

# INFO SHEET

## CODE YELLOW – MISSING PATIENT

### What is a Code Yellow?

Code Yellow is a procedure for engaging all staff to assist in locating a missing patient to return them to care.

### What are the Phases of Code Yellow?

#### Code Yellow Alert – Preliminary search involving Unit Staff

- Activated by any staff member after noticing a patient is missing from their unit
- Unit staff conduct a search of their unit and surrounding areas
- Switchboard requested to do an overhead announcement requesting patient to return to unit

If missing patient has not been located, a Code Yellow Stage One or Code Yellow Stage Two is announced, depending on the risk associated with the missing patient.

#### Code Yellow Stage One – Search of the Facility

- Activated by the Charge Nurse / Designate
- Charge Nurse / Designate develops a written description of the missing patient and has it distributed by email to RH All Staff
- Switchboard conducts a Code Yellow Stage One announcement and staff are requested to search their area for the missing patient

If the search is unsuccessful in determining the location of the missing patient, Charge Nurse/Designate calls the AOC or SSC and requests to activate **Code Yellow Stage Two**.

#### Code Yellow Stage Two – Intensive Search of the Entire Facility

- Activated by the Admin On Call (AOC) or Staff Support Coordinator (SSC)
- Emergency Operations Centre activated, Emergency Response Team convened, and an available staff member from each unit requested to report to the Emergency Operations Centre
- Search Teams established to support an intensive search of the facility and grounds
  - Floor plans, flashlights and masking tape (to mark searched areas) provided
- Search Teams report back to the Emergency Operations Centre with findings

If the search is unsuccessful, the EOC Director, in consultation with police, family members, physician, Risk Management, Integrated Protection Services and VCH Communications, will take steps to discontinue Code Yellow and coordinate with external partners.

### Where can I learn more about my role during a Code Yellow?

You can access the complete procedure at the following locations:

- RH Emergency Response Binders
- Health Emergency Management Page on the VCH Intranet
  - [http://vchconnect/programs\\_services/emergency\\_mgmnt/richmond\\_coc/plans/richmond\\_hospital/page\\_119900.htm](http://vchconnect/programs_services/emergency_mgmnt/richmond_coc/plans/richmond_hospital/page_119900.htm)

# INFO SHEET

## CODE BLACK - BOMB THREAT or SUSPICIOUS PACKAGE

### What is a Code Black?

Code Black is a procedure for responding to a Bomb Threat or Suspicious Package.

### What are the key response steps during a Code Black?

#### Code Black - Bomb Threat:

- If you receive a threat via telephone keep the caller talking and gather as much information as possible – use the **Bomb Threat Form** as a guide and record as much detail as possible
- Ensure for the immediate safety of staff, patients and visitors
- Report the threat to the Charge Nurse / Designate. The SSC and AOC are to be informed of the situation by the Charge Nurse / Designate
- AOC and SSC engage Police, Richmond Hospital Emergency Response Team and Integrated Protection Services to conduct a risk assessment and determine required response actions
  - Options include:
    - Search of the facility
    - Evacuation of targeted areas (Code Green)
    - Implementation of Controlled Access

#### Code Black – Suspicious Package:

- If you become aware of a suspicious package immediately isolate the item, evacuate the immediate area, and notify the Charge Nurse / Designate
- Do not open or handle the package. If you open an item that contains a suspicious substance immediately wash your hands and seek medical attention, as required
- Record details about the package in the **Suspicious Package Report Form**
- Charge Nurse / Designate reports the situation to the SSC and AOC
- AOC/SSC engage Police, Fire, Richmond Hospital Emergency Response Team, Emergency Management and Integrated Protection Services to conduct a risk assessment and determine required response actions
  - Options include:
    - Evacuation of the unit or building (Code Green)
    - Implementation of Controlled Access

### Where can I learn more about my role during a Code Black?

You can access the complete procedure at:

- RH Emergency Response Binders
- Health Emergency Management Page on the VCH Intranet
  - [http://vchconnect/programs\\_services/emergency\\_mgmnt/richmond\\_coc/plans/richmond\\_hospital/page\\_119900.htm](http://vchconnect/programs_services/emergency_mgmnt/richmond_coc/plans/richmond_hospital/page_119900.htm)