

MAPLE VILLA LONG TERM CARE CENTRE

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TO: ALL STAFF

SUBJECT: WANDERING/MISSING RESIDENT

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PURPOSE:

- To ensure resident's safety and accountability of all residents at all times.
- To assist in the co-ordination of searching and reporting missing/lost resident.

POLICY:

It shall be the responsibility of staff to adhere strictly to the policy and procedure regarding the door alarm system. The on-duty nursing staff shall be responsible for determining full accountability of their residents.

In the event of a resident missing or unaccounted for, the on-duty Charge Nurse shall take immediate action to attempt to locate the resident and notify the proper authorities.

PROCEDURE:

1. Should nursing staff fail to account for any resident, he/she shall immediately notify the Charge Nurse (on duty R.N.). The charge nurse shall announce code "yellow" with location x 3 to alert staff to report to her/him (i.e. "Code Yellow -1st floor station"). Staff are to report to the first floor nurses station. The plan is activated by announcing Code Yellow.
2. The Charge Nurse shall then instruct and co-ordinate on-duty personnel to search the entire facility and the outside grounds of the facility. When a "bed check" is done, there must be a visual check of each resident. Utilizing the home's floor plan for search, areas on the search map should be covered by designated staff personnel. Record designated staff name(s) directly on floor plan. After each room search "flag" RED staphchek on door in acknowledgement. If staff are directed to search outdoor perimeter, instruct them to carry a cell phone for safety and communication.
3. RN to print residents transfer/discharge record – Resident picture from "Profile tab".

4. SEARCH PLANS – STAFF ROLES

When a call goes out that a person is missing, it is imperative that each staff member knows what role he/she is to play in the search.

Search Co-ordinator (on Duty R.N.) – responsible for implementing the search plan.

Searchers: (all on-duty staff) – responsible for systematically searching an assigned section of the premises or grounds and reporting back to search co-ordinator. Whenever possible staff should work in pairs. They should:

- remain silent except for essential conversation
- listen for the person
- remember that the person may not respond to his/her name being called.

A suggestion of how to systematically search a room:

1. Step inside doorway.
2. Scan from right to left with eyes low – i.e. scanning the floor.
3. Scan from right to left at middle range – i.e. the walls.
4. Scan from right to left up high taking in the top of shelves and cupboards.
5. If you can't see over, under, inside, or behind something, one person should move to check the object i.e. garbage can, shower stall, cupboard.
6. When exiting the room, use fire evacuation mechanism (staphchek), place in "red" position to illustrate "room clear".
7. Report back to Search Co-ordinator.

Supervisors, remaining PSW's and other available support/service staff are responsible for the care and safety of remaining residents. They are also responsible for restricting and limiting outdoor access and traffic until police arrive. This will facilitate the work of police, should they be needed.

5. When the facility and outside search is completed, the Charge Nurse should make sure that all areas on the search floor plan have been covered.
6. **If failure to find the missing resident should occur, within 20 minutes, the Charge Nurse shall notify the police with a full description of the resident. At this point, the Report of Missing Resident form should be filled out with the assigned PSW. The Administrator or Director of Care, shall be notified of the situation as well as the resident's next-of-kin. If requested by the authorities, the Charge Nurse shall designate a staff member to accompany in the search for ease of identification. When the resident is located, R.N. Charge Nurse or designate shall announce "code yellow, all clear" to deactivate the plan, when the emergency is over. Authorities and POA (resident' next-of-kin) shall be contacted accordingly**
7. Copies of this procedure including .the floor plan and Missing Resident Forms are located at the 2nd Floor nurses station in a yellow binder.
All Parties involved, resident, family member, staff, student, and volunteers debriefed after the emergency is over and provide emotional support (refer to social worker or E.A.P., if applicable) to anyone experiencing distress due to the emergency.
8. Copies of the Report of Missing Resident shall be given to:
 - a) DOC
 - b) Administrator
 - c) Police
9. The Administrator or Director of Care shall notify the Ministry of L.T.C. @ 1-888-999-6973 and send a written report (CIS). Immediate: if missing more than 3 hours and/or returns to the home with injury. 1 business day: if missing less than 3 hours and returns to the home with no injury, as well as the attending physician
10. A list of Residents with wanderguard bracelet can be found in PCC – Care Plan item/Task Listing Report.
11. It shall be the responsibility of the DOC/Administrator to conduct a practice/drill of a missing lost/resident annually as a training exercise for all staff. Written record of each exercise shall be kept on file for a period of three years. This policy/plan shall be tested and evaluated annually, within a 12-month period and updated accordingly