> Floor Trillium Trail	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
2 <sup>nd</sup> Floor Moonlight Bay	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
2 <sup>nd</sup> Floor Apple Blossom	Nursing Station -Dining Room -Activity Room		

	-PSW Station -Clean/Dirty Utility Room -Resident Rooms		
3 <sup>rd</sup> Floor Willow Way	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
3 <sup>rd</sup> Floor Lavender Lane	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
3 <sup>rd</sup> Floor Golden Pond	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
3 <sup>rd</sup> Floor Blueberry Hill	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
4 <sup>th</sup> Floor Maple Grove	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
4 <sup>th</sup> Floor Primrose Path	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		

4 <sup>th</sup> Floor Honey Harbour	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
4 <sup>th</sup> Floor Strawberry Fields	Nursing Station -Dining Room -Activity Room -PSW Station -Clean/Dirty Utility Room -Resident Rooms		
Penthouse	Penthouse		
Lower Level	Basement		
Building Perimeter	Parking Lot		
<p><b>Comments:</b> Where possible, staff who are most familiar with the areas are assigned to search accordingly.</p>			

### Appendix 3 – Hillsdale Terraces Search Location Checklist

Search Location	Assigned to (assign alternate when needed):	Search Completed (x) Call Command Centre Within 15 Minutes
<b>1<sup>st</sup> Floor Resident Home Areas</b>		
Vineyard View		
Rose Garden		
Garden Gate		
Activity Room		
TV Lounges		
Dining Rooms		
Serveries		
Prep Kitchens		
Utility Corridor and Rooms		
Therapeutic Garden		
<b>1<sup>st</sup> Floor Centre Core</b>		
Receiving Bay		
Main Kitchen		
Auditorium/Worship Centre		
Café		
Offices & Treatment Room		
Elevators		
Public Washrooms		
Front Entrance		
Exterior Linen Room		
Exterior Sheds		
<b>2<sup>nd</sup> Floor Resident Home Areas</b>		
Sugar Trail		
Cedar Heights		
Forest Hill		
Activity Room		
TV Lounges		
Dining Rooms		
Serveries		
Prep Kitchens		
Utility Corridor and Rooms		
<b>2<sup>nd</sup> Floor Centre Core</b>		
Garbage Chute		
Locker Rooms		
Training Room		
Staff Lounge		
Beauty/Barber Shop		

Offices, Meeting & Treatment Room		
Balconies		
<b>3<sup>rd</sup> Floor Resident Home Areas</b>		
Ocean View		
Lighthouse Lane		
Activity Room		
TV Lounges		
Dining Rooms		
Serveries		
Prep Kitchens		
Utility Corridor and Rooms		
<b>3<sup>rd</sup> Floor Centre Core</b>		
Garbage Chute		
Mechanical Room		
Tuck Shop		
Social Room		
Offices & Treatment Room		
Boardroom		
Balconies		
<b>Stairwells 1-6</b>		
<b>Roof</b>		
<b>Basement</b>		
Elevator		
Offices		
Laundry Room		
Mechanical Rooms		

### Appendix 4 – Lakeview Manor Search Location Checklist

Area to be Searched	Assigned to (assign alternate when needed):	Search Completed (x) Call Command Centre Within 15 Minutes
<b>Basement</b>		
• Kitchen		
• Receiving		
• Maintenance Shop		
• Storage Rooms		
• Laundry		
• Staff lunchroom		
• Morgue		
• Washroom		
• Locker Rooms		
• Stairwell		
<b>1<sup>st</sup> Floor</b>		
• Front Office & Admin. Offices		
• Boardroom / Meeting Room		
• Adult Day Program & Washroom		
• Main Hall & Kitchenette		
• Vending Room		
• Worship Centre		
• Entrances / Library		
• Volunteer and Recreation Offices		
• Hairdressing		
• Public Washrooms		
• Practitioner and Admissions Offices		
• The Harbour Resident Rooms		
• The Harbour Dining and Activity Areas		
<b>2<sup>nd</sup> Floor</b>		
• Beaver River Resident Rooms		
• Beaver River Dining & Activity Areas		
• The Old Mill Resident Rooms		
• The Old Mill Dining & Activity Areas		
• Washrooms		
<b>3<sup>rd</sup> Floor</b>		
• Hummingbird Resident Rooms		
• Hummingbird Dining & Activity Areas		

• Blue Heron Resident Rooms		
• Blue Heron Dining & Activity Areas		
• Washrooms		
• Penthouse		
• Laundry Chute		
• Garbage Chute		
• Stairwells		
<b>Grounds:</b>		
• Railway tracks		
• Immediate Grounds – perimeter of the building, park, patios, courtyards, garbage containers, parking lot – including vehicles.		

### Appendix 5 – Adult Day Program Search Location Checklist

Search Location	Assigned to (assign alternate if needed):	Search Completed (x) Call command Centre in 15 minutes
<b>Hillsdale Estates Adult Day Program</b>		
Main activity room		
Kitchen		
Washroom		
Offices		
Outdoor patio		
Rest of Hillsdale Estates		
<b>Lakeview Manor Beaverton Site Adult Day Program</b>		
Main activity room		
Kitchen		
Washroom		
Offices		
Outdoor patio		
Rest of Lakeview Manor		
<b>Lakeview Manor Port Perry Site Adult Day Program</b>		
Main Activity Room		
Kitchen		
Washroom		
Offices		
Outdoor patio		
Building perimeter		
Parking lot		
<p><b>Comments:</b> Where possible, staff who are most familiar with the areas are assigned to search accordingly.</p>		