

CODE WHITE

Emergency Response Violent/Aggression

What does it Mean?

Code White is the phrase used to alert staff to any aggressive or violent situation by a resident, visitor, or another staff member. Staff are required to call a Code White when facing a situation that makes them feel unsafe or creates a fear of violence due to the behaviour of another person. The goal is to preserve everybody's safety, and to address the behaviour in a safe, respectful, and caring manner.

What to do?

If you are involved in a code white incident:

- Remain calm and leave the area if you can.
- Sprucedale Staff Press your Versus Tracker
- If you cannot leave, maintain a safe distance from the aggressor
- Call for help by pressing the **ANNOUNCE CODE WHITE + LOCATION 3Xs**.
- Talk in a low nonthreatening voice. Clearly and firmly tell the aggressor that his/her behaviour is unacceptable, unwelcome and should stop.
- Listen and give the aggressor the opportunity to express his/her feeling or demands and try other means to diffuse the situation.
- The charge Nurse will call 911 if necessary.

If you discover a code white Incident:

- Push the **PAGE BUTTON ON THE PHONE** and announce **CODE WHITE + LOCATION 3Xs**
- If the situation puts residents, staff, or visitors at safety risk, **immediately CALL 911**
- Remove on lookers, reduce traffic by closing doors in affected area.
- The staff member who has the best relationship with aggressor should hand the situation, if applicable and safe to do so.
- Do not attempt to diffuse a situation such as a person with a weapon.
- Call other internal help and 911 as appropriate.
- When the emergency is over **PUSH PAGE BUTTON** and **ANNOUNCE CODE WHITE ALL CLEAR 3Xs**.