



Procedure:	Code White – Violent Person	
Owner:	Director, Patient Relations, Security Services and Chief Privacy and Risk Officer	
Sponsor:	Vice-President, Patient Care and Risk	
Approval by:	Emergency Management Committee	Date: 2023-09-07
Original Effective Date: 2018-03-19	Reviewed Date(s): 2023-09-07	Revised Date(s): 2023-09-07

This procedure applies to: St. Joseph's Health Care London
Or Mount Hope Centre for Long-Term Care
 Parkwood Institute Main Building
 Parkwood Institute Mental Health Care Building
 St. Joseph's Hospital
 Southwest Centre for Forensic Mental Health Care

(If this procedure applies to all sites, please check St. Joseph's Health Care London only.)

Former Corporate Policy: Yes No
If yes, Policy Name:
Date Changed to Procedure:

There is a similar/same procedure at LHSC: Yes No
If yes, Procedure Type: Department Corporate
Procedure Name: Code White – Violence
Procedure Owner: Capital Redevelopment and Environmental Operations Executive

PURPOSE

St. Joseph's Health Care London (St. Joseph's) is committed to the safety of its staff, patients, visitors and affiliates. A CODE WHITE will be activated for any person who is verbally abusive, engaging in intimidating or disturbed behaviours or, is involved in an act of physical violence.

For a planned intervention that may result in violence, seek additional staff support. If required, dial 44555 and ask for a planned intervention presence/assistance (Mental Health Care sites only).

Management of Events:

Threatening

Verbal
 Implied Threat
 Posture

Staff to use non-violent crisis intervention skills

Physical

Slapping, grabbing, punching
 Damaging property
 Self-injurious

Staff to disengage and create distance. Utilize force as a last resort option.

High Risk

Weapon involved

Dial 55555

Code White

Key responders implement response as trained. Police are called if staff are unable to end violence or aggression, there is a risk of serious bodily harm or death, and/or weapons become involved

Dial 55555

Code Silver

Police response.

PROCEDURE

1. The staff/affiliate encountering a violent person in a clinical space:

- 1.1. Ensure your personal safety and the safety of others.
 - 1.1.1. If able, clear area of other patients, visitors, staff or bystanders.
- 1.2. Initiate Emergency CODE WHITE procedures.
 - 1.2.1. Locate the nearest phone and dial 55555 (may delegate) and/or activate the alarm button if your area is equipped with panic devices.
 - a. State that you have a CODE WHITE.
 - b. Provide information related to the emergency situation.
 - c. Provide detailed information about the location of the emergency including:
 - i. Specify the facility where the incident is occurring.
 - ii. Building, floor, zone and unit/department.
 - iii. Provide the room number you are in or the nearest room number to your location.
- 1.3. Clinical staff, as the primary caregivers, will assume the lead role in assessing and managing the CODE WHITE situation, prioritizing patient and staff safety.
- 1.4. Use non-violent crisis intervention skills until CODE WHITE responders arrive.
 - 1.4.1. Speak in a calm, non-threatening manner.
 - 1.4.2. Maintain a safe personal space between yourself and the violent person.
 - 1.4.3. Ensure that your exit is not blocked.
- 1.5. If situation escalates disengage, distance yourself and wait for CODE WHITE responders.
 - 1.5.1. Use of force is a last resort option.
 - a. Use the amount of force that is reasonable and justified to stop the continuation of violence.
- 1.6. Be available to responders on their arrival to provide information, answer questions and receive further instructions.
- 1.7. Complete a Workplace Occurrence Report (WORS) and a Patient Safety Report (PSRS), as appropriate when safe to do so.
- 1.8. Notify Leadership when safe to do so.
- 1.9. If there is a critical injury to staff:
 - 1.9.1. Notify Leadership
 - 1.9.2. Notify Occupational Health and Safety Services (OHSS).
 - 1.9.3. Follow the critical injury response procedures.
- 1.10. Spiritual Care can be made available, if required, by contacting switchboard and requesting to have the on-call chaplain paged.

