

## 6.0

# CODE WHITE

{Act or Threat of Violence -Assistance Needed}  
ACTIVATION AND IMPLEMENTATION

### 6.1.1 CODE WHITE

A Code White would be paged in a situation where a individual's behaviour escalates to a episode of either verbal, threatening, potential or actual physical violent act. Calling a Code White is the mechanism of calling for assistance during a like situation. Once a Code White is paged, trained personnel are to respond and assist with the acting out individual.

Code White definitions may include:

- Verbal abuse, this is the use of comments that are known to be unwelcomed, embarrassing, offensive, threatening, or degrading to another person (includes swearing, insults or condescending language).
- Violence - an act in which there is actual or attempted physical harm.
- Potential Threats - a like or similar comment made that makes you feel threatened or if you don't do what they say there will be circumstances.  
- usually involves body language or behaviours that leave no doubt in the mind of the victim that the perpetrator intends to harm.

Escalating behaviours which may result in Code White may include;

- Anxiety with recognized changes, or increase in behaviour.
- Challenging or manipulative questioning.
- Non-compliance, loss of rationalization.
- Verbal release such as emotional outburst. Loss of rationalization, venting, screaming, swearing, high energy outburst.
- Intimidation by verbal / non-verbal threatening.
- Uncontrolled behaviour which involves physical acting out.

**The person who is the recipient or becomes aware of a "Code White" situation will;**

- Page or designate another person to page "Code White (include location/room#),repeat two times.
- If possible attempt to diffuse the situation.
- If possible attempt to clear the area and reduce stimulation in order to prevent injury to others.

## 6.1.2 DUTIES OF INCIDENT COMMANDER

- First Floor Registered Nurse - to act as Incident Commander and to take control of the situation.
- Once notified of a "Code White" situation, if a page has not already been completed page over the public speaker address system the following announcement twice slowly and distinctly;

**“Code White (followed by location/room number) - Code White (followed location/room number). All staff complete Code White responsibilities.**

- At First Floor Elm Lodge Nurse Station pick up two-way radio.
- Request a staff member to accompany you to the location.
- Proceed to location, attempt to diffuse the situation.
- Proceed to evaluate the situation and take any other necessary steps as required.
- As necessary provide direction to the Scene Coordinator and/or others reporting to the scene.
- If situation requires proceed with Elevation of Code White steps.

Elevation of Code White (if situation warrants or injury to person occurs) proceed to:

- Contact or have designate contact Brockville City Police by calling 911.
- As designated on the Pine Lodge Nursing Assignment Sheet (with a star \* symbol) send a staff member to the front door to meet them, advise as to location.
- Contact the Manager on Call, advise as to the status of the situation. In consultation with the Incident Commander the Manager on Call will proceed to activate the establishment of the Emergency Operations Control Group. Membership as per Appendix A-2, contact information as per Administration Fan-Out Appendix B-1.
- As per the Homes Administration Manual Policy # 0202-12-01 "Critical Incident Reporting", if applicable given the type of incident advise the Ministry of Health LTC Division of the issue within the time frame stated.
- If resident related contact Resident's family or responsible person.
- Communicate with emergency responders and the E.O.C.G for support and guidance.
- Relinquish the role of Incident Commander upon request via the authority of the E.O.C.G. or local authority having jurisdiction.

Once Situation has been Resolved - All Clear:

- Proceed to page twice the following;  
**“Code White all clear, resume normal duties” , “Code White all clear, resume normal duties”.**
- Return two way radio to original location.
- Complete documentation including Incident Report and Crises Debriefing form.
- If incident resident related document on Resident Progress Notes.

### **6.1.3 DUTIES OF SCENE COORDINATOR**

- Second Floor Registered Nurse/designate to act as Scene Coordinator.
- At Second Floor Spruce Lodge Nurse Station pick up two-way radio. Report to location, at the scene provide Incident Commander with assistance.

#### All Clear;

- Once "All Clear" announced;
  - Return two-way radio to original location.
  - Work with Incident Commander to complete reporting requirements.

### **6.1.4 DUTIES OF UNIT COMMUNICATIONS ; DESIGNATED PERSON - AT EACH RHA**

- Immediately go to the Nurse Station, retrieve two way radio.
- Remain alert to two way radio communication and or for further overhead page instructions.

### **6.1.5 ALL STAFF – WHEN YOU HEAR THE CODE**

- If location is in your area provide assistance as directed.
- Complete any other described departmental responsibilities.
- Employees who are away from their work area return if possible.
- Do not use the telephones unless it is extremely urgent or required for Code White procedure.
- Remain alert for further instructions.

