



LONG-TERM CARE DIVISION POLICY MANUAL

Manual 11 – Emergency Procedures	Policy: 11-01-09
Code White - Violence	
Effective Date: January 6, 2021	
Reviewed Date: April 1, 2025	

POLICY

To respond and provide a safe response and prevent injury to all persons, in a situation when a person's behaviours have escalated to the point of real or perceived physical harm.

PROCEDURE

1. Staff involved or first staff to arrive identify if the situation requires immediate attention.
2. Ensure everyone's safety by redirecting others out of the area and monitor from a safe distance.
3. Call for assistance (yell out "Code White – Location/Area" (eg. Code White – Room 240)), blow whistle or use other tools available, phone, page Code White (ie, Phones, speaker system etc), press emergency button on nurse call system.
4. All staff upon hearing Code White or whistle or other alerts, respond to location and assist as directed by the person monitoring the situation.
5. The person monitoring the situation shall direct other staff as necessary to reduce stimulation in the area (removing residents, visitors, reducing noise levels by turning off equipment). Once residents and others are safely out of the area ensure only the required number of staff remain.
6. If the incident involves a resident, use appropriate interventions and use GPA techniques (team technique as last resort).
7. Call 911 whenever there is a real or perceived threat that lives are in danger.

8. Provide information to Charge RN/delegate about situation, action taken and possible further action required. Charge RN/delegate will take control of scene and provide direction.
9. Charge RN/delegate will announce over the paging system (ie, Phones, speaker system etc) "Code White ALL CLEAR" three times.

Follow-Up

Once **ALL CLEAR** is announced:

1. Communicate with staff, residents and visitors that emergency is over and assist as needed. Direct everyone to remain inside until further notice.
2. Staff must check again to ensure all residents are accounted for.
3. Document Code White on the Emergency Code Record form and submit to the Administrator.
4. Document and debrief with staff.