

1.0 Outline

CODE YELLOW

(Missing Person)

If You Discover a Patient Missing

STEP # 1
CONDUCT A SEARCH – Check your immediate area.
Refer to Page 3

STEP # 2
ALERT the adjacent nursing stations and the
Security Operations Centre **(4142)**

If Patient Not Located

STEP # 3
Initiate Code Yellow – Unit Charge Nurse\Delegate & Manager/Delegate will consult with responsible Physician and conduct a review of patient status – if required, contact Switchboard **(4444)** to initiate the Code Yellow process.
Refer to Page 3

Switchboard
Announce Code Yellow overhead
Notify:
■ Security **(4142)**
■ Affected Area Manager / Delegate

Refer to Page 5

Upon Hearing a Code Yellow

All Hospital Personnel
All hospital personnel conduct an immediate search of their area for the missing patient.
Refer to Page 3

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2.0 General Overview

2.1. Code to be used in case of a missing person

A patient being discovered missing from their designated care area without proper leave, or has failed to return from leave.

Although this procedure will refer to “patients” throughout, this plan is not limited to patients; it may be used to search for missing staff, volunteers, visitors, contractors, etc.

In the case of a missing employee, if that employee has a Security-SA/DV Safety Plan, the Safety Plan response will supersede that of the Code Yellow Response.

2.2. Authority to declare

Anyone that is aware of a patient missing from a care area without leave, or a person that cannot be found and there is concern for his or her well-being, is authorized to activate a Code Yellow.

2.3. Measures to prevent a missing patient

- All hospital staff share in the responsibility of preventing patients from going missing and to return such patients to their nursing units should they be discovered missing.
- Direct patient care personnel will ensure that patients who are at risk to wander or escape (involuntary) are reported in accordance with Kingston General Hospital Administrative Policy 2-150 “Patient Dangerous to Self or Others”, such that appropriate preventative measures may be considered and implemented.
- Patients having a tendency to wander may be outfitted with a wandering patient gown. **(See Appendix “A” – Wandering Patient Gown)**
- Some patient units are equipped with an electronic wander-guard system¹ whereby a patient wearing a special bracelet will set off an alarm when they pass a monitoring panel located at the exits of the unit.
- Admitted patients wear a patient identification band while in the hospital, according to Kingston General Hospital Administrative Policy 13-10 “Patient Identification”, some exceptions may apply.

2.4. Comprehensive Search

A comprehensive search constitutes a search of the entire hospital campus in any area a person could conceivably be located.

Consultation between the Security Shift Supervisor, the Affected Area Manager/Delegate² and the patient’s physician should occur to ensure the full impact of the comprehensive search on hospital operations is discussed.

¹ Wander-guard systems are located on Connell 3, & Kidd 7.

² Delegate refers to the next level of appointed authority, in this case, the Administrative Coordinator.

A comprehensive search of the building typically lasts between 3 and 5 hours and is also a tax of staff resources. The Incident Command Centre will contact departments (e.g. Environmental Services, Portering, and Maintenance) to gather available staff for search teams. Teams of at least two must be used for safety. Teams will be issued a flashlight, master key set and maps and door checklists of a designated area to search.

2.5. Incident Command Centre

Upon receiving notice of a comprehensive search a representative of Protection Services³ will immediately establish an Incident Command Centre⁴ within the Security Office on Dietary 1. The Director of Protection Services/delegate will assume command and coordinate the response activities.

The person acting as the Incident Commander (e.g. Director of Protection Services/Delegate) must be prepared to transfer command to a higher authority (Police, CEO), or apply unified command⁵.

³ Representative may be, but is not limited to: Director of Protection Services; Manager of Emergency Management, Parking & Security Operations Centre; Manager of Security & Life Safety; Senior Security Supervisor; or Security Shift Supervisor.

⁴ "Incident Command Centre" is a centrally located space available to coordinate and manage resources. The Incident Command Centre reports to the Hospital Emergency Operations Centre (if active).

⁵ "Unified Command" is a team effort which allows all departments / agencies with responsibility for the incident, to jointly provide management direction to an incident through a common set of incident objectives and strategies established at the command level.

