



CODE WHITE – Violent Person

Approved by: Administration Team	Effective Date: June 8, 2017	EP-08
Issued By: Administration Team	Review Date: July 5, 2022	
Department(s) All	Version: 5	Archived: Y

POLICY

When a situation occurs in which a person is determined to be violent or potentially violent/acting out and cannot be contained within the hospital, the **CODE WHITE** procedure will be followed.

PURPOSE

The purpose of this plan is to provide a safe environment for persons within our hospital and to prevent self-injury or injury to another person.

ASSESSMENT OF VIOLENT/POTENTIALLY VIOLENT SITUATIONS

- 1) Is the person considered a high-risk person for violence? (i.e., due to substance abuse or certain medical conditions).
- 2) Does the person demonstrate argumentative behavior or imply a real or perceived threat? (i.e., statements such as “don’t touch me”, “let me out of here this minute”, etc.).
- 3) Does the person verbally threaten violent behavior to himself or herself, other people, or property?
(i.e., verbal statements such as “I am going to get you for this”, “If you touch me I’ll hit you”, non-verbal actions such as shaking of fist, aggressive pointing and gesturing, attempts to grab people or equipment, etc.).
- 4) Does the person demonstrate assaultive or out of control behavior towards himself or herself, other people, or property?
(i.e., attempts to throw equipment, attempts to bite or spit, self-inflict injury, punching walls or furniture, etc.).
- 5) Does the person threaten, attempt, or actively use a weapon to cause harm. Regardless of type of weapon **CODE SILVER** should also be initiated. (See **CODE SILVER** policy EP-10)

PROCEDURE

All Staff to Call Security at “888” for immediate assistance.

Request a staff member to initiate a **CODE WHITE** alarm. Provide as much information as possible regarding the situation (see below).

- Use any available means of summoning help (i.e., verbal call for help, ASCOM, panic button in room, telephone, etc.).
- Activate **CODE WHITE:**

In ED - Call Security at “888” for immediate assistance.

Foundation Office - Button Activated Code White in the Foundation Office initiates an announcement on the PA system indicating “**Code White in the Foundation Office**”.

All other departments page “**CODE WHITE**” and location three (3) times over the PA system by dialing 781 from the nearest phone.

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Staff who page the **CODE WHITE** will contact the police by calling 9-911 as appropriate. This will enable the staff member directly involved in the **Code White** to focus on the violent person and not be distracted.

The following information should be provided to the Police, if able:

- i) violent person's age (if known);
- ii) sex;
- iii) physique;
- iv) description of present behavior; and
- v) involvement of any weapons or items that could be used as weapons.

1) Person Requesting Assistance with Violent Person

Face the violent person at all times. Do not touch or approach the violent person.

Attempt to maintain the ability to step away from the person at all times.

Always try to stand between the person and the door ensuring that you have an escape route.

Talk in a calm voice and offer appropriate instructions and explanations.

Assume control of the situation until help arrives and remain calm.

2) Staff Initiating Code

Make an announcement over the PA system. Dial 781 and wait for beep, then announce "**Code White and Location**". Repeat this announcement three (3) times.

Keep the line open in case of further calls.

Once the **Code White** is cleared, announce "**Code White All Clear**" over the PA system. Repeat this announcement three (3) times.

3) Incident Manager

The staff involved with the violent person will assume this role. If this is not possible, then the Charge Person (i.e. Team Leader, Physician, or Manager/Director) will assume the role of Incident Manager.

Provide instructions and coordinate all responding health care personnel in order to resolve the situation as quickly and as calmly as possible.

Give concise information and instructions to responding health care personnel.

If possible, designate a person known to the violent person to talk to the person and try to de-escalate the situation.

Make the decision regarding the implementation of a "Lockdown" or "Limited Access" to restrict access to the facility. Paging a Lockdown or Limited Access Procedure will indicate to staff that there is a situation and to take precautions.

Document all pertinent facts in the patient/resident's chart (if applicable). Follow up resolution of the situation

Complete the appropriate unusual occurrence report(s) following resolution of the situation.



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4) Staff In Area Where Violent Person Located

Clear the area of patients/residents, visitors and equipment as directed by the Incident Manager.
Take instructions from the Incident Manager.
Do not put yourself in harm’s way.

5) Responding Personnel

Upon hearing the announcement of “Code White”, all available personnel will proceed towards the location identified in the announcement and await instructions. Do not enter the department unless instructed or immediate assistance is needed.

Take instructions from the Incident Manager. Do not assist unless instructed to do so by Incident Manager

NOTE: If person has a weapon, persons in immediate area should be kept to a minimum. **CODE SILVER** procedure should be followed. In this case, people should be directed away from the area.

6) Follow-Up

The laying of charges will be at the discretion of Police.

In the event of an employee injury, an Employee Incident & WSIB form must be completed and forwarded to Employee Health Services.

Emergency Response Report must be completed.

Documentation in Meditech.