2. The staff/affiliate encountering a violent person outside clinical space:

- 2.1. Ensure your personal safety and the safety of others.
 - 2.1.1. If able, clear the immediate area of other individuals, such as patients, visitors, staff, or bystanders.
- 2.2. Initiate an Emergency CODE WHITE procedure.
 - 2.2.1. Contact security by dialing 55555 from any hospital phone or by calling 519-646-6100 Ext 55555 to report the situation and request immediate assistance. This can be delegated.
 - a. State that you have a CODE WHITE.
 - b. Provide information related to the emergency situation.
 - c. Provide detailed information about the location of the emergency including:
 - i. Specify the facility where the incident is taking place.
 - ii. Provide the floor and zone or the location of the incident on hospital property.
 - iii. Provide, if appropriate, the room number you are in or the nearest room number to your location.

3. When notified of a violent person, Security Control Centre (SCC) will:

- 3.1. Obtain information from caller.
 - 3.1.1. Location of the emergency.
 - 3.1.2. Details about the situation.
 - a. Ask if weapons are involved.
 - i. Activate CODE SILVER procedures if a weapon is involved according to the CODE SILVER procedure.
- 3.2. Activate the CODE WHITE (ENS1)
 - 3.2.1. Send out the CODE WHITE Emergency Notification System ENS1 page.
 - a. The following information is relayed:
 - i. CODE WHITE
 - ii. Location of the emergency.

- 3.3. Advise Security Services of the CODE WHITE via radio communication.
 - 3.3.1. Provide location of the emergency
- 3.4. Complete an overhead announcement.
 - 3.4.1. State "Attention please, CODE WHITE, (location)."
 - 3.4.2. Repeat 3 times.
- 3.5. Activate CODE WHITE ENS2, if requested by Security Services.
 - 3.5.1. Send out the CODE WHITE Emergency Notification System ENS2 page.
 - 3.5.2. Activate the ENS 2 Conference Bridge.
 - 3.5.3. Provide available information to the individuals calling the ENS2 Conference Bridge.
 - 3.5.4. Page additional people if requested by the Administrator on Call (AOC).
- 3.6. Notify local Police Service, if required.
 - 3.6.1. Provide information for a meeting place.
 - 3.6.2. Provide any additional information given by responding Security Guards.
- 3.7. Security will provide the "All Clear" once the situation is safe.
 - 3.7.1. If the CODE WHITE is escalated to an ENS2, the authorization to announce the "All Clear" will come from the Administrator on Call.
- 3.8. Send out the "All Clear" CODE WHITE ENS1 or ENS2 page
 - 3.8.1. Level of All Clear ENS page depends on which level has been activated.
 - 3.8.2. When sending out the "All Clear" page for an ENS2 add the following in the paging text box; "All Clear. Do Not Call In"
- 3.9. Keep a log of events.

