

SEARCH AND RESCUE
BINDER
FOR
LONG-TERM CARE FACILITIES

PRODUCED BY THE

**"SEARCH IS AN EMERGENCY",
WATERLOO REGION TASK FORCE**

2002



**WHAT TO DO IF A RESIDENT IS
MISSING**

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ALZHEIMER CANADA MANUAL

INSTRUCTIONS:

WHAT TO DO IF A RESIDENT IS MISSING

You will need to update your **“Code Yellow” policy and procedure** that is currently in **your facility’s Emergency Plan binder** with the information from the Search and Rescue Manual (see section four of the Search and Rescue Manual).

Once you have updated your policy and procedure **you will need to adapt the “Missing Person Incident Form” from page 14 in the Search is an Emergency Pre-plan Manual** (see an example on the next three pages) so that it coincides with your policy. Once you have adapted the form, insert it in this section.

In addition to the “Missing Person Incident Form”, **keep a copy of the “Wandering Incident Tracking Report” in this section of the binder.**

INSTRUCTION SHEET – THROW OUT WHEN SECTION HAS BEEN DEVELOPED

WANDERING INCIDENT PROCEDURE

TO BE COMPLETED BY CHARGE NURSE (OR DESIGNATE)

Resident:

Date:

Action	Time	Documentation	Initial
RESIDENT IS NOTICED MISSING AND REPORTED TO CHARGE NURSE			
<ul style="list-style-type: none"> Start documentation on this form. 		Person who noticed resident missing: What wearing: Place last seen:	
SEARCH IMMEDIATE AREA			
<ul style="list-style-type: none"> Check to determine if he/she has signed out. Search the floor systematically including all residents' rooms and other areas such as utility rooms, shower rooms, washrooms, lounges and stairwells (including locked areas). 		Notes:	
IMPLEMENT FULL FACILITY SEARCH			
<ul style="list-style-type: none"> Call Code Yellow. 			
<ul style="list-style-type: none"> Initiate an indoor and outdoor search according to your facility's in-house search plan. <p style="text-align: center;"><u>INSERT YOUR FACILITY'S IN-HOUSE SEARCH PLAN HERE (using your facility's "code yellow procedure"</u></p> <ul style="list-style-type: none"> Ensure that ALL AREAS within and outside the building are assigned for search. This includes: <ul style="list-style-type: none"> All rooms that are continually locked Closets/Lockers All areas to which the residents do not usually have access Beside and under beds, behind doors Bathrooms, tubs, shower stalls Remind staff <ul style="list-style-type: none"> to remain silent except for essential conversation and listen for person to not call the person's name. Statistics of searches of missing persons with Alzheimer Disease and related dementia show that NONE of these people responded to the calls of searchers. 		<input type="checkbox"/> Unit A searched and by whom: <input type="checkbox"/> Unit B searched and by whom: <input type="checkbox"/> Unit C searched an by whom: <input type="checkbox"/> Grounds searched and by whom: Notes:	

<ul style="list-style-type: none"> Collect “report backs” from staff within 10 minutes. Retrieve information kept on file to be used in the event of an emergency search: copy of completed Alzheimer Wandering Registry form, Wandering Person Profile, resident’s personal file. 			
<ul style="list-style-type: none"> Notify administrator or designate. 		Name: Notes:	
<ul style="list-style-type: none"> Call family. 		Name: Response from family:	
CALL POLICE			
<ul style="list-style-type: none"> Call non-emergency phone number 653-7700 (available 24 hrs/day, 7 days/wk). <ul style="list-style-type: none"> Script: <i>“This is (YOUR NAME) calling from (YOUR FACILITY). I would like to request assistance from the police to search for a resident who is missing from our facility. This person’s name is (NAME OF MISSING PERSON). He has Alzheimer Disease and is a known wanderer.”</i> Other details to provide: <i>“The person is registered on the Alzheimer Wandering Registry.</i> <i>The last time that staff saw him he was at (LOCATION) and was wearing (CLOTHING DESCRIPTION). Other details of his physical description include (HEIGHT, WEIGHT, MOBILITY AIDS etc.)</i> <i>The staff at my facility are currently searching the building and the grounds.</i> <i>Places that he may have wandered to include: (FORMER ADDRESS, SON’S HOME etc).</i> <i>He (IS/IS NOT) physically aggressive.”</i> Conduct another full facility search while waiting for police to arrive. 		Notes:	
POLICE ARRIVE			
<ul style="list-style-type: none"> Report to police on progress of facility 		Notes:	

