

**THE SALVATION ARMY
MEIGHEN HEALTH CENTRE
2. Emergency Procedures**

Subject: CODE WHITE	Policy: 2.04
Effective Date: March 3, 2003	Site: MM, MRR
Revised: July 7, 2022	Approved By: Monica Klein-Nouri Monica Klein-Nouri

APPLICATION:

Code White is a planned response to ensure the safety of all staff, residents, and visitors when an individual when a client/resident, visitor or other individual is:

- Attempting to harm self or others despite appropriate intervention
- Displaying threatening behaviour despite appropriate intervention

In the day-to-day interactions with residents, staff are to respond using the techniques taught in Gentle Persuasive Approaches (GPA):

- use a person-centred, compassionate, and gentle persuasive approach
- respond respectfully, with confidence and skill to challenging behaviours
- leave the resident/ in a safe environment (as much as possible)

All workers with the Salvation Army – be they officers, employees, volunteers, or other individuals affiliated with the Salvation Army are expected to uphold this policy and work together to prevent workplace violence and maintain a respectful work environment

1. ALL STAFF

IF YOU WITNESS A SITUATION WHERE THE BEHAVIOR OF AN INDIVIDUAL IS DETERMINED TO BE VIOLENT OR AT RISK OF BECOMING VIOLENT:

- Physically distance (remove) yourself and others from immediate danger (if possible) or calmly and gently guide the individual away from other residents but remain within sight of other staff
- Remain calm and try to calm the individual. Listen carefully and try to put yourself in their situation so you can both come up with a possible solution
- If you cannot calm the individual, ask for assistance from another more appropriate person – Charge Nurse, RN Nurse Designate, DOC/Manager
- Inform the individual that their behaviour is not acceptable, and if they don't stop, the authorities will be contacted
- If the behaviour continues, request any available staff to initiate a CODE WHITE

PLAN ACTIVATION: CODE WHITE

Any staff member should immediately initiate a Code White when requested or when they observe an individual who is attempting to harm themselves or

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another person. This applies to a resident, staff or visitor

Any staff member will initiate a Code White by paging over the emergency paging system:

**Code White - Location if known
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Immediately call 911

- Advise 911 operator of all available information, such as:
 - Who the individual is – resident, staff, or visitor
 - Location of incident
 - Description of the situation

2. STAFF IN THE IMMEDIATE AREA OF THE INCIDENT

- DO NOT attempt to engage the individual. This includes verbal and physical attempts to de-escalate the situation
- Provide space to the individual and the staff member involved in the situation – do not crowd around
- Remove other residents from the vicinity and motion onlookers to keep their distance

3. RN NURSE DESIGNATE

If after hours – contact the manager on call, or if involved directly with the individual, request that someone make the call

4. ALL STAFF IN OTHER LOCATIONS WITHIN THE FACILITY

Remain where you are and await further instructions if necessary

5. UPON ARRIVAL OF EMERGENCY PERSONNEL

RN Nurse Designate/Designee will meet the emergency personnel at the front entrance, explain the situation and escort them to the location. Fire and paramedic services will likely defer to police and assist as directed

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4. EMERGENCY DECLARED OVER

CODE WHITE is declared over when the Police have said it is safe to do so

The RN/Designee clears the code

- Announce 3 times over the paging system.

Code White All Clear

Code White All Clear

Code White All Clear

RN NURSE DESIGNATE

Will notify:

- The Manager on Call if after hours

EXECUTIVE DIRECTOR/DESIGNEE

Will ensure the following notifications take place within the required time frames:

- Divisional Secretary for Social Mission
- Medical Advisor
- POA/SDM of residents
- Ministry of Long-Term Care
- Ministry of Labour, Training & Skills Development
- Joint Occupational Health & Safety Committee
- Labour Union Representatives

5. RECOVERY PLAN

Recovery will take several hours, depending on the situation

- If the incident took place in a Resident's Home Area, the Charge Nurse will assess all residents and implement interventions as required
- Charge Nurses/ Supervisors/RN Nurse Designate will check with staff to ensure they can return to their assigned duties. Any staff unable to return to duty will be replaced as per the **Staffing Contingency Plan**
- If the incident involves a resident, the RN Nurse Designate will inform the POA/SDM and attending physician

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- The Organization should consider addressing any operations that may not be immediately available post-incident. This may occur if the affected area is secured for investigation or if damage to facilities and equipment inhibits their use
- As part of the recovery process, the organization will consider the physical and mental health needs of all workers, residents, and visitors. Support will be provided utilizing existing and additional identified programs (e.g. EAP, individual and group counselling, and workers' compensation, as necessary.)
- Workers should discuss specific concerns, needs, or considerations with their supervisor.

6. DEBRIEF AND DOCUMENTATION

- Immediately when safe to do so, an initial debrief will be held
- All staff directly involved with the incident will provide a written or verbal statement as soon after the situation as possible and remain available to provide this statement to the police if required
- The RN Nurse Designate will complete incident report
- The Executive Director/Designee will collect forms and statements on site

8. WITHIN 30 DAYS OF INCIDENT

Once all information has been collected, but within 30 days of the incident, a root cause analysis and evaluation of the event is completed

- All interventions required to prevent a similar occurrence and/or improve on the response will be documented and put in place by the required departments
- A copy of the report will be distributed and discussed at the Interdisciplinary Quality Improvement Committee
- A copy of the report will be discussed with the Joint Occupational Health & Safety Committee

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- The incident will be discussed at Labor Management with applicable trade unions

9. ONGOING COMMUNICATION

As directed by Territorial Secretary for Public Relations

10. TESTING & EVALUATION OF CODE WHITE

- This emergency code will be tested annually unless initiated during the calendar year
- Debriefing Team Leader(s) will be assigned to the appropriate area with the steps within this policy or corresponding form to review employee performance and provide direction if required for quality improvement purposes
- Debriefing reports will be reviewed by the appropriate Department Head and other team members as appropriate for quality improvement purposes
- A copy of the debriefing reports will be submitted to the Interdisciplinary Quality Improvement Committee to coordinate revision of the Code White emergency plan as required