Missing Resident – Missing or Lost Resident Routine		Policy Manual Section: **Section 4—Emergency Management Planning**
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Act/Regs: FLTC 2021, Ont. Reg 246/22, RHRA		**Page: 1 of 7**

PURPOSE

The purpose of the Missing or Lost Resident Routine is to provide a management system that organizes the functions, tasks, and staff to systematically search for a lost or missing resident. This plan promotes communication and coordination and provides staff with direction as to who is in charge including staff roles and responsibilities.

PROCEDURE

Bay Haven's activation plan criteria to initiate a missing resident emergency is when a resident is not in a location where staff would normally expect to find them including their bedroom room, dining room, or sitting areas. The Charge Nurse, who has been trained and given authority to declare a missing resident emergency would announce Code Yellow over the PA system three times.

All staff members, who have been trained on emergency exercises, will report to the Charge Nurse (Incident Manager) and be assigned specific search areas and responsibilities. Staff members immediately conduct an internal search of the building using a supplied Search Record Form, a floor map of the facility and a map of the surrounding area. If the missing resident is not found after 15 minutes, the search is expanded externally until the missing resident is found.

***** See Missing Resident Flow Chart and Search Record form.**

Search Record:

The search record form provides a systematic method of recording areas that have been searched and areas that still need to be searched. These search records save time by avoiding duplicating already searched areas and provide the Charge Nurse with an organized method of tracking the missing resident search. Rooms that have been searched can also be indicated by using the tag system on the outside of each door in the facility.

Missing Resident Flow Chart:

The Missing Resident Flow Chart provides a visual step-by-step systematic process that the Charge Nurse will follow when conducting a search. This chart and procedure is located at the nurses station on the book shelf.

Internal Search:

Charge Nurse will instruct all staff to conduct a systematic internal search beginning with a search of the missing resident's room. Next, working outward from the missing person's room staff will fan out and systematically search all rooms and areas of the building including bedrooms, bathrooms, tub rooms, storage rooms, closets, lounges, hair salons, rooms and offices,

internal courtyard and all locked areas for approximately 15 minutes. Staff will record the areas that they have searched on the Search Record Form and hand this form back to the Charge Nurse. If staff have completed the search of their assigned areas, the Charge Nurse can re-direct staff to help assist the search effort in other areas of the home i.e. the retirement home.

Internal Systematic Search Procedures:
Systematic Search Procedures ensure all areas are searched thoroughly and in the same manner each time. Search your assigned area by systematically starting at the bottom right of the room moving counterclockwise to the top right. Searching an area counterclockwise force one to go against their norm and to be more aware of their surroundings and be less apt to miss something. Remember to search the courtyard as this is considered part of the internal search area.

Continue this same search procedure rotating counterclockwise around the room until you have searched the entire area from left to right and from bottom to top. Be sure to take notice of closets, top shelves and behind long clothing and stored belongings. If you can't see over, under, inside or behind something, one person should move to check the object e.g. garbage can, shower stall, cupboard, wheelchair, boxes. Pay attention to residents lying in bed. Residents laying down can be easily mistaken for another resident. When exiting the room, either lock it or use the fire evacuation door tag mechanism to secure. Once finished searching your assigned area, report back to Charge Nurse or Incident Manager.

Please note that if the door tag is in the up position and the red plastic tag is showing, then that room has been searched. Do not re-enter and waste precious time duplicating search of the room a second time.

Call 911:
If the resident is still not found within 15 minutes of initiating the internal search, the Charge Nurse will assign a staff member to notify the Collingwood Police Department by calling 911. The Charge Nurse will provide the Police with a complete and concise description of the resident i.e. uses a cane, has limp, left arm paralyzed, wears a cap. Give the Police officer the picture of the resident from the MAR file.

In addition, notify or assign someone to notify the local taxicab companies with a complete description of the missing resident and request they be on the look-out for the missing resident.

Fan Out Procedure:
If a missing person search is initiated during the midnight shift the Charge Nurse will first call 911 and then immediately notify the Administrator (Staff Pool Coordinator) or in his/her absence, the Director of Nursing to help provide manpower during the search. The Staff Pool Coordinator is responsible for contacting the appropriate primary staff members by telephone, who in turn contact their staff**. See Staff Pool Co-ordinator policy.**

External Search:
If the missing resident is not found during the internal search, the Charge Nurse will immediately call 911. After calling 911, the Charge Nurse will instruct staff to conduct an external search of the buildings and grounds of Bay Haven.

Using a map of the building and surrounding area and the Search Record Form, two-person search teams will search all the immediate grounds, buildings, parked cars, garbage storage area, ditches, river embankment areas for approximately 15 minutes. Search pairs will remain in voice contact with one another and report back to the Charge Nurse by way of cell phone or two-way radio.

