

Section:	Emergency Planning	Number:	13.08
Approved By:	Senior Leadership Team	Date:	February 2026
Date of Creation:	October 2013	Date of Review:	December 2025
SUBJECT:	Code Yellow – Missing Resident		Page: 1 of 6

### PURPOSE

To ensure a timely, coordinated, and effective response when a resident is missing, with the goal of locating the resident safely while meeting all requirements of the *Fixing Long-Term Care Act, 2021 (FLTCA)* and *Ontario Regulation 246/22*.

### POLICY

Woodingford Lodge is committed to resident safety and dignity. Any suspected missing resident situation will be treated as urgent until resolved. Searches will be conducted promptly, systematically, and escalated without delay in accordance with legislative requirements and best practices.

### DEFINITIONS

- **Code Yellow:** an organized emergency response initiated when a resident is missing, whereabouts are unknown, or the resident has not returned within an expected timeframe and safety is at risk
- **Missing Resident:** any resident who cannot be located, has not signed out appropriately, has not returned as expected, or whose absence raises concern based on their cognitive status, health condition, or known routines.

### PREVENTION & AWARENESS

- Resident census and absences are communicated daily by the Coordinator of Transitional Services
- Residents leaving Woodingford Lodge must sign out when applicable
- Team members will report deviations from expected routines immediately
- High-risk residents (i.e. cognitive impairment, wandering risk) will have individualized care plans and preventative measures in place

### PROCEDURE

#### Initial Report and Search (Immediate Response)

1. Any Resident who:
  - a. Does not appear for meals

- b. Cannot be located during routine checks
  - c. Has not returned as expected shall be considered potentially missing
2. The registered team member will immediately confirm:
  - a. Appointments or scheduled outings
  - b. Activity attendance
  - c. Sign out documentation
3. An immediate and thorough search of the residents' neighbourhood and know locations will be conducted, including:
  - a. Resident rooms, bathrooms and closets
  - b. Courtyards, lounges, recreation areas
  - c. Areas the resident is known to frequent
4. This initial search should be completed as quickly as possible (ideally within 10 minutes).
5. If the resident is not located, the Manager/Supervisor/Registered Team Member in Charge must be notified immediately.

### **Code Yellow Activation and Coordinated Search**

6. The Manager/Supervisor/Registered Team Member in Charge will contact family or responsible people to determine if the residents' whereabouts are known.
7. If the resident remains unaccounted for, **Code Yellow is activated immediately.**
8. Overhead announcement will be made twice:

“Code Yellow, Code Yellow. All neighbourhoods and departments please send one team member to the front lobby to receive a Code Yellow update.”
9. At the Code Yellow briefing:
  - a. Resident description and photo are shared
  - b. Last known location and time reviewed
  - c. Search zones assigned using the site-specific checklist (Attachment A)
10. Team members report back once assigned areas are fully searched.

### **Escalation and External Notification**

11. If afterhours the Registered Team Member in Charge will notify the Manager On-Call.
12. Local hospitals will be notified and provided with a resident description.
13. If the resident is not located after a full internal and grounds search, **Police will be contacted immediately by calling 911.**

14. Information to be provided to the Police:

- a. Resident name and description
- b. Age, gender, height, weight
- c. Clothing last worn
- d. Cognitive status and medical risks (i.e. dementia, diabetes, responsive behaviours)
- e. Time and location last seen
- f. Details of searches completed

15. Video surveillance may be reviewed if appropriate.

## **POLICE INVOLVEMENT**

- Leadership or Registered Team Member in Charge will provide a full briefing to police upon arrival
- A recent photo and care information must be readily available
- All further search and communication actions follow police direction

## **COMMUNICATION WITH FAMILY**

- POA/SDM will be notified immediately
- Regular updates will be provided
- Police contact information will be shared when applicable

## **WHEN RESIDENT IS LOCATED**

The Manager/Supervisor/Registered Team Member in Charge will:

