

Violence in the Workplace
CODE WHITE

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PURPOSE:

1. In response to a situation when a person's behaviours have escalated to the point of real or perceived physical aggression
2. To provide a person exhibiting responsive behaviours with the best and safest care until they regain control of their behaviour
3. To prevent injury to the aggressive person, resident, staff and others
4. To prevent property damage

INITIATING THE CALL:

Staff involved in situation or first staff member to come upon the scene:

1. Identify that a situation exists requiring immediate assistance
2. Ensure own and co-worker safety (e.g. need to leave area until sufficient resources are available to restrain or remove the person exhibiting responsive behaviour)
3. Call for assistance (yell out "Code White", blow whistle, requesting assistance via phone, page Code White, press emergency button on nurse call system)
4. Direct other staff as necessary to reduce stimulation in the area (removing all residents, visitors from area, reducing noise levels by turning off radios/TVs, vacuum cleaners etc.)
5. If the incident involves a resident, have resident's chart available if needed and use your GPA training as needed
6. Provide information to RN about the situation, action taken and possible action required
7. In the event medication is to be administered ensure medication orders are in chart and have medication prepared
8. In the event that additional assistance is required (e.g. Police) ensure that the call has been placed and that help is on its way

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9. Assist as directed by RN
10. **When the Police arrive on the scene, they assume control of the situation directing staff and others as necessary**

POLICE WILL BE CALLED:

1. Whenever there is a real or perceived threat that lives are in danger
2. When the initial staff or the RN determines the situation is beyond their abilities.

BE PREPARED TO ANSWER QUESTIONS SUCH AS THE FOLLOWING WHEN CALLING THE POLICE:

1. What is the nature of the incident? (i.e. person out of control, person with knife etc.)
2. Where is the incident occurring?
3. What exactly is the person doing?
4. Does the person have a weapon? Describe what it is? What is the person doing with the weapon?
5. Has anyone been injured?
6. How many people in total are in the room?
7. Can they safely leave?
8. Describe the person (name if known, race, sex, height, weight, colour/style of hair, clothing, etc.)
9. If the person leaves, what is the direction and means of travel? How long ago did the person leave?
10. Who is a witness/contact person and where are they?