<p>search.</p> <ul style="list-style-type: none"> • Give information about the resident: <ul style="list-style-type: none"> • repeat of info provided to dispatcher when you originally telephoned the police. • resident's completed copy of the Wandering Registry form • Wandering Person Profile (with resident's photograph) • Give aerial maps and facility floor plans. 			
ADMINISTRATOR AND POLICE TAKE OVER			
<ul style="list-style-type: none"> • Charge nurse signs off and completes facility incident forms and MOH forms (as required). • Documents in resident care record (i.e., care plans, Wandering Incident Tracking Report). 		Signature of Charge Nurse:	

Wandering Incident Tracking Report

Resident's Name:

	Incident #1	Incident #2	Incident #3
Date of incident			
Where the person was last seen			
What was the person doing when last seen			
Events that might have caused the person to have wandered.			
What actions did you take?			
Where was the person found?			
How was the person found?			
List any medical problems that resulted from being lost.			
What was the distance from the point the person was last seen?			
Signed/Date:			

INSTRUCTIONS:

EMERGENCY CONTACT INFORMATION

On the next page is an “Emergency Contact Information Sheet.” During an emergency it is handy to have all emergency contact information collected ahead of time. We have done some of the work for you by collecting Waterloo Region’s emergency and transit personnel contacts. However, you will need to adapt parts of it so that it suits your facility.

Staff Contacts

When you develop your facility search plan, there will be key staff who should be contacted during the search and rescue effort. Talk with your administrator and decide who this will be. Write their names down on the following sheet.

Ministry of Health Contact

In addition, record who your Ministry of Health contact is and their phone number.

Business in the Surrounding Area

If you experience an emergency in your facility, you will also want the names and phone numbers of main businesses in your facility’s community. You may need to contact them to alert them about a missing person.

(INSTRUCTION SHEET – THROW OUT WHEN SECTION HAS BEEN DEVELOPED)

EMERGENCY CONTACT INFORMATION

STAFF		Phone
Administrator:		
Other Staff:		
Other Staff:		
Other Staff:		
Other Staff:		
Other Staff:		
EMERGENCY SERVICES		Phone
Police Department		653-7700 (non-emerg) or 911
Cambridge Memorial Hospital		621-2330
Grand River Hospital		742-3611
Guelph General Hospital		822-5350
St Mary's General Hospital		744-3311
TRANSPORTATION		Phone
BUS	Ayr Coach Lines	747-1230 / 622-5496
	Grand River Transit	585-7555 / 623-1930
	Greyhound Canada	1-800-661-8747
	Guelph Transit	822-1811
TAXI	A-1 United Taxi - K-W	888-9999
	Cambridge City Cab	740-2222
	Canadian Cab – Guelph	824-3110
	City Cabs – K-W	747-7777
	Elmira Taxi	669-1619
	New Hamburg Taxi	662-3240
	Red Top Taxi – Guelph	821-1700
	Waterloo Taxi	886-1200
OTHER		
MOH Contact:		
Local Business:		
Local Business:		
Local Business:		
Other:		
Other:		

INSTRUCTIONS:

MAPS AND PHOTOS

Insert your facility's floor plan, grounds plan, aerial map (binder-sized) and daytime photos here. If you have a large aerial map in the facility, note it's location in this section. Please see pages 18 – 19 of the Search is an Emergency pre-plan manual for further instructions.

(INSTRUCTION SHEET – THROW OUT WHEN SECTION HAS BEEN DEVELOPED)

INSTRUCTIONS:

KEY LIST

On the following sheet, record a list of all the keys used at your facility, a description of what they are used for and where the keys are kept.

(INSTRUCTION SHEET – THROW OUT WHEN SECTION HAS BEEN DEVELOPED)

INSTRUCTIONS:

AT RISK RESIDENTS

In this section, keep information about residents who are at risk of wandering away from your facility. For each "at risk" resident, include the following completed forms:

- Wandering Person Profile
- Wandering Incident Tracking Report
- Alzheimer Society "Safely Home" Wandering Registry form
(copy – original sent to Alzheimer Canada)

For further information see pgs. 10 – 11 in the "Search is an Emergency" pre-plan manual.

Alternatively, some facilities may choose to keep this information in the resident's chart. Leave a note in this section so that staff know where to find this information during an emergency.