3.0 Response & Recovery – All Staff

Response

3.1. Upon discovery that a patient⁶ is missing

- ☐ If the patient is not visible on the unit, immediately conduct a preliminary search of the immediate and adjacent areas to the unit, quickly checking all rooms in those areas

If the patient is not found during the preliminary search, immediately notify:

- ☐ Switchboard **(0)**, to page the patient overhead to return to the unit. **(Under the direction of the Charge Nurse\Delegate and Manager\Delegate)**
- ☐ Contact adjacent units (same level as well as above and below) and request they search their areas
- ☐ Security Operations Centre **(4142)** to search common areas for the patient
- ☐ **If the patient has a pass for leave and more than 30 minutes have elapsed past their expected time of return ensure the patient's physician and the Manager of the unit are contacted and advised of the situation. Further discussion about the need to call a Code Yellow should occur.**

3.2. If the patient does not return, or there is a more urgent need to locate the patient

Immediately notify:

- ☐ Switchboard **(4444)** providing:
 - ☐ Name and title and location the person is missing from
- ☐ Security Operations Centre **(4142)**, to notify the Police **(If immediate Police involvement is deemed necessary due to an imminent threat to the patient or others)**, providing:
 - ☐ Physical description of the patient including clothing worn
 - ☐ Reason to bring patient back (i.e. medical or emotional condition, dangerous to self or other, etc.)
 - ☐ Patient's and next of kin's address and phone number
 - ☐ Any specific individual(s) the patient has made threats about
 - ☐ Any other relevant information
 - ☐ Under the Mental Health Act of Ontario⁷, a Form 9 is required for Police to return patients to a health care facility if they are missing and they are **involuntary**
- ☐ If you have the capability, utilize Vocera technology
- ☐ Attending/On-call Physician for the patient

⁶ In the case of a missing employee, if that employee has a Security-SA/DV Safety Plan, the Safety Plan response will supersede that of the Code Yellow Response

⁷ Section 28 (1) (b) of the Mental Health Act of Ontario

- ☐ Call patient's residence. **(Continue to call the patient's residence until the patient is located or you receive a response)**
- ☐ If the patient is not at their residence, notify the patient's next of kin
- ☐ Complete an **"Incident Person Description & Information Notice"⁸** for Security

3.3. Procedure if you hear a Code Yellow announced overhead

- ☐ Look around your area for anyone that looks lost, confused or doesn't belong, who could potentially be the missing person
- ☐ Observe and report to the Incident Command Centre **(6393)** or directly to Security via Vocera technology, anyone suspected of being the missing patient
- ☐ Approach the patient and request them to stay with you until Security arrives
- ☐ If you are able to persuade the patient to return to the unit be sure to inform Security immediately
- ☐ If the patient is being aggressive, do not physically interfere, continue to observe and wait for Security to arrive

Recovery

3.4. Upon notification that the crisis has concluded

- ☐ If you are the initiator of the Code Yellow be prepared to provide a statement to the attending Security Officer for reporting purposes
- ☐ Upon hearing the "All Clear" resume normal operations

⁸ "Incident Person Description & Information Notice" is used to identify the missing patient and is located in the Resources section of the Emergency Procedures Manual.

4.0 Response & Recovery – Switchboard

Response

4.1. Upon notification that a patient is missing

- ☐ Announce the patient's name overhead to return to the unit

4.2. Upon notification of a Code Yellow

- ☐ Announce overhead three times **“Code Yellow (location)”**

Notify:

- ☐ Security Operations Centre **(4142)**
- ☐ **Only if directed to do so by the Incident Command**, announce overhead a description of the missing person

Monday to Friday (During normal business hours 0800 – 1600)

- ☐ Affected Area Manager/Delegate⁹

After normal business hours

- ☐ Contact the on-duty Administrative Coordinator at **7021**

Recovery

4.3. Upon notification that the crisis has concluded

- ☐ Announce over the public address system three times, **“Code Yellow, All Clear”**
- ☐ Resume normal duties

⁹ “Delegate” is the next level of (appointed) authority. This would be the Administrative Coordinator

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5.0 Response & Recovery – Protection Services

Response

5.1. Upon receiving the Code Yellow notification

Security Operations Centre Operator

- ☐ Monitor cameras for the patient
- ☐ Notify Queen's Security @ **613-533-6111**, requesting a search of Etherington Hall, Richardson Labs and the underground parking garage
- ☐ Notify the Underground Parking Garage (**613-533-6979**)
- ☐ Notify the Protection Services on-call Manager
- ☐ Under the direction of the Shift Supervisor call local taxi companies to ask if the patient was recently picked up from the hospital
- ☐ Be prepared to receive status updates from staff via Vocera technology
- ☐ Notify the Director of Protection Services / Delegate¹⁰
- ☐ Refer any media inquiries to the Strategy Management & Communications