#### **REMEMBER**

The “Code White” remains in effect until “Code White All Clear” page is made.

### **6.1.6 LEADERSHIP TEAM RESPONSIBILITIES**

**During Regular Business Hours;** The following Leadership Team members are to report to the scene location; Administrator, Director of Care, Assistant Directors of Care, Activation Coordinator, Director of Support Services, Environmental Services Manager.

The first Leadership Team member to arrive is to dialogue with the Incident Commander. As required and as the response measures elevate assume the role of Incident Commander.

#### Other Leadership Team Responsibilities:

Business Office Manager; Retrieve two-way radio, remain alert for further instruction, as required communicate with Incident Commander/Scene Coordinator.

Dietary Services Manager; Kitchen/Basement Area; remain alert for further instruction.

Manager on Call; As the emergency elevates (if after hours) the Manager on Call will receive a call from the Incident Commander. The Incident Commander will advise the Manager on Call of the status of the "Code White". In consultation with the Incident Commander the Manager on Call to ensure completion of appropriate reporting requirements, that all appropriate first responders have been called, and proceed as required to activate the establishment of the Emergency Operations Control Group. Membership as per Appendix A-2, contact information as per Administration Fan-Out Appendix B-1.

### **6.1.7 ACTIVATION/HAIRDRESSER RESPONSIBILITIES**

- If incident is in your area take direction from the "Incident Commander".
- Remain alert for further instructions.

### **6.1.8 BUSINESS/NURSING ADMINISTRATION OFFICE STAFF RESPONSIBILITIES**

- One member of the office staff to man phone system.
- Assign one member to go to the main entrance to ensure no other persons enter the building.
- Remain alert for further instructions.

#### Other Nursing Office Specific Responsibilities;

- If incident is in your area take direction from "Incident Commander".
- Remain alert for further instruction.

### **6.1.9 ENVIRONMENTAL SERVICES STAFF RESPONSIBILITIES**

- If incident is in your area take direction from the "Incident Commander".
- Remain alert for further instructions.

### **6.1.10 KITCHEN/DIETARY SERVICES STAFF RESPONSIBILITIES**

- If incident is in your area take direction from the "Incident Commander".
- Remain alert for further instructions.

### **6.1.11 MAINTENANCE STAFF RESPONSIBILITIES**

- Report to Code White scene location, take direction from the "Incident Commander".
- Remain alert for further instructions.

### **6.1.12 NURSING STAFF RESPONSIBILITIES**

- If incident is in your area take direction from the "Incident Commander".
- Remain alert for further instructions.
- Monitor residents on the home units.
- Redirect residents away from crisis area.

### **6.1.13 STOREKEEPER RESPONSIBILITIES**

- If incident is in your area take direction from the "Incident Commander".
- Remain alert for further instructions.

### **6.1.14 OTHER GENERAL INSTRUCTIONS**

- Do not use elevators.
- All rest and meal periods will be suspended until normal operations can be resumed.
- Be attentive to instructions given over the public address system.

### **6.1.15 AUXILLIARY VOLUNTEER RESPONSIBILITIES**

- If location is in your area take direction from the "Incident Commander".
- Remain alert for further instructions.

### **6.1.16 SECURITY OFFICER RESPONSIBILITIES**

- Proceed to scene location, take direction from the "Incident Commander".
- Remain alert for further instruction.

### **6.1.17 EMERGENCY OPERATIONS CONTROL GROUP**

- When a call has been received of a "Code White" situation the E.O.C.G members are to report to the facility.
- Follow the guidelines for the establishment and activities for the E.O.C.G as outlined in Section One.

### **6.1.18      ACTIVATING THE TELEPHONE FAN OUT PERSONNEL POOL/ALERTING PROCESS**

- If activation is required refer to Emergency Plan- Section Two; Activation of an Emergency; Section 2.1.4 - Telephone Fan Out Personnel Pool /Alerting Process.

### **6.1.19      INCIDENT DOCUMENTATION AND REPORTING**

- As per the Homes Administration Manual Policy # 0202-12-01 "Critical Incident Reporting", if applicable given the type of incident advise the Ministry of Health LTC Division of the issue within the time frame stated.
- With the Incident Report a Crisis Debriefing form is to be immediately completed, the report is to be forwarded to the Director of Care/Administrator. If the incident is resident related a copy is to remain with the resident file.
- If the incident is resident related document incident on the Resident Progress Notes.