

Subject: **CODE WHITE – VIOLENT/THREATENING PERSON**

Section: **DISASTER CODES**

Approved By: **Senior Management Committee**

Date Approved: **Jul 27 2012**

Date Revised: **June 14 2024**

Policy Number: **EPM-CW-170**

Page: **1 of 2**

### POLICY

Fairhaven is committed to providing a safe and secure environment for all residents, employees, physicians, volunteers and visitors. Any person in the home can initiate a Code White when a person threatens to or has become aggressive or violent and cannot be managed through standard interventions.

### STANDARD

*The Occupational Health and Safety Act* requires that the employer take all precautions reasonable in the circumstances for the protection of the worker. Under this provision, the employer is obliged to develop policies and procedures to protect workers from hazards in the workplace and provide information and instruction on how to work safely with a hazard.

### PROCEDURE

In the event that an individual presents a threat or an action of aggression or violence:

- 1) Staff from the affected Resident Home Area are to respond immediately to the area of concern to assess the situation, maintaining a safe distance from the threat. If there is an active Code White staff are to remain on their floor and if they are on break they are to return to their floor.
- 2) Staff will not enter the space of the aggressor if there is no easily accessible source of egress for the employee.
- 3) If it is safe to do so, remove residents/visitors and items that could be potentially used by the aggressor as weapons from immediate area.
- 4) Reception to announce three times: “**(Code White, Floor Number, Location)**” and, if reception is unavailable, the caller should page, “**(Code White, Floor Number, Location)**”
- 5) During normal business hours, the Registered Nurse, registered staff, maintenance, all available staff and Executive Director immediately respond to “Code White” and during non-business hours, the Registered Nurse and registered staff and all other available staff respond. Responders will ensure

they have no potential weapons on their persons (ex: maintenance-hammers, screwdrivers, staff-lanyards, pens).

- 6) If the event occurs during non-business hours, the Registered Nurse will contact the Manager-on-Call who will contact the Executive Director or designate. If unable to diffuse violence immediately and without further risk, call **911** for emergency response from any phone with the capability to make outside calls.
- 7) If able to safely diffuse violence, monitor aggressor and provide reassurance. Assess contributing factors and implement interventions accordingly to maintain safety.
- 8) Registered Nurse will delegate a staff member to stop incoming traffic to the area affected.
- 9) Police will assume control of aggressor, as necessary.
- 10) When the situation is controlled, announce "Code White All Clear".
- 11) The Registered Nurse will complete necessary documentation and notifications.
- 12) The Executive Director will handle public relations and the media.
- 13) The Resident Care Manager or Registered Nurse will inform the Ministry of Long Term Care regarding the Code White and outcome.

#### References

Overhead paging HR530