Security Shift Supervisor

- ☐ Ensure that a Security Officer is en route to the affected area
- ☐ Report to the affected area and obtain:
 - ☐ Name and position of person reporting missing patient
 - ☐ Incident Person Description & Information Notice
- ☐ Initiate a limited internal search of the hospital
- ☐ Report to the Incident Command Centre and prepare for the possibility of a comprehensive search
- ☐ Obtain copies of the **Incident Person Description & Information Notice** to distribute to other patient care areas by Security Rounds Officer
- ☐ Provide Switchboard with a copy of the **Incident Person Description & Information Notice** for them to announce overhead, if authorized
- ☐ After assessment of the situation additional officers may be requested as necessary
- ☐ Provide update reports to the Charge Nurse\Delegate

Rounds Officer

- ☐ Report to the affected area and receive direction from the Shift Supervisor

You may be directed to conduct external search of the following:

- ☐ Hospital grounds and adjacent areas
- ☐ Surface parking lots
- ☐ City parks & waterfront

¹⁰ Delegate refers to the next level of appointed authority, in this case, the Emergency Management On-call Person

Mobile Patrol Officer

- ☐ If requested to respond, conduct a search by vehicle of the building perimeter
- ☐ Provide assistance as required

Recovery**5.2. Upon notification that the crisis has concluded****Security Operations Centre Operator**

- ☐ Notify, if not already aware:
 - ☐ Queen's Security **(613-533-6111)**
 - ☐ Underground Parking Garage **(613-533-6979)**
 - ☐ (If previously called) Police department **(613-549-4660)**
- ☐ Participate in a debriefing session
- ☐ Resume normal duties

Security Shift Supervisor

- ☐ Conduct a debriefing with involved Security staff
- ☐ Ensure a comprehensive incident report is filed immediately
- ☐ Resume normal duties