4. When notified of CODE WHITE, Security Services will:

- 4.1. Respond to the location of the emergency or meeting place.
- 4.2. Provide immediate assistance as required or standby
 - 4.2.1. Immediately provide intervention if there is an imminent life safety incident and if it is safe to do so.
 - 4.2.2. Implement response as trained
 - 4.2.3. Utilizing force as a last resort option.
- 4.3. Gather information and assess situation.
- 4.4. In a clinical space, security personnel will respond to the area, identify the clinical leader, and collaborate with other CODE WHITE responders to develop an intervention plan prioritizing patient, staff, and visitor safety.
- 4.5. Outside of a clinical space, security personnel will assume the lead role in assessing and managing the CODE WHITE prioritizing patient, staff and visitor safety.
 - 4.5.1. While waiting for additional staff to arrive, security will utilize non-violent crisis intervention techniques.
 - a. Speak in a calm, non-threatening manner
 - b. Maintain a safe personal space between security personnel and the violent person.
 - c. Maintain situational awareness.
 - 4.5.2. If the situation escalates further, security personnel should prioritize their safety and the safety of others and disengage from the violent person until additional staff arrive.
 - 4.5.3. The use of force should only be considered as a last resort option.
 - 4.5.4. Security personnel should use the minimal amount of force that is reasonable and justified to stop the continuation of violence, ensuring the safety of all individuals involved.
- 4.6. Consult and determine if Police Services are required.
 - 4.6.1. Request the SCC to contact local Police Service if:
 - a. Unable to end violence or aggression.
 - b. There is a risk of serious bodily harm or death.
 - c. If a weapon becomes involved, activate the CODE SILVER procedures as appropriate.
 - 4.6.2. Assist with maintaining safety until police arrive.
 - 4.6.3. Escort police to location of the emergency.
 - a. This task can be delegated.
- 4.7. Determine if a CODE WHITE ENS2 should be activated, with the collaboration of clinical staff/leadership.
 - 4.7.1. Request the SCC to activate CODE WHITE ENS2 if:
 - a. There is a critical injury.
 - b. There is substantial property damage.
 - c. Unable to end violence or aggression and Police are contacted.
 - d. The event is likely to become media worthy.
- 4.8. Organize and enforce scene/facility protection and traffic control.
- 4.9. Keep the SCC apprised of the situation.
- 4.10. Relay "All Clear" message to the SCC once the situation is safe.
- 4.11. Complete a detailed report for the incident.

5. When notified of CODE WHITE, additional CODE WHITE responders will:

- 5.1. Respond to the scene and report to the identified CODE WHITE leader.
 - 5.1.1. Provide immediate assistance as required.
- 5.2. Assist in completing delegated tasks which may include:
 - 5.2.1. Crowd control
 - 5.2.2. Securing the scene.
- 5.3. Provide directions and information to other responders.

6. When notified of CODE WHITE ENS2, Administrator on Call (AOC) will:

- 6.1. Call the ENS2 Conference Bridge.
 - 6.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
- 6.2. Request the SCC to have someone from the scene, if possible, to call the conference bridge to provide details of the incident. If someone is not available, the SCC should provide the most up to date information available to them. Depending on the situation, the AOC may determine to end the bridge call to allow the on-scene staff to attend to the situation. An update ENS2 call will be activated as soon as appropriate.
- 6.3. Consult with other On-Call staff on the conference bridge.
 - 6.3.1. Additional ENS2 On-Call staff include:
 - a. Clinical Care Leader on Call
 - b. Communicator on Call
 - c. Security Leadership on Call
 - d. Patient Relations, Privacy and Risk Consultant on Call
- 6.4. Request the SCC to contact additional people, as needed, to join the conference bridge.

7. When notified of CODE WHITE ENS2, Patient Relations, Privacy and Risk Consultant on Call will:

- 7.1. Call the ENS2 Conference Bridge.
 - 7.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
- 7.2. Gather information related to the incident.
- 7.3. Determine appropriate control measures to eliminate or reduce the impact of hazards.
- 7.4. Identify, evaluate and reduce losses associated with:
 - 7.4.1. Patient, employee or visitor injuries.
 - 7.4.2. Property loss or damage.
 - 7.4.3. Other sources of potential legal liability.
- 7.5. Review areas of actual or potential sources of risk and/or liability involving patients, visitors, staff and property.
- 7.6. Provide guidance on the release of information.

8. When notified of CODE WHITE ENS2, Communicator on Call will:

- 8.1. Call the ENS2 Conference Bridge.
 - 8.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
- 8.2. Gather information related to the incident.
- 8.3. Implement Emergency Communication Plan, if required.
 - 8.3.1. Coordinate/support general internal communication for staff, patients, residents and visitors.
 - 8.3.2. Arrange media interviews.
 - 8.3.3. Send news releases, as required.
 - 8.3.4. Coordinate/support communication for surrounding neighborhood, where appropriate.
 - 8.3