

Assisted Living Missing Resident Policy

Original Effective Date: January 12, 2015

Updated Effective Date: August 1, 2021

Purpose & Context

When a resident who is incapable of taking appropriate action for self-preservation under emergency conditions, or identified as at risk for wandering or elopement according to the resident's most recent assessment or review, cannot be located and is not where they can reasonably be expected to be staff promptly implements the missing resident policy.

Definition

"Elopement" means when a secured dementia unit resident leaves the secured dementia unit, including any attached outdoor space, without the level of staff supervision required by the resident's most recent nursing assessment.

Procedure

1. When a resident is believed missing, by any staff member, the following steps are promptly implemented:
 - a. Notify the Resident Assistant responsible for care of the resident.
 - i. Resident Assistant to implement the missing resident plan as follows.
 - b. Determine if the resident is away from the building and/or with family, friends, or a staff escort. Check with other staff on duty, communication logs, sign out log, contact family, etc.
 - c. If unable to determine where the resident is, notify other staff in the building and promptly search the facility & premises.
 - i. Contact all departments to deploy individuals to meet in a central location and dispatch a search. Search all rooms (resident rooms, apartments, commons areas, etc.) and grounds.
 - ii. Prepare information about the resident: a description of resident lost, obtaining a picture of the resident. Try to determine if someone knows what the resident was wearing at the time of disappearance. A list of likely places resident may frequent. Consider the previous history of resident behavior or special clues to assist with locating the resident.
 - iii. Person in Charge (PIC) will assign staff to specific areas of the building. Give them a central phone number to call back to and a number at which they can be contacted or send with a walkie-talkie.
 - iv. Double-check all resident rooms, closets, storage areas.
 - v. All resident and/or employee areas must be checked at least twice.
 - vi. All public areas, including stairwells, grounds and parking lots must be checked at least twice.
 - vii. Await a report from all those searching the areas.
2. If staff are still unable to locate the resident after 30 minutes (even if the above steps have not been fully completed), staff will notify the Clinical Administrator and Campus Administrator, or designee.
3. Call 911. Have the following information available:

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- a. Name of resident
 - b. Date/time resident was last seen
 - c. Name of primary contact / designated representative
 - d. Description including any identifying characteristics and last known clothing.
4. Update resident's designated representative of the situation and steps taken to locate the resident.
 5. Search efforts will remain ongoing until the resident is found or until authorities advise to discontinue search proceedings. Search efforts will be expanded to include other people from Presbyterian Homes and Services, including Management and Services staff.
 6. The Campus Administrator or management services staff members are the only staff authorized to speak with the media. Consider use of the media for community search/awareness (see Media Policy).
 7. When the resident is located update all parties involved including the police, management staff, nurse on-call, family, physician, etc.
 8. Complete an incident report. Complete notification to appropriate state agency if appropriate.
 9. Upon return to the campus, the resident should be thoroughly examined for injuries/exposure by a nurse. If necessary, the attending physician and/or ambulance should be called.
 10. The RN will complete an assessment including approaches to decrease risk of elopement in the future; and will appropriately update any other necessary documentation such as service plans, individual abuse prevention plans, etc. The incident will be thoroughly investigated by an interdisciplinary team.

References/Notes

Minnesota Rules – 4659.0110 Missing Resident Plan

Assisted Living Statutes – 144G.42 Business Operation, Subd. 10 Disaster Planning and Emergency Preparedness Plan

Policy also located in the [PHS Emergency Operations Preparedness Plan](#)