Search teams will be assigned by the Charge Nurse or delegate a team number that corresponds to the outside search area on the attached map that each team is responsible to search. For example, team 1 would search outside search area 1, team 2 to search outside search area 2 etc.

The external search areas are as follows.

Search Area 1 - All areas on the property parallel to Hume Street including, all entrances, front parking lots, gardens, courtyard, garbage storage areas, and the electrical sub-station property to the West.

Search Area 2 – The backyard area including the garage (inside and behind), the riverbank and retirement home backyard courtyard.

Search Area 3 – The property and buildings across the street to the south including ditches.

Search Area 4 – Tim Horton and the convenience store including the inside bathrooms, parking lot and garbage storage areas.

Two Person Car Search:
If the missing resident is not found within 30 minutes after the internal search of the building and the external search of the property, the Charge Nurse will start and coordinate two-person car searches. Each search vehicle will have two persons – one driver and one spotter. Each car search team will have a map of the Collingwood area, a Search Record Form, and a cell phone for communication. The Charge Nurse will divide the car search teams into a fan out format that follows a North, South, East and West search grid pattern.

Notify Missing Resident Family or SDM:
Notify the missing resident's substitute decision maker/responsible person or POA that staff, police and the community are searching for this missing resident.

Notify DON/ Administrator
If the resident goes missing outside of regular business hours notify or instruct someone to notify the Director of Nursing, the Administrator, and the Director of Support Services at the 15-minute mark once an external search has been started.

Inform MOHLTC – Nursing Home Missing Resident:
Notify the Ministry of Health Long Term Care that a Nursing Home resident has gone missing, and a search is underway. The Charge Nurse charts a complete report of the incident in the nurse's notes including all pertinent information. The Charge Nurse also records information in Point Click Care software, under Risk Management and completes the incident report section. Advise the Police, taxi companies, Substitute Decision Maker when the missing resident has been found and returned to the facility.

Conduct Debriefing Meeting / Plan for Recovery:
The purpose of the debriefing meeting is to ensure all appropriate parties have been notified and that corrective measures have been taken. This includes a debrief for residents, substitute decision makers, staff, volunteers, and students. The debriefing exercise also provides an opportunity to evaluate and revise policy, listen to concerns, document lessons learned and support those who might be experiencing distress due to the emergency including referral to Employee Assistance Programs. The missing resident will be monitored for signs of distress/trauma and if required referral can be made to appropriate counselling.

The Plan of Recovery process will be unique to each emergency event. The objective is to reduce risk and incorporate prevention and mitigation components that result in a higher level of preparedness. Recovery plans can be for short-term and long-term priorities for restoration of functions, services, resources, facilities, and infrastructure. Short-term recovery plans could include repairs to damaged infrastructure (damaged door locks and alarms) and working with staff to compensate them for overtime wages. Long-term recovery plans might include installation of new safety equipment (Wander Guard, internal cameras).

Identifying Residents at Risk of Wandering:
To manage risk, the Director of Nursing and the Retirement Home Manager will identify residents at risk for wandering off the premises of Bay Haven Care Community by:

1. Identifying the resident as a wanderer/risk of wandering on the Resident's Care Plan.
2. A list of High-Risk Wandering Residents is kept at the Nursing Station and the front lobby offices (Recreation and Office Manager).
3. Encourage Substitute Decision Maker to consider GPS bracelets for wandering residents. These bracelets can be purchased through Medic Alert.

ROLES AND RESPONSIBILITES OF STAFF

Charge Nurse- Nursing Home:

The Charge Nurse becomes the Incident Manager now a resident is suspected of being missing. The Charge Nurse will notify all staff on duty that a resident is missing by announcing Code Yellow 3 times over the P.A. system. All staff to report to the Nursing Station and await further instructions as indicated below by category of staff. Charge Nurse to ensure key personnel are equipped with walkie-talkies for communicating with the Incident Manager.

The Incident Manager will delegate.

a. Gather all available information regarding the missing person.
    i. Photo and resident/client profile information. Print or copy picture of resident from the care plan or from the plastic plaque outside the resident's room.
    ii. Full description including clothing worn.
    iii. The time and place where person were last seen
    iv. If applicable previous missing person incident and location found
b. Gather Search Form, maps and flashlights – see emergency bin located under the desk in the maintenance office.
c. Assign the search team members to various locations and instruct all staff (including those indoors and outdoors) to report back within 15 minutes.
d. If the resident is not located with 15 minutes of having been reported missing the Incident Manager or designee shall call 911 and request Police assistance and provide them with the information on the missing resident including photos and description and maps of the facility and outdoor area.
e. Initiate an External Search outside Bay Haven
f. Notify the resident's family and the MOH of the disappearance.
g. When the resident has been found, the Incident Manager will.
    a. Make an announcement that the resident has been found and that the Code Yellow: Missing Person is cancelled.
    b. Notify Police, family, MOH RHRA.
    c. Have the resident's condition assessed and provide resident with reassurance. Remind resident / family member etc., about importance of sign in / sign out policy and ensure they understand of this policy.
    d. Begin to document and complete the Critical Incident Report. (LTC only). Normally the DON will complete the CIR, but the CN can submit if the DON is unavailable or has been directed to submit.
    e. Conduct debriefing exercise and modify resident care plan with strategies.