(INSTRUCTION SHEET – THROW OUT WHEN THE SECTION HAS BEEN DEVELOPED)

WANDERING PERSON PROFILE

PHOTOGRAPH (FRONT VIEW)	
PHOTOGRAPH (SIDE VIEW)	
	PHOTOGRAPH (FULL LENGTH)

Name: _____ Height _____ Weight: _____

Physical Capacity to Walk:

Date last updated: _____

THIS FORM MUST BE UPDATED EVERY 6 MONTHS - INCLUDING PHOTOS.

An overview of the history of the Task Force on Search is an Emergency, Waterloo Region, Ontario, Canada

Spring 2001

Two people from the Alzheimer Society Cambridge attended a workshop at the Designs for Dementia Conference about search and rescue issues for people with dementia given by Constable Ted Phillips of the Ontario Provincial Police. The workshop emphasized the need for LTC facilities to have an operational pre-plan for emergency searches. We met a few times for preliminary discussions on developing a common operational pre-plan for facilities in Waterloo Region. The Alzheimer Society of Kitchener-Waterloo was invited to participate.

Fall 2001

The need for an operational pre-plan was communicated to staff at long-term care facilities. An information workshop called "Search is an Emergency" was offered and 25 people attended. In addition, information about the need was presented to LTC administrators at two separate meetings. As a result, several administrators expressed interest in being part of a task force. In addition, the newly appointed Psychogeriatric Consultant for Waterloo Region was invited to participate. This person, along with the three from the Alzheimer Societies, became the core group of the task force. Together they chaired the meetings, led subgroups, sent out minutes and agendas and met between meetings of the task force to discuss progress and the next steps.

Jan – May 2002

The task force met 5 times (monthly: Jan – May 2002). At the first meeting, an overview was presented about why searching for an individual with dementia who has wandered, differs from searching for mentally intact individuals who are lost, and should be viewed as an emergency by the police and caregivers (professional/family). For the first meeting the core group prepared a draft operational pre-plan which consisted of a policy and procedure which addressed facility readiness for a lost resident incident; identification at admission of residents at risk for wandering; and a lost resident incident procedure. Task force members also identified a need to develop a detailed search plan for staff at LTC facilities. It was decided that the Waterloo Regional Police would be invited to send a representative to the remaining meetings, in order to clearly delineate when police become involved and what the lines of responsibility are.

At the second meeting, it was decided to work in three general areas – planning a “**search**” binder which could be adapted and used by any facility; developing an education plan; and examining how to acquire maps and draw up a search plan. Task force members divided themselves into three sub-groups and stayed in these subgroups for the next two (March and April) meetings. Following the April meeting the core group members finalized the content of a binder and adapted the ideas of the education sub-group into an education plan to be completed following the disbanding of the task force. This was presented at the final meeting of the task force held in May, 2002.

**May –
Nov 2002**

The core group put the binder and manual through formatting revisions. Each long-term care facility in the region was contacted and an order was received for their aerial photo, and they were informed of an upcoming workshop. Ordering of the aerial photos was centralized through one of the Alzheimer Societies. An educator from each facility attended this workshop, held by the core group. Each facility was given a copy of the Manual, a template for a Search and Rescue Binder, and educational materials. The long-term care facilities will be able to call on the core group for assistance in education in their own facilities.

**Present
(2007)**

Information was later shared with the Alzheimer Society of Cornwall, which was also developing a similar program. Both chapters contributed their work to the Alzheimer Society of Canada for development of the current manual as posted on the Alzheimer Canada website.

MASTER FORMS

1. Master forms for this **Long-Term Care Binder** can be found on the following website:

www.alzheimercambridge.on.ca

- For the Binder Contents, navigate through “Materials for Professional Caregivers” to “Search is an Emergency”

You can copy and paste these forms into a word file after downloading.

2. For the **Alzheimer Canada Safely Home Wandering Registry registration form** go to the Alzheimer Canada website at:

www.alzheimer.ca

and navigate through the “Safely Home Registry” to the “Registration Form” (downloadable).

3. For the **Alzheimer Canada Search is an Emergency Pre-plan manual** go to the Alzheimer Canada website (www.alzheimer.ca) and navigate through “Alzheimer Care” to “Long-Term Care” to “Facilities’ Staff Education” where you will find a hyperlink to download “Search is an Emergency”.