Security Officers

- ☐ Participate in a debriefing session
- ☐ Resume normal duties

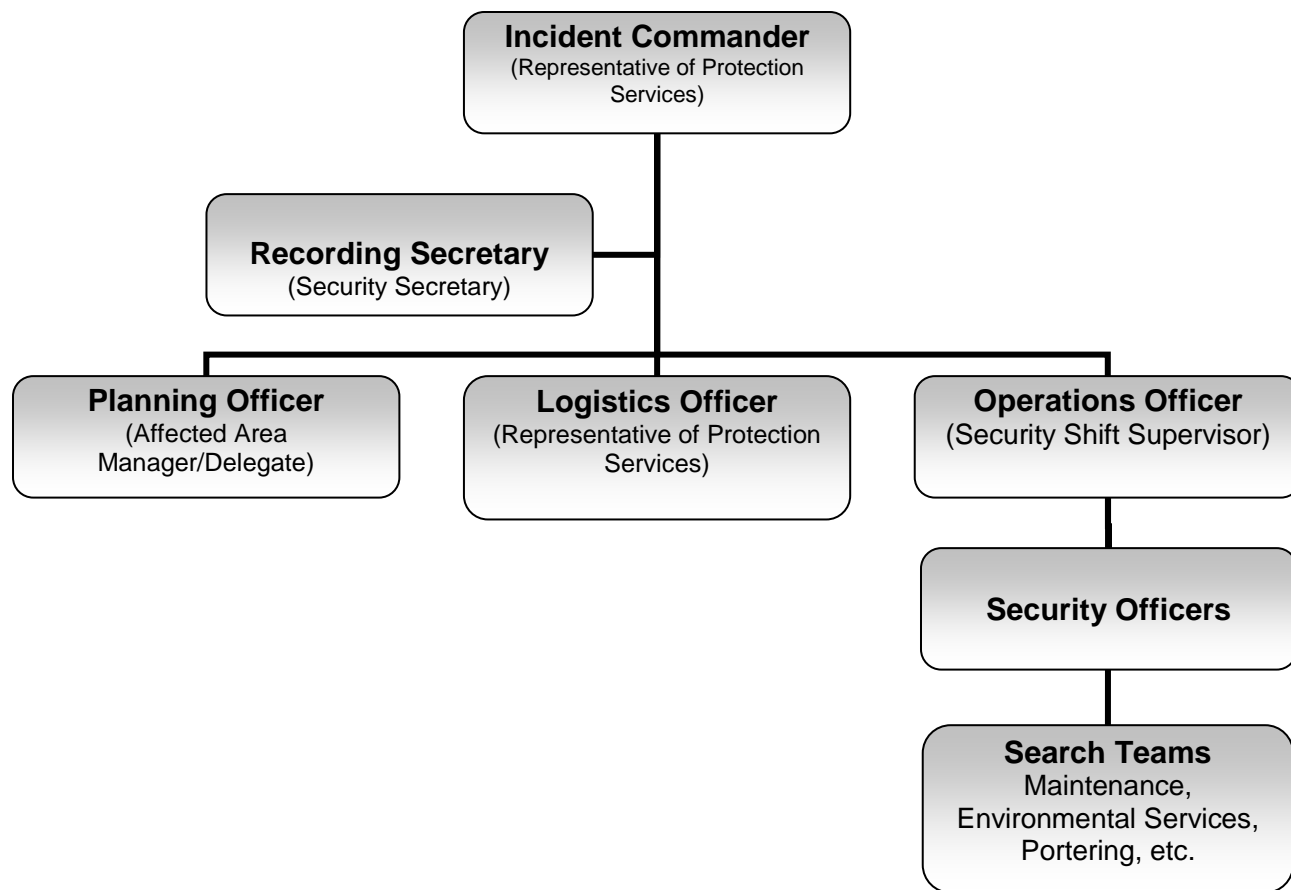
Mobile Patrol Officer

- ☐ If involved, participate in a debriefing session
- ☐ Resume normal duties

6.0 Response & Recovery – Incident Command Centre

Response

6.1. Upon notification of a comprehensive search Incident Management System



Incident Commander

☐ Appoint the following positions, only if the regular assigned persons are not available

- ☐ Operations Officer _____
- ☐ Logistics Officer _____
- ☐ Planning Officer _____
- ☐ Recording Secretary _____

Incident Commander - Director of Protection Services/Delegate

- ☐ Establish the Incident Command Centre
- ☐ Ensure that Switchboard personnel are aware of the location and contact number for the Incident Command Centre
- ☐ Consider notification and communication to both clinical and operational leadership when appropriate
- ☐ Receive status report/discuss initial action plan with required positions
- ☐ Be prepared to transfer command to a higher authority (e.g., Police/Fire/CEO)
- ☐ Announce status meetings/action meeting of required positions within desired time
- ☐ Prepare to provide a situational report to the President & CEO/Delegate¹¹
- ☐ Prepare to receive further calls from Switchboard operators

Operations Officer - Security Shift Supervisor / Delegate¹²

- ☐ Be prepared to coordinate search teams
 - ☐ Send search teams to the least populated areas of the hospital first
- ☐ Brief search teams on proper search technique
- ☐ In conjunction with the Logistics Officer distribute search kits, master keys, and flashlight to search teams
- ☐ In the absence of the Director of Protection Services and neither of the Managers of Protection Services assume command of the incident until the arrival of a higher authority (i.e. Administrative Coordinator, Security Supervisor, etc.)

Logistics Officer - Representative of Protection Services

- ☐ Gather and prepare search team kits
- ☐ Provide radio communication as necessary
- ☐ Initiate the recall of off-duty Security personnel, as required
- ☐ Contact Maintenance **(4030)** & Environmental Services **(2309)** to provide staff to assist in the search
- ☐ Inventory search team kits upon their return
- ☐ Be prepared to provide provisions for the Incident Command Centre in the event of an extended emergency (i.e. food, etc.)

Planning Officer – Affected Area Manager/Delegate¹³

- ☐ Ensure the continuation of Nursing functions for the affected area

¹¹ “Delegate” is the next level of (appointed) authority, in this case the Duty Administrator, or as appointed.

¹² “Delegate” is the next level of (appointed) authority. In this case the designated Second in Charge as appointed by the Shift Supervisor

¹³ “Delegate” is the next level of (appointed) authority, in this case the Administrative Coordinator, or as appointed.

- ☐ Plan for next steps with regard to the return of the missing person; follow up with their family, etc.
- ☐ Prepare for the termination of the emergency and any debriefing requirements

Recording Secretary

- ☐ Document the response actions within the Incident Command Centre

Recovery**6.2. Upon hearing the All Clear announced****Incident Commander**

- ☐ Instruct Switchboard to announce the “All Clear”
- ☐ Prepare for team debriefing

Operations

- ☐ Ensure that a comprehensive occurrence report is filed immediately
- ☐ Participate in a debriefing session

Logistics

- ☐ Ensure the return and proper storage of all search kits
- ☐ Update maps, checklists and supplies in each search kit
- ☐ Participate in a debriefing session

Planning

- ☐ Ensure that all documentation is collected for debrief preparation
- ☐ Participate in a debriefing session

