

	Manual: Emergency Preparedness	Section: Codes	Code: 07	Pages: 1 of 4
Subject: Code Silver				Area of Focus: Care & Service


1.0 Purpose	<p>The objective of this plan is to provide guidance in the event that an individual is intruding upon the premises of St. Joseph's Villa.</p> <p>ASSUME THE INTRUDER IS ARMED AND DANGEROUS.</p>
2.0 Policy	<p>To provide an emergency response plan to alert St. Joseph's Villa staff that an intruder appears to be actively engaged in violent activities, attempting to harm or threatening staff, family, or residents at St Joseph's Villa.</p> <p>Definitions</p> <ul style="list-style-type: none"> • Intruder: a violent and/or armed individual who appear to be actively or attempting to create a hostile environment at St Joseph's Villa. • An intruder may or may not be armed with weapons and/or explosive devices. • An intruder is assumed to be extremely violent.
3.0 Procedure	<ol style="list-style-type: none"> 1. The first employee to identify the intruder: <ol style="list-style-type: none"> a. Should call 911 and notify reception or RN. <ol style="list-style-type: none"> i. A description of the person and type of weapon, if known. b. Evacuate residents, visitors, and staff if safe to do so. 2. If you are in an outside area and encounter a dangerous individual or active shooter, you should: <ol style="list-style-type: none"> a. Try to remain calm b. Move away from the intruder c. Look for appropriate locations for cover/protection. d. Call 911 and reception or RN, and provide as much detailed information as possible. 3. The receptionist will make an overhead page "Code Silver" and repeat it three times. <ol style="list-style-type: none"> a. Give all information to the Public Safety Officers (police/paramedics/dispatch) b. Notify Administration on-call, as well as Director of Care and Administrator c. Reception to notify alternate premise sites (the Estates and St. Margaret's Place Hospice) 4. Once police arrive on sight <ol style="list-style-type: none"> a. Assess the situation b. Secure the area, if not already c. Identify intruder <ol style="list-style-type: none"> i. Number of victims, if any ii. Exact location of intruder iii. Type and number of weapons, if present

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	<ol style="list-style-type: none"> 5. If an intruder comes into the area where you are and enters your unit, office, or meeting room: <ol style="list-style-type: none"> a. Remain calm b. Do not do anything to provoke the intruder c. If there is no possibility of escape or hiding, only as a last resort when your life is in imminent danger should you make a personal choice to attempt to negotiate with or overpower the intruder (i.e. Do not argue if there is demands for drugs/supplies) d. If the intruder leaves the area barricade the room/residents' room and/or move residents to a safer location 6. At a location distant from the intruder, such as on a different unit or floor; or you are not able to leave the area safely: <ol style="list-style-type: none"> a. Remain calm b. Warn other staff, visitors and patients to take immediate shelter c. Go to a room that can be locked or barricaded d. Lock and barricade doors or windows e. Turn off lights f. Close blinds g. Block windows h. Turn off radios or other devices that emit sound i. Keep yourself out of sight and take adequate cover/protections j. Silence cell phones 7. What should be expected from responding officers: <ol style="list-style-type: none"> a. The objectives of responding law enforcement officers are: <ol style="list-style-type: none"> i. Immediately engage or contain intruder ii. Identify threats iii. Identify victims to interview or counsel iv. Investigate 8. All staff are to do as the team of officers instruct. The first responding officers will be focused on stopping the intruder and creating a safe environment. 9. Once police arrive at St. Joseph's Villa <ol style="list-style-type: none"> a. Remain calm, follow officers' instructions b. Put down any items in your hand c. Immediately raise hands and spread fingers d. Keep hands visible at all times e. Avoid quick movements, pointing, screaming or yelling f. Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the area
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	<p>10. When the police arrive, the following information should be made available</p> <ol style="list-style-type: none"> a. Number of intruders b. Number of victims or hostages c. Type of problem d. Type and number of weapons, if present e. All necessary individuals still in the area f. Identify and describe participants g. Keys to all involved areas as well as floor plans h. Locations and phone numbers in the affected area <p>11. St Joseph's Villa will:</p> <ol style="list-style-type: none"> a. Establish a medical response team ready to support casualty operations b. Provide floor plans of the hostage area for use by the police c. Plan for a situation that may take several hours to resolve <p>12. St Joseph's Villa Administration will:</p> <ol style="list-style-type: none"> a. Have a manager or delegate respond to police and escort them to the incident b. Assign additional staff to control access to the area as directed by police c. Identify witnesses separate them from one another and escort them to separate rooms to wait for police interview d. When the police arrive, they assume jurisdiction over the event <p>13. All staff, visitors, tenants, and clients will be kept away from the area until the situation is fully resolved. Once the police announce the resolution of the situation an overhead page will be made announcing "All Clear".</p> <p>14. "Code Silver – All Clear" will be announced via overhead page three times.</p> <p>Management Role:</p> <ol style="list-style-type: none"> 1. After the incident, managers should: <ol style="list-style-type: none"> a. Debrief with staff b. Provide support to staff, if required c. EAP d. Notify the Ministry of Long-Term Care Reporting Office if the occurrence poses an immediate risk to residents and involves intervention by an outside agency or agencies such as police, fire department or medical officer of health. (An Unusual Occurrence Report must be completed and faxed to the Ministry of Long-Term Care by the following day.)
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	<p>Hold and Secure</p> <p>From time to time, police activity and/or incidents in and around the community may result in the building being put into “Hold & Secure”. You will find a brief explanation of this situation.</p> <p>Hold & Secure is a response to a threat and/or incident in the general vicinity of the property, but not on or very near to the property. Life continues as normal inside the building; however, as a precautionary measure, outer doors are locked and no one enters or leaves the building.</p>
Termination and Debrief:	De-brief form filled out and filled with EPC committee
Documentation:	US department of Homeland Security Active Shooter - How to Respond, October 2008