- Cancel Code Yellow via overhead page
- Assess resident for injury or distress
- Notify POA/SDM
- Notify Manager On-Call if applicable
- Arrange medical assessment if required

## **DOCUMENTATION AND REPORTING**

- Incident documentation completed promptly
- Clinical documentation updated
- Critical Incident Report submitted to the Ministry as required under FLTCA, 2021
- Root cause analysis completed if indicated

## **POST-INCIDENT DEBRIEF AND PREVENTION**

- Team debrief is conducted
- Emotional support offered to team members and residents
- Preventative strategies reviewed and updated
- Care plans adjusted as required

Attachment A:

**Woodstock – Code Yellow Search Assignments**

Designated team members shall report back to their departments and update their teams on the search requirements. All areas must be searched thoroughly including under beds, storage areas, washrooms, closets, office, meeting rooms, adjacent stairwells, courtyards, etc. Report back to the meeting location/Code Yellow Lead after completing the search.

<b>Missing Resident:</b> _____		
<b>Time Code Yellow Announced:</b> _____		
<b>Location:</b>	<b>Designated Team Member:</b>	<b>Search Completed Time:</b>
Lakewood Neighbourhood & Courtyard		
Pinecrest Neighbourhood & Courtyard		
Peach Place Neighbourhood & Courtyard		
Apple Grove Neighbourhood & Courtyard		
Orchard Lane Neighbourhood & Courtyard		
Mapleville Neighbourhood & Courtyard		
Front Foyer, GPA & Offices		
Kitchen and Food Storage Areas		
Chapel, Activity Room & Courtyard		
Parking Lot and Grounds		
Roof and Main Stairwell		
Laundry Areas		
Maintenance Office & Service Rooms		

**Roof area must be searched by 2 team members and remain 6 feet from any edges unless protected by a guardrail. If area cannot be searched safely (darkness/inclement weather) than report this to the police.**

**Ingersoll – Code Yellow Search Assignments**

Designated team members shall report back to their departments and update their teams on the search requirements. All areas must be searched thoroughly including under beds, storage areas, washrooms, closets, office, meeting rooms, adjacent stairwells, courtyards, etc. Report back to the meeting location/Code Yellow Lead after completing the search.

<b>Missing Resident:</b> _____		
<b>Time Code Yellow Announced:</b> _____		
<b>Location:</b>	<b>Designated Team Member:</b>	<b>Search Completed Time:</b>
Cherryhill Neighbourhood		
Oakdale Neighbourhood		
Administrative Offices		
Servery and Dining Areas		
Chapel, Activity Room and Courtyards		
Back Service Areas, including Hospital Tunnel		
Parking Lot & Grounds		
Roof and Stairwells		

**Roof area must be searched by 2 team members and remain 6 feet from any edges unless protected by a guardrail. If area cannot be searched safely (darkness/inclement weather) than report this to the police.**

**Tillsonburg – Code Yellow Search Assignments**

Designated team members shall report back to their departments and update their teams on the search requirements. All areas must be searched thoroughly including under beds, storage areas, washrooms, closets, office, meeting rooms, adjacent stairwells, courtyards, etc. Report back to the meeting location/Code Yellow Lead after completing the search.

<b>Missing Resident:</b> _____		
<b>Time Code Yellow Announced:</b> _____		
<b>Location:</b>	<b>Designated Team Member:</b>	<b>Search Completed Time:</b>
Rosewood Neighbourhood		
Cedarcrest Neighbourhood		
Administrative Offices		
Servery and Dining Areas		
Chapel, Activity Room and Courtyards		
Back Service Areas		
All Basement Areas, including Hospital Tunnel		
Parking Lot & Grounds		
Roof and Stairwells		

**Roof area must be searched by 2 team members and remain 6 feet from any edges unless protected by a guardrail. If area cannot be searched safely (darkness/inclement weather) than report this to the police.**