Recording Secretary

- ☐ Document the recovery actions within the Incident Command Centre

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7.0 Response & Recovery – Environmental Services/Maintenance /Portering Staff

Response

7.1. Upon receiving the Code Yellow announced overhead

- ☐ Report to your Supervisor to be accounted for in the event a comprehensive search is required

7.2. Upon receiving the Code Yellow comprehensive search notification from your supervisor

- ☐ Report to the Incident Command Centre (Security Office – Dietary 1) to assist in the possible search of the facility
- ☐ Await further instruction from the Incident Command Centre
- ☐ Prepare to be briefed on search criteria and search zones – you will be assigned a search kit and will search in a team of two, at minimum
- ☐ Be aware of which search team leader you have been assigned

7.3. After receiving direction from the Incident Command Centre

- ☐ Under the direction of your search team leader, begin the search of your assigned zone
- ☐ Using the search team checklists, check off rooms searched, and rooms that you could not access
- ☐ Upon completion of searching your assigned area report back to the Incident Command Centre
- ☐ Observe and report to the Incident Command Centre **(6393)** anyone suspected of being the missing patient, but do not physically interfere

Recovery

7.4. Upon notification that the crisis has concluded

- ☐ Collect all notes, maps, search kits and return to the Incident Command Centre
- ☐ Return to normal duties

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8.0 Response & Recovery – Affected Area Manager

Response

8.1. Upon receiving the Code Yellow notification

- ☐ Report to the affected area
- ☐ Assume command of the situation at the site
- ☐ Consult with the Attending Physician on appropriate course of action (i.e. comprehensive search, discharge patient, etc.)
- ☐ If immediate Police involvement is deemed necessary due to an imminent threat to the patient or others, request Security Operations Centre **(4142)**, to notify the Police, providing:
 - ☐ Physical description of the patient including clothing worn
 - ☐ Reason to bring patient back (i.e. medical or emotional condition, dangerous to self or other, etc.)
 - ☐ Patient's and next of kin's address and phone number
 - ☐ Any specific individual(s) the patient has made threats about
 - ☐ Any other relevant information
 - ☐ Under the Mental Health Act of Ontario¹⁴, a Form 9 is required for Police to return patients to a health care facility if they are missing and they are **involuntary**

Recovery

8.2. Upon notification that the crisis has concluded

- ☐ When the patient returns to the unit authorize Switchboard to announce the "All Clear"
- ☐ Take whatever necessary precautions to prevent the patient from leaving the unit
- ☐ If the patient has not returned to the unit and after consultation with Attending Physician, determine whether the crisis has concluded, that it is safe to resume normal operations, and authorize the Switchboard to announce the "All Clear"
- ☐ Arrange for a debrief session between yourself and the Incident Command Centre
- ☐ Arrange for a debrief session with involved staff

¹⁴ Section 28 (1) (b) of the Mental Health Act of Ontario

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9.0 Response & Recovery – President & CEO/Delegate¹⁵

Response

9.1. Upon receiving the “Code Yellow” comprehensive search notification

- ☐ Prepare to receive situational report/briefing from the Incident Commander
- ☐ Consider whether there is a need to implement of Hospital’s Emergency Operations Centre (See EOC Implementation Plan)
- ☐ Implementation of Crisis Communication Plan in conjunction with Strategy Management & Communications, as required

