

Emergency Plan

Subject:	Emergency Plan: Violent Outbursts - Code White
Emergency Code:	Code White

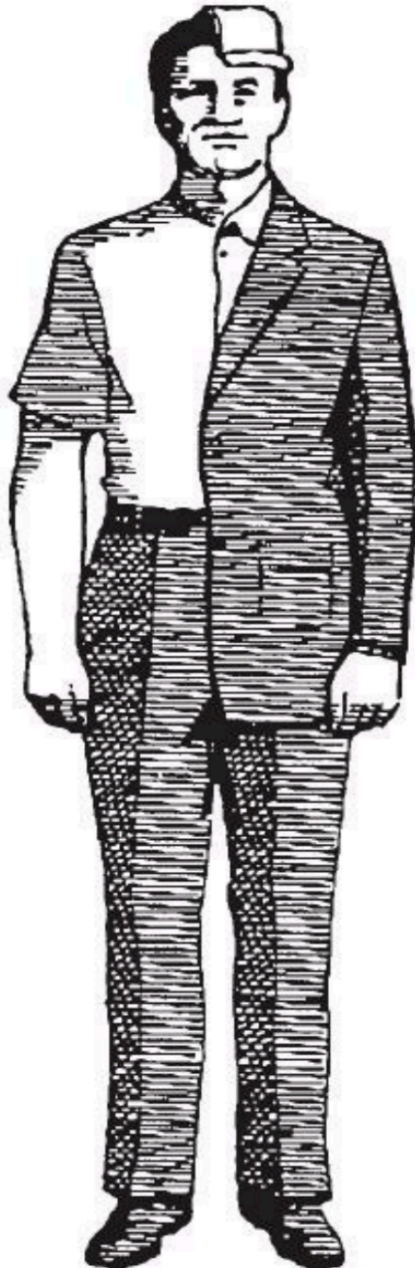
Plan Activation:	<p>A Code White may be called for a situation that:</p> <ul style="list-style-type: none"> • has escalated beyond the stage that verbal instructions are ineffective and other methods of intervention have failed. These situations may involve threatening, aggressive or violent behaviour or; • involves a suspicious-looking or suspicious-acting person that does not respond appropriately when questioned. <p>In these situations, staff must call for assistance:</p> <ul style="list-style-type: none"> • To regain control of a potentially-harmful situation; • To provide for the best care and welfare of both residents/patients and staff; • To prevent injury to residents/patients and staff; • To prevent property damage.
Lines of Authority (Chains of Command):	<p>For Other:</p> <ul style="list-style-type: none"> • The Executive Director or Administrator on Call • Senior Management Team • Charge Nurse • Manager of Environmental Services • Security <p>For residents/ Patients:</p> <ul style="list-style-type: none"> • Executive Director or Administrator on-call • Chief Nursing Executive • Charge Nurse • Security
Communications Plan:	<ol style="list-style-type: none"> 1. Request immediate assistance by calling a Code White, giving the specific location with the facility. Depending on the circumstances, this may be done by: <ul style="list-style-type: none"> • Yelling loudly for help; • Push the yellow monitor button in the resident/patient room which summons immediate assistance; • Following step #2 below. 2. <u>Between 0800 and 1600 hours:</u> Call the Receptionist on duty who will page the Code White in the following manner: "Code White. Go to (<u>area/location or floor number</u>)". Repeat this page three (3) times. Both Charge Registered Nurses (RNs) from Long-Term Care (LTC) and Complex Continuing Care (CCC) will report to the announced area. The Charge RNs or manager will take control of the scene and assess what staff is required to do. Whoever is present at the scene first will be the person who takes charge. Then

	<p>the Receptionist may be asked by the Charge Person to call the Police Department by dialing 911.</p> <p><u>Between 1600 and 0800 hours:</u> The staff member will page "Code White" with the location clearly three (3) times. Both Charge RNs from LTC and CCC will report to the announced area. The Charge Person will decide whether to call the Police Department by dialing 911.</p> <p>NOTE: Security is available Monday to Thursday, 1500 to 0700 hours and Friday at 1500 hours all weekend to Monday morning at 0700 hours. If required, they will call 911 and speak to the Police Department. (N.B.: #1 and 2 above appear in Personnel Policy #13-a-56 re <i>Workplace Violence Prevention</i>.)</p>
Staff Roles and Responsibilities:	<ol style="list-style-type: none"> 1. Attempt to maintain control of the situation until the arrival of staff responding to the call for help. 2. When a sufficient number of staff has arrived on the scene, determine who is in charge and follow their direction or lead (e.g. the Charge Nurse or Administrator/Delegate) until the Police Department arrives. 3. If the Code is called because of a suspicious person, a search of the building may be required. (Refer to the <i>Building Search Checklist [Appendix B]</i> in the <i>Code Black [Bomb/Arson Threat]</i> section of this manual. 4. The "Suspect Identity Chart" form (see SUS – 3) may be useful to complete in the event that the Police Officers require a description of the individual. There are security cameras throughout the Centre which will assist in a description. No general procedure can apply to each individual situation, although several important steps may be taken to limit potential problems: <ul style="list-style-type: none"> • Remove other persons in immediate danger to safety; • Provide space between you and the person involved; • The person in charge will determine if conversation or restraint is required to ending the violent threat.
Plan for Recovery:	<p>After a successful conclusion, if the incident involves a resident/patient, return them to the appropriate area, and monitor their progress as required. All staff is to return to their original work area and resume normal duties. Complete the required documentation of the incident or Code activities.</p> <p><u>Documentation</u></p> <ol style="list-style-type: none"> 1. Immediately following a Code White, the Charge Person must document the incident on the <i>Code Evaluation Form</i> which is on page EMERG COD – 2 (in the Emergency Codes Section) with input from team members. 2. An <i>Employee Incident Report</i> must be completed if a staff member is injured or if there was a potential for injury. 3. Resident/Patient records must be updated (if applicable).

Reviewed:	<u>25 November 2025</u>
Revised:	<u>05 November 2024</u>

Appendix:	Appendix A
Emergency Code:	Code White

SUSPECT IDENTITY CHART

Sex: Height: Weight: Hair (Colour/Style): Eye Colour: Glasses Type: Tattoos: Scars/Marks/Piercings: Complexion: Facial Hair: Method of Escape Direction: Licence: Description: Remarks:		Age: Left/Right Handed: Hat (Colour/type): Tie: Coat: Shirt: Trousers: Shoes: Weapon: Accent: Identifying Actions/Comments: Mannerism: Walking Style: Mention of names, Places of Dates:
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