

St. Joseph's Care Group  
**St. Joseph's Heritage**  
63 Carrie Street  
Thunder Bay, ON  
P7A 4J2

## CODE WHITE - VIOLENT PERSON

**CODE WHITE** - is the designated code word to clearly communicate to staff that an aggressive/violent situation is in progress or that Code White is being exercised.

### Reportable Incidents:

All employees are expected to be aware of what is a reportable Code White incident. Aggressive/violent behaviour is reportable when:

- A person is using aggressive, and/or verbally abusive language and does not respond to behaviour de-escalation techniques
- The situation has the potential to, or is, escalating out of control.
- A visitor or family member refuses to leave the premises when requested to do so.
- Staff perceive that the situation may place them or others to be in danger of physical harm from a violent or threatening person.

## FIRST RESPONSE WHERE EMERGENCY OCCURS

1. All available unit/department staff where the incident occurs are to go to the area/room immediately.
2. Contact the front desk by dialling **0** and ask them to announce "**Code White and Location**".
3. Remove other clients, staff, or visitors from danger.
4. Request Security and/or Police (if required) to come to the area stat (NOTE: when requesting Police to respond **stat** it must be stated that this is a life threatening situation).
5. Call police by dialling **9-911**. When police arrive, they assume the leadership role of the situation.
6. Defusing and calming strategies should be employed.
7. If safe to do so, the person may be physically restrained (Follow with an order from the physician).
8. Clients who have demonstrated aggressive behaviour, or who demonstrate a potential for violence, will be identified in the following manner:
  - i. A notation on the Care Plan.
  - ii. A notation on test requisitions, to alert other employees.
  - iii. Clients may need to be accompanied to tests and/or treatment sessions.

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Code White will be followed with:

1. Documentation on an incident form;
2. A case conference within 24 hours if necessary.
3. Suggested approaches for management will be noted in the Care Plan.
4. Staff who are physically or emotionally injured by the incident will be seen by the Occupational Health Nurse and referred for EFAP when necessary.
5. Complete the 'Emergency Code Audit' form and forward to Occupational Safety Department. Form is available from the SJCG iNtranet under Emergency information.

### FIRST RESPONSE IN OTHER AREAS

1. Upon hearing "**CODE WHITE**" announcement, all other units/departments that have staff available will send one staff member to support the area dealing with the emergency.
2. Remain alert to the emergency situation.
3. Await further instructions from the Manager/Designate.

### RESPONSIBILITIES OF FRONT DESK STAFF

1. Announce over the PA system in a clear voice "**CODE WHITE and LOCATION**" 3 times (instructions on how to page are written on the telephone – announcements cannot be made on client phones).
2. If Police respond direct them to the area of emergency.
3. When directed by Manager/Designate announce "**CODE WHITE LOCATION ALL CLEAR**" x 3

### RESPONSIBILITIES OF MANAGER/DESIGNATE

1. Assumes responsibility for management of the emergency situation.
2. Assess the need to protect employees and the need to remove other clients and/or visitors.
3. Determines the need to call for police assistance.
4. Directs staff who have responded from other departments/units (ie. if too many respond may ask them to leave area).
5. Will notify the Resident's physician as soon as possible.
6. Family members may also be notified if their presence will calm the patient.
7. Ensures documentation of the incident is complete.
8. Ensure the Emergency Code Audit form has been completed and submitted to Health & Safety Services. Form is available from the SJCG iNtranet under Emergency information.

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## RESPONSIBILITIES OF ALL EMPLOYEES

All employees working in client care areas should:

- Respond to a Code White location immediately.
- Attend the debriefing session as required.
- Attend GPA Training (Gentle Persuasive Approach) when offered.

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