Recovery

9.2. Upon notification that the crisis has concluded

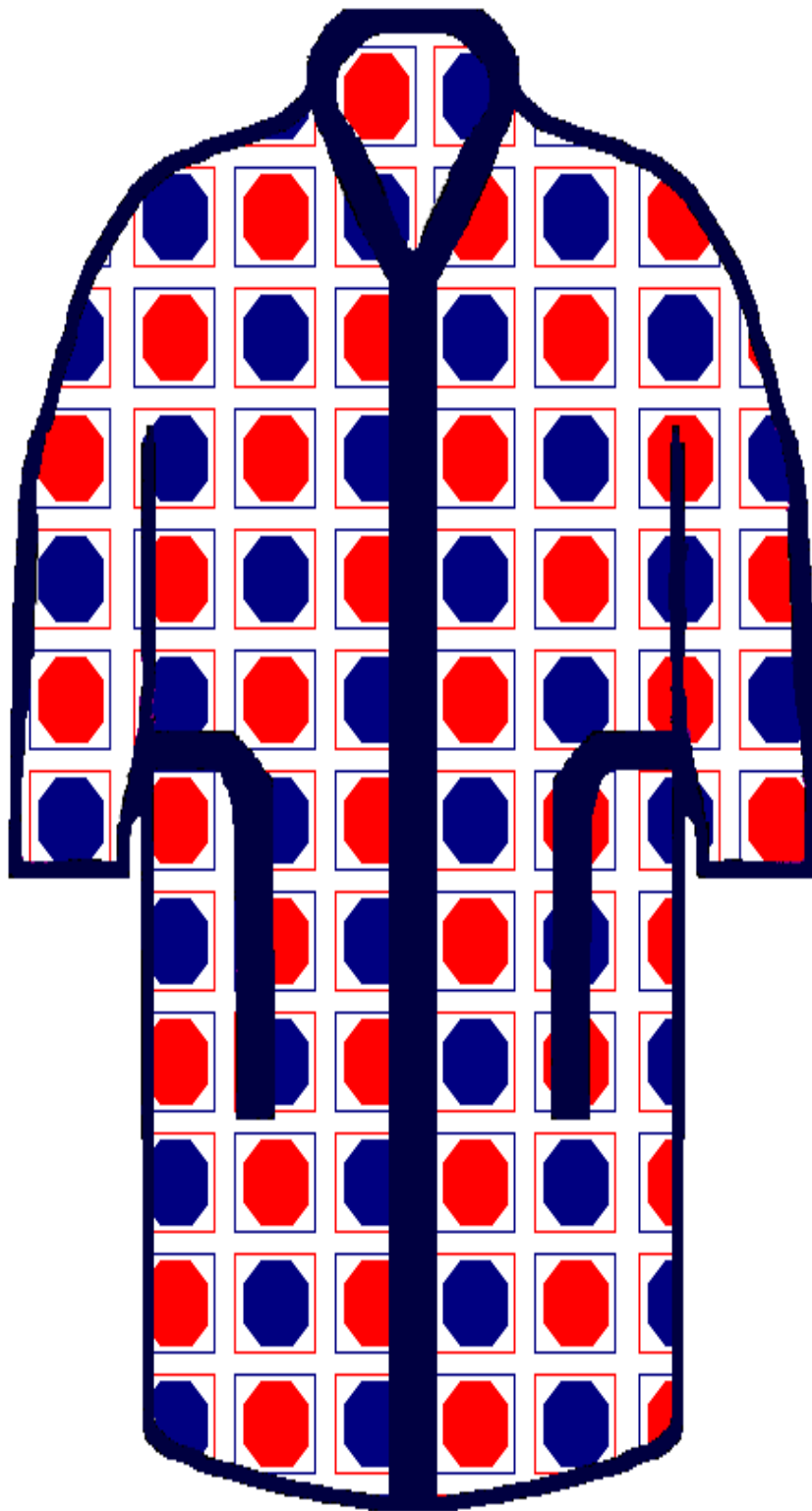
- ☐ Arrange for a debrief session between the Incident Command Centre and the Emergency Operations Centre (if activated)

¹⁵ Delegate refers to the next level of appointed authority; in this case, the Duty Administrator.

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10.0 Appendix A – Wandering Patient Gown

Wandering Patient Gown



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SECTION: RESOURCES

**SUBJECT: INCIDENT PERSON DESCRIPTION &
INFORMATION NOTICE**

ID DETAILS	NAME:	
	DOB:	
	HEALTH CARD NUMBER:	
	ADDRESS:	
DESCRIPTION DETAILS	PHYSICAL	COMPLEXION / SKIN TONE:
		SEX:
		AGE:
		HEIGHT:
		BUILD:
		EYES:
		HAIR:
		FACIAL HAIR:
		TATTOOS:
		OTHER DISTINGUISHING FEATURES:
	MEDICATIONS	
	ACCESSORIES	GLASSES:
		JEWELLERY:
		CARRIED ITEMS:
		AMBULATING DEVICES:
	CLOTHING	HEADWEAR:
		JACKET:
		SHIRT:
		PANTS:
		FOOTWEAR:
SPEECH	LANGUAGE:	
	ACCENT:	
	QUALITY:	
ASSOCIATED VEHICLE INFORMATION	MAKE:	
	MODEL:	
	APPROXIMATE YEAR:	
	COLOUR:	
	LICENSE PLATE NUMBER:	
	DISTINGUISHING FEATURES:	
REPORT COMPLETED BY:	NAME:	
	POSITION:	
	DATE:	
	TIME:	
	SIGNATURE:	
	INCIDENT SUMMARY:	

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