Charge Nurse- Retirement Home:

The Retirement Home Charge Nurse will make a systematic search of the Retirement Home and indicated on the floor plan/ search record all areas searched. The Retirement Home Charge Nurse will assist the Nursing Home Charge Nurse if required. Charge Nurse will complete a detailed Resident Incident Report. Retirement Home Manager will notify RHRA if it is a retirement home resident who gone missing.

Retirement Home Staff:
The Retirement Home staff will make a through systematic search of all areas in the retirement home including bedrooms, bathrooms, closets and lounges, hair salon, library and courtyard. Staff will report to the Charge Nurse and indicate on the floor plan/search record all areas searched and any other pertinent information.

Nursing Department Staff:
The Nursing staff will make a thorough systematic search all areas in their working areas, including bedrooms, bathrooms, closets, tub rooms, lounges. They will report to the Charge Nurse and indicate on the floor plan/ search record all areas searched and any other pertinent information.

Administrator:
The Administrator will meet with the Incident Manager, the Director of Nursing and the Director of Support Services for a briefing of the incident. The Administrator working with the Charge Nurse, the Director of Nursing and the Director of Support Services will assist in the co-ordination of the Missing or Lost Resident Routine.

The Administrator will ensure that the Missing Resident Search is conducted with a minimum of publicity. Only the Administrator will communicate with the media referencing the Communication Plan for Incident Management.

Director of Nursing:
The Director of Nursing will make a systematic search of her/his office and storage area and will assist the Charge Nurse in coordinating the Missing or Lost Resident Routine. The DON will complete a critical incident report.

Dietary Department Staff:
The Dietary staff will make a systematic search of the Dietary Department and storage areas. They will report to the Charge Nurse and indicate on the floor plan / search record all areas searched and any other pertinent information. In the event the Dietary Department are not on duty, the Dietary Department will be searched by delegated staff members.

Laundry Department Staff:
The Laundry staff will make a systematic search of the Laundry Department. He/she will report to the Charge Nurse and indicate on the floor plan / search record all areas searched and any other pertinent information. In the event the Laundry Department are not on duty, the Laundry Department will be searched by delegated staff members.

Housekeeping Department Staff:
The Housekeeping staff will make a systematic search of the Maintenance and Housekeeping Department and storage areas. They will report to the Charge Nurse and indicate on the floor

plan / search record all areas searched and any other pertinent information. In the event the housekeeping personnel are not on duty, the Housekeeping Departments will be searched by delegated staff members.

Dietary/Housekeeping Aide Retirement Home:
The Dietary/Housekeeping Aides in the Retirement Home are responsible for making a systematic search of the retirement home including each resident's room and closet, dining room, sitting rooms, library, hair salon, conference room, offices, maintenance closets and storage rooms. They will report to the Charge Nurse and indicate on the floor plan / search record all areas searched and any other pertinent information. Dietary/Housekeeping Aides will await further search instructions. If Dietary / Housekeeping personnel are not on duty, the above noted Retirement Home sections will be searched by delegated staff members.

Director of Support Services (DSS):
The Director will make a thorough systematic search of the Maintenance Department and storage area. He/she will report to the Charge Nurse and indicate on the floor plan / search record all areas searched and any other pertinent information. The DSS will make available master keys to open and search any locked areas. The DSS will assist the Charge Nurse in coordinating the Missing or Lost Resident Routine.

Maintenance Staff:
The Maintenance staff are responsible for making a thorough systematic search of the Maintenance Department, storage areas (receiving, across from laundry, photocopy and mechanical, electrical room and courtyard). He/she will report to the Charge Nurse and indicate on the floor plan / search record all areas searched and any other pertinent information. He/she will assist the Charge Nurse as directed.

Recreation Department Staff:
The Activity staff will make a thorough systematic search of the Recreation Department and their storage areas. If access to storage area is locked, keys can be obtained from the Charge Nurse, Medical Treatment Nurse, or the DON. They will report to the Charge Nurse and indicate on the floor plan/search record all areas searched and any other pertinent information. In the event the Recreation Department personnel are not on duty, the Recreation Department will be searched by delegated staff members.

Human Resources and Information Manager:
The Human Resources Information Manager will make a thorough systematic search of all offices and office storage areas. He/she will report to the Charge Nurse and indicate on the floor plan / search record all areas searched and any other pertinent information. In the event the Human Resources and Information Manager is not on duty, the office areas will be searched by delegated staff members.

Volunteers /Visitors:
Will remain with the resident with whom they are visiting and will follow the instructions of the Charge Nurse.