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Subject: Codes White				Area of Focus: Care & Service

1.0 Purpose	<p>To provide instruction to Villa staff to assist in responding to situations where individuals (residents, patients, visitors) display violent behaviours which threaten the safety and wellbeing of staff, residents or visitors.</p> <p>A CODE WHITE is to be initiated if following attempts to de-escalate the threatening behaviours (by a resident, patient, family, or visitor) have been unsuccessful and/or immediately if the threat is significant and/or imminent.</p>
2.0 Definitions	<p>Verbal Agitation/Aggression – yelling, cursing, growling, uttering verbal threats, personal attacks</p> <p>Physical Agitation – tense body posture, clenching fists, raising hand/arm to gesture aggression towards someone, quick exaggerated movements</p> <p>Physical Aggression – banging, hitting walls, furniture, throwing objects, attempting to punch, kick, grab at another person, striking out</p>
3.0 Procedure	<p>Main Goals & Objectives of calling a CODE WHITE:</p> <ol style="list-style-type: none"> 1. To communicate and initiate a standard response for all staff to follow and be able to obtain the necessary assistance to manage a situation of violence taking place anywhere on St. Josephs Villa property. 2. To do everything possible to protect the safety of staff, residents and or visitors in a situation of violence. 3. To assist the individual displaying the violent behaviour and have them regain control and or keep everyone safe from harm/injury in a violent situation. <p>All reasonable efforts will be made to ensure a working environment that minimizes or eliminates the risk of violence.</p> <p>All staff will receive mandatory training regarding the CODE WHITE procedures and their role in a CODE WHITE situation. This will be done at orientation and again annually as part of the Workplace Violence Prevention Program.</p> <p>A Mock drill of a CODE WHITE will be done annually for staff to have the opportunity to practice and or participate in a CODE WHITE situation.</p> <p>All CODE WHITE situations will be reviewed and debriefed immediately post incident by;</p> <ol style="list-style-type: none"> 1. Offering support to individuals involved and/impacted 2. Evaluating how the CODE WHITE went – preventative measures, interventions used, make recommendations for improvement to policy or procedures

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All CODE WHITES will have an incident report completed that is forwarded to the Unit DOC, Occupational H&S, JOHSC and the Emergency Preparedness Committee

Procedure - Initiating and Responding to a CODE WHITE:

If at any time day or night an incident occurs whereby someone is acting in a violent manner and de-escalation has not worked and a risk to others safety is a concern a CODE WHITE is to be initiated. Assign or access the paging system by dialing "80" on any in-house telephone. There will be an approximate 5-second delay before the overhead speakers are activated. After dialing "80" repeat "Attention All Staff" until you hear your voice coming through the speakers, then proceed with the following announcement, three times: Attention all staff "Code White is in affect" and your "location". A second staff call 911.

For the secure home areas (Birch Trail & Pine Grove) use the wall sensors and FOB to initiate a Code White

MONDAY – FRIDAY DAY SHIFT RESPONSE TEAM:

Nursing Management, Social Workers, BSO staff, Medical Director, &/or Maintenance staff in the building are to respond to the location. First Manager on site will take charge and give direction.

1. Remove all individuals (residents, visitors, staff) away from the person displaying the violent behaviours
2. Reduce stimuli (turn off music, TV, remove residents making noise)
3. Use GPA/ Self-protection training techniques to try and de-escalate the violent situation
4. Remove any objects, furniture that can be used as a weapon
5. Call 911 if required (the Director/Manager to call)


All staff responding to the CODE will report to the one in charge and take direction as given

EVENINGS, WEEKENDS & HOLIDAYS RESPONSE TEAM:

Charge RN on duty from towers, 1 staff from each unit, and any maintenance staff, social worker, and/or security (on evenings and nights).

Whichever Charge RN arrives at the scene first will take charge and give direction

1. Remove all individuals (residents, visitors, staff) away from the person displaying the violent behaviours
2. Reduce stimuli (turn off music, TV, remove residents making noise)
3. Use GPA/Self-protection training techniques to try and de-escalate the violent situation
4. Remove any objects, furniture that can be used as a weapon
5. Call 911 if required (Charge RN, reception or Security to call)

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All staff responding to the CODE will report to the one in charge and take direction as given.

The Director, Manager or Charge RN in charge of the violent incident will be the one responsible for giving the 'all clear' once the situation has been addressed and the safety risk for all has been resolved. Either this person will make the announcement themselves by dialling '80' or by calling reception to announce over the public address system "Attention all staff..... the CODE WHITE is no longer in effect"

All staff working in a secured unit need to have an FOB with them at all times during their shift. Extra FOB's can be found in the nursing station with the sign in/out sheet for the FOB. Please obtain the FOB at Transfer of Accountability and return it at the end of your shift. If the FOB is not available please report this to the nurse immediately or contact the Emergency Preparedness Lead for a replacement. If for some reason your FOB does not work during a code white situation or you have any concerns regarding your FOB please immediately notify your nurse or the Emergency Preparedness Lead for a replacement FOB or further investigation. Every month the secured home areas are audited to ensure there is extra FOB's available for all staff to use while working on that home area. The FOB system and FOB's on the unit will be tested every quarter to ensure all aspects of the system are working correctly.

Procedure for non-residents displaying potentially violent behaviours

Staff are to assess the threat and level of risk in all situations to determine the next steps

High Risk – verbal and/or physical aggression whereby staff feel there is an imminent safety risk to themselves or others

Call a CODE WHITE by dialling '80'and announce "CODE WHITE "& location
OR Call 911

Low Risk – yelling, verbal threats, banging on furniture


If staff feel competent and safe to try de-escalation techniques first with the threatening person, do so, if not

Call a CODE WHITE by dialling '80'
Call 911

Procedure for residents displaying violent behaviours

Staff are to assess the threat and level of risk in all situations to determine the next steps

High Risk – verbal and/or physical aggression (displaying sever agitation, attempting to or actually striking out towards other residents or staff, throwing furniture, whereby staffs

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	<p>feel there is an imminent safety risk to themselves or others, and the de-escalation techniques are not working</p> <p>If staff feel competent and safe to try de-escalation techniques first with the resident, they may do so, if not immediately call a CODE WHITE by dialing '80' and/or call 911</p> <p>Low Risk – yelling, verbal threats, banging on furniture</p> <p>If staff feel competent and safe to try de-escalation techniques first with the threatening person, do so, if not Call a CODE WHITE by dialling '80' Call 911</p>
Documentation:	<p>De-brief document to be filled out and filed with EPC committee. Place a call to the AOC if: Abuse of a resident by anyone that resulted in harm or risk of harm (i.e. resident to resident abuse causing injury or fear). Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973. Notification will also be provided to respective unions and the Health and Safety committee.</p>