

**CODE SILVER – PERSON WITH A WEAPON**

**Code Silver** – The designated code word to communicate to all staff and visitors that there is an individual who is in possession of a weapon and an enhanced police response is required.

- A Code Silver should be called if there is a threat, attempt, or active use of weapon with intent to cause harm, regardless of the type of weapon.
- A Code Silver will not result in staff coming to assist, as it is designed to keep people away from potential harm.

**Staff should immediately initiate Code Silver when they observe or are told of a person(s) who is:**

- Attempting to harm or injure people with any weapon.
- Carrying a weapon on or near the Heritage grounds.

**Emergency codes that may escalate into a Code Silver:**

Emergency Code	Reason for Escalation
Lockdown	When lockdown procedures fail to prevent a suspected or confirmed armed intruder from accessing the building.
Code White	When a violent person acquires a weapon, poses an immediate threat and a Police response is required.
Code Purple	May escalate to a Code Silver if armed hostage takers are able to move beyond a previously contained space and threaten more staff/clients/visitors.
Code Black	Bomb threat emergency could involve armed assailants and may require additional Police response.

**RESPONSIBILITIES OF STAFF WHERE EMERGENCY OCCURS**

Upon observation of a person with a weapon:

1. Do not attempt to engage the assailant. This includes verbal and physical attempts to deescalate the situation.
2. Communicate emergency to others in the area if safe to do so.
3. Proceed to the nearest room or office as quickly as possible and lock and/or secure the door bringing any staff, residents or visitors in the immediate area with you.

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4. Barricade door with heavy furniture.
5. Close windows and blinds.
6. Silence all cell phones. Use only for emergency assistance.
7. Turn off lights and keep everyone in the room quiet.
8. Initiate Code Silver throughout the facility by contacting Front Desk and having them announce three times:  

**“CODE SILVER – Location of Assailant (if known) – All tenants are advised to lock and secure yourself in your apartment until further notice”**
9. Follow direction of police until emergency is declared over.
10. In the event that the person has left the building/premises on their own accord, police must still be contacted immediately.

**If notification of threat comes from emergency personnel:**

1. Obtain the following information:
  - I. Name & Rank of the emergency personnel requesting Code Silver procedure.
  - II. What organization do they represent? (Examples: Emergency Operation Centre, Police, etc.)
  - III. The immediate contact number for the person(s) requesting the Code Silver.
2. Immediately report this request to your Manager / Director, Security.
3. Under their direction, contact front desk and have them announce three times:  

**“CODE SILVER – Location of Assailant (if known) – All tenants are advised to lock and secure yourself in your apartment until further notice”**
4. Document all actions taken within the time frame.

**RESPONSIBILITIES OF FRONT DESK**

Upon notification of Code Silver:

1. Document all information given by the staff reporting the Code Silver.
  - Location of assailant(s) (current, last or direction headed if known)
  - Description of assailant(s)
  - Type and description of weapon(s)
  - Information on hostages/victims (if any)
  - Any comments or demands made by the assailant(s)
2. Announce three times on the overhead page:  

**“CODE SILVER – Location of Assailant (if known) – All tenants are advised to lock and secure yourself in your apartment until further notice”**
3. As soon as possible, call 9-911 for police and advise 911 operator of all available information obtained by staff reporting Code Silver
4. Follow instructions of the 911 operator.
5. Lock and/or barricade yourself in the room closest to you.
6. Follow direction of police until Code Silver is all clear.

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7. Participate in debriefing post-emergency.

## RESPONSIBILITIES OF ADMINSTRATOR / DESIGNATE

*The following duties will be carried out by the staff in charge of the facility at the time of emergency (Administrator, Manager or RN)*

Upon notification of Code Silver:

1. As soon as it is safe to do so, notify on call Leadership at [REDACTED]
2. Assist police with all requests.
3. Document all actions taken with a time frame.
4. Participate in debriefing post-emergency.

## RESPONSIBILITIES OF ALL STAFF

Upon notification of Code Silver:

1. Do not return to your department/program area.
2. Communicate to those who may not have heard the announcement.
3. If in a room or office, stay there and secure the door. Otherwise proceed into the closest office or room as quickly as possible and lock the door.
4. Bring any staff, residents and visitors that are in the immediate area to your secure room.
5. Barricade door with heavy furniture.
6. Close all windows & blinds.
7. Turn off lights and keep everyone quiet.
8. Silence all cell phones. Use only for emergency assistance.
9. Do not answer the door or respond to commands until certain they are issued by the police or Command Centre.
10. Staff who may be outside the building must follow police directions.
11. Follow direction of police until emergency is declared over.
12. Participate in debriefing as required.

**\*NOTE:** *Police must approve all movement throughout the facility, until the Code Silver has been cleared. This includes responding to other emergency codes and client needs during this time.*

## RESPONSIBILTY OF BUILDING SERVICES

Upon notification of Code Silver:

1. Assist as directed by emergency responders and/or command centre.
2. Restore full operation of the building once the emergency has been declared over.
3. Participate in debrief meetings as required.

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## RESPONSIBILITIES OF SECURITY

Upon notification of Code Silver:

1. Between the hours of 2300 – 0800, assume responsibility of front desk duties.
2. Keep records of video surveillance for emergency personnel.
3. Assist as directed by emergency responders and/or command centre.
4. Document all actions taken within the time frame.
5. Participate in debrief meetings as required.

## RESPONSIBILITY OF COMMAND CENTRE

1. When it is safe to do so, establish command centre.
2. Assist police with all requests.
3. Dictate the flow of information and oversee emergency procedures.
4. The determination to terminate or discontinue a Code Silver will be in conjunction with Emergency Personnel and Leadership Team.
5. Announce “**CODE SILVER - ALL CLEAR**” 3 times when emergency is declared over.
6. Facilitate debriefing with affected staff, Managers, participating emergency responders and security.
7. Return facility to normal operations.

As part of the post-emergency process, the organization will consider the physical and mental health needs of all workers. Any support utilizing Employee Family Assistance Program can be arranged by Occupational Health Nurse

## COMMUNICATION / MEDIA RELATIONS

Upon notification of a Code Silver, the Leadership Team will set up a liaison with the emergency responders and Command Center to screen calls relating to the emergency situation and reference the information passed to family members and the press.

## ROLE OF POLICE

Upon arrival, police will identify themselves and assume total control and responsibility of the situation. All staff are to follow the direction of the emergency responders for the duration of the emergency.

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