

MANUAL: Health and Safety	HOME SPECIFIC NAME: <input type="radio"/> Fairfield Park <input checked="" type="radio"/> Brouillette Manor <input type="radio"/> LaPointe-Fisher Nursing Home <input type="radio"/> Corporate
TITLE: Code White – Aggressive Situation / Violent Person	SECTION: Emergency Preparedness
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EFFECTIVE DATE: March 2016

REVISED: June 2023

CODE WHITE POLICY

Purpose

The Home recognizes the potential for Violence in the workplace and will make every reasonable effort to identify all potential sources of violence and to eliminate and or minimize these risks. The purpose of this procedure is to address aggressive behaviour in a respectful, caring and safe manner. It is our intent to de-escalate a threatening situation before an individual(s) is injured or property is damaged. This procedure will aid Workers in regaining control of an emergency in which a person’s escalating behaviours are beyond the Worker’s abilities to control.

By providing an aggressive person with the best and safest care until he/she regains control of his/her behaviour, we are able to prevent injury to any parties involved in the situation, as well as prevent property damage. The overall goal of the Code White policy is to prepare Residents, Workers, Family Members, Volunteers or Visitors to safely use non-violent intervention strategies and standardized procedures to defuse an aggressive situation in which there is potential or actual danger or harm. Other objectives include but are not limited to:

- Promoting a work environment where every individual feels free from any kind of threatening or abusive behaviour.
- Providing Workers, Volunteers, Family Members, and Visitors the tools and strategies to use to prevent and respond to incidents of abuse and aggression in the workplace.
- Making available information regarding ways to identify those who may be prone to abusive or aggressive behaviours.

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Scope

This policy applies to all Brouillette Manor Workers, Managers/ Supervisors, Visitors, or Residents.

Training and Education

Staff shall be trained on this plan upon hire and provided with refresher education annually thereafter.

Residents and/or their legal representative will be advised, on admission, that the current version of the emergency plans are available on the Home’s website and a copy of such plans can be made available upon request.

Definitions

Responsive Behaviours- Used to reflect a response to something negative, frustrating, or confusing in the resident’s environment. It places the reasons or triggers for challenging behaviours outside, rather than within, the individual thereby recognizing the problems in the environment can be addressed and changed. Examples may be as follows: grabbing on to people, screaming or making strange noises, cursing or verbal aggression, complaining or whining, pacing etc.

Aggression- Term often interchanged with “violence”; generally, the term used in healthcare as it identifies behaviour that has potential to harm.

Aggressive Person- Resident, Worker, Family Member, Visitor, or Past Worker that incites fear or implies harm.

Code White- A trained response to a disturbance that is a behavioral emergency involving violence that concerns Residents, Workers, Visitors, and Family members in a health care setting.

Workplace Violence- Any abusive or aggressive behaviour that can include physical assault on a person or on property, behaviour considered to be threatening, or abuse in a verbal manner that occurs in a work-related setting.

Worker- All Workers employed at the Home (ie. Managers/Supervisors and workers).

Roles and Responsibilities

Senior Management

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- Support and promote commitment to the Workplace Violence Prevention Program and the Code White policy and procedure.
- Assign specific leadership responsibilities for the development, implementation and maintenance of the Workplace Violence Prevention Program including Code White Response policy.
- Ensure appropriate policies and procedures are established to eliminate or minimize responsive behaviours.
- Perform risk assessments (environmental and client)
- Develop, implement, and monitor aggression through prevention/ management of responsive behaviours

Managers/Supervisors

- Ensure Risk assessments are completed as needed to identify real or potential hazards contributing to aggressive behaviours against Workers or Residents.
- Ensure effective response, reporting, follow up and monitoring procedures are in place to address incidents of aggressive behaviour.
- Ensure all aggressive incidents are investigated and corrective action identified and taken to prevent recurrence.
- Monitor safe work practices and ensure non-compliance with these safe work practices in addresses.
- Ensure workers receive initial and on-going training and education (as needed) in prevention and management of responsive behaviours appropriate to their workplace including their role in the Code White response.
- Provide support to all individuals directly affected by the aggression and ensure that appropriate follow-up is available.

Workers

- Actively participate in the follow-up portion of a Code White situation
- Actively participate in the workplace violence risk assessment process by providing input and feedback
- Utilize the Gentle Persuasion Approaches (GPA) to avoid responsive behaviours or potentially aggressive acts in a Code White Situation
- Report and document all incidents of aggression and responsive behaviours.

Joint Health and Safety Committee

- Review incidence of violence and make recommendations for prevention strategies as necessary

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- Participate in accident/incident investigations in relation to workplace violence or aggression, providing recommendations for corrective action as necessary
- Assist in conduction investigations as they relate to workplace violence, providing recommendations for corrective action.

ACTIVATION OF PLAN

There are 2 potential Code White Situations that may arise:

SITUATION 1

Where an individual in a Home becomes violent, threatening or aggressive;

Supervisor Responsibilities

1. A "CODE WHITE (state area) PLEASE RESPOND" will be announced. The RN/ RPN (Supervisor) on duty and at least 2 workers will respond to assist.
2. The Supervisor will assess the situation and provide direction to the responding workers.
3. The Supervisor will direct if Residents in the area need to be evacuated.
4. The Supervisor will direct for notification of Authorities if the aggressive person continues to threaten and refuses to back down or leave the building (Call 911)
5. The Supervisor will act as a spokesperson.

Responding Workers

1. Will stand quietly will their hands at their sides
2. Ensure that they have given the RN and the individual plenty of room
3. All responding Workers are to remain in the area until directed by the Supervisor or until the situation has been diffused.
4. Note all details of the aggressor, if unknown; height, weight, clothing, speech (accent if any) and other unusual characteristics and record them as soon as possible

SITUATION 2

If someone has entered the Home with a weapon, such as a gun or a knife, a "CODE WHITE (State the area) CALL 911" will be announced. Although you want the building to know that there is a situation, you do not want Workers to respond and be at risk of injury or harm. It also directs someone to call 911 and lets everyone in the building know not to return to the Home area until the situation has been resolved and they are further notified.

*****CODES AND LOCATIONS WILL BE ANNOUNCED AND REPEATED TWICE*****

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REPORTING

- ✓ Administrator/Delegate shall complete & submit Critical Incident/Mandatory Report if required.
- ✓ It may be necessary for the RN/RPN to complete some individual reports, depending on injuries & circumstances:
 - Situation involving resident – complete Resident Incident Report
 - Situation involving staff – complete Staff Incident Report
 - Situation involving volunteer or visitor – complete Occurrence Report

EVACUATION

The police & fire officials will make the decision as to whether an evacuation is required. In the event an evacuation of the home is required, refer to the emergency plan “Code Green – Evacuation”.

COMMUNICATION

All media inquiries shall be directed to a designated spokesperson who shall be any of the following individuals: Director of Operations, Administrator/Delegate, Director of Care or the Police/Fire Coordinator. Factual statements shall be released to the media periodically, or in one organized press release, and only by the designated spokesperson.

Unauthorized incoming calls should be advised to return the call at a later date.

The intercom system should be maintained for use of authorities and outgoing calls, except in the case of authorized use, are prohibited.

The Administrator/Delegate shall communicate to residents, substitute decision-makers, if any, staff, volunteers, students, caregivers, the Residents’ Council and the Family Council, if any, on the emergency in the home

- ✓ at the beginning of the emergency,
- ✓ when there is a significant change throughout the course of the emergency
- ✓ when the emergency is declared over

RECOVERY

The Administrator or Delegate will ensure

- a debrief is provided for residents, substitute decision-makers, staff, volunteers and students involved.
- resumption of regular operations of the home takes place (i.e. coordinate with managers, service providers and support workers to ensure all essential services are in place)
- coordination with Social Services to meet with residents, families and staff who may have experienced distress during the emergency, to offer support and

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EVALUATION

The emergency plan shall be evaluated annually and updated, if needed. If the plan has been activated, it shall be evaluated within 30 days of the emergency being declared over and updated, if needed.

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