

THE SALVATION ARMY
MEIGHEN HEALTH CENTRE
2. Emergency Procedures

Subject: CODE YELLOW	Policy: 2.03
Effective Date: January 2, 2003	Site: MM, MRR
Revised: March 14, 2026	Approved By: Judith Hann

1. STAFF MEMBERS OF MISSING RESIDENT

- 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 RN

2. PLAN ACTIVATION: CODE YELLOW

The RN will activate a Code Yellow by paging over the emergency paging system

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

3. ALL AVAILABLE STAFF, ALL DEPARTMENTS

- Upon hearing the Code Yellow Page, available (not providing resident care) staff will stop what they are doing and report to the RN

4. RN

- The RN will initiate search of the building by assigning a staff member to each floor of the building and the surrounding grounds
- If it is determined that a resident is missing, the RN will notify the authorities immediately.
Toronto Police Services 416-808-2222 or 911
 - Provide resident name, gender, age, mobility status (ie walker, cane, wheelchair)
 - Identify cognitive impairment if applicable
 - Provide physical description including clothing
 - Provide the time that resident was noted missing
 - Obtain picture of resident from receptionist and wait for police to arrive on site
- At the same time, as many other staff as possible from throughout the Home will be engaged to expand the search for the missing resident
- Staff assigned to outside search will obtain a picture of the resident and bring a cell phone.
- Staff will report back to reception every 5 minutes on status of their search
- The RN will notify

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- o The Director of Resident Care
- o SDM/POA of the resident
- o The Executive Director
- o The Ministry of Health
 - Immediately if the resident has been missing for more than 3 hours
 - Immediately if the resident has returned within 3 hours but has an injury or change in status
- The nursing station will serve as an information centre with information being dispensed only by the RN or other person assigned by the Executive Director. This centre will also coordinate the search under the direction of the Police or other authorized person.

5. EMERGENCY DECLARED OVER

CODE Yellow is declared over when the resident has been found

The code is cleared by the RN/Designee

- When Resident is located clear code by paging over the emergency paging system
- Announce 3 times over the paging system.

Code Yellow All Clear

Code Yellow All Clear

Code Yellow All Clear

RN will notify:

- POA/SDM
- The Director of Resident Care
- The Executive Director
- Attending Physician
- Any staff member who is currently off site searching

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- Toronto Police Services if not involved with the search
- Ministry of Health
 - o The following day if the resident returned within 3 hours without injury
- Any neighbors, concerned members of the public involved with the situation

6. RECOVERY PLAN

Recovery will take approximately 30 min to 3 days

- Ensure safety and wellbeing of resident involved. 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**
- Executive Director to set a time to contact family and discuss any concerns they may have

7. DEBRIEF AND DOCUMENTATION

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

8. WITHIN 30 DAYS OF 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

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be documented and put in place by the required departments

- Whenever it has been determined that we have a resident who has a tendency to leave the building, it will be reviewed and discussed with the Medical Director to obtain advice in dealing with such a resident
- A copy of the report will be distributed and discussed at the Interdisciplinary Quality Improvement Committee.

9. ONGOING COMMUNICATION

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

10. TESTING & EVALUATION OF CODE YELLOW

- This emergency code will be tested annually unless initiated during the calendar year
- 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 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, in bathrooms and any seating area. Some of the residents are small in stature and may be smaller than a chart rack, laundry cart and a high back chair while seated.

ARE A	✓/X	STAFF SIGN	ARE A	✓/X	STAFF SIGN	AREA	✓/ X	STAFF SIGN
01			31			Activity Room		
02			32			Kitchen Servery		
03			33			Dining Room		
04			34			Spa Room		
05			35			Staff Washroom		
06			36			Therapy Room		
07			39			Office		
16			40			Equipment Room North		
17			41			Wellness/Locker		
18			42			Soiled Linen Room		
19			43			Clean Linen Room		
20			44			HK/Utility Room		
			45			Resident Washroom		
			46					

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APPENDIX B - MANOR MAIN FLOOR SEARCH PLAN - ADMIN WING

Date: _____

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

AREA	✓/X	STAFF SIGN	AREA	✓/ X	STAFF SIGN
Executive Assistant and Nursing Clerk			Admin Men's Washroom		
1066 - Business Partner			Admin Wm's Washroom		
1067 - Coord. of Vol/Rec			1081 - Utility Room		
1068 - Social Worker Office			1080 - Meeting Room		
1069 - Director Of Care			1079 - Multipurpose Office		
1071 - Board Room			1078 - Server Room		
1075 - Admin Lunchroom			1077 - Scheduling Coord.		
- Recreation Office			1076 - Office Manager		

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**APPENDIX C - MANOR MAIN FLOOR SEARCH PLAN - RECEPTION/MAIN
COMMON AREA**

Date: _____

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AREA	✓/X	STAFF SIGN	AREA	✓/ X	STAFF SIGN
1042 - Program Storage			1038 - Spiritual Care		
1043 - Elevator Mach. Rm			1039 - Physio		
1044 - Exit to Pavilion			T.V. Area		
1047S - Public men's Washroom			Coat Room		
1047 - Public Wm's Washroom			Community Room		
1048- Hair Salon			Comm. Rm 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: _____

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

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**APPENDIX E - MANOR MAIN FLOOR SEARCH PLAN - STAIRWELLS AND
ELEVATORS**

Date: _____

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

ARE A	✓/X	STAFF SIGN	AREA	✓/X	STAFF SIGN	AREA	✓/ X	STAFF SIGN
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			Suite E			Activity Space		
			Suite F					
			Suite G					

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APPENDIX G - Retirement Main Floor

Date: _____

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AREA	✓/X	STAFF SIGN	AREA	✓/ X	STAFF SIGN
Conference Room			Public Washrooms		
Admin. DOC Office			Utility Room		
Reception			Men's Change Room		
General Office			Ladies Change Room		
Dining Room			Staff Lunchroom		
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		
Back Door Hallway			Kitchen Hallway		
Nursing Services Office			Kitchen		
Library					

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APPENDIX H - Basement, Elevators, Stairwells

Date: _____

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AREA	✓/X	STAFF SIGN	AREA	✓/ X	STAFF SIGN
Wellness Room			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 MM ☐ MRR ☐

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

PARTICULARS	✓/X/NA	COMMENTS
Did staff know what to do?		
Did staff know where to find search checklists?		
Did staff use search checklists?		
Did search staff report back to 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 steps1?		
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?		

STAFF PARTICIPATION

Print Name	Position	Signature	Print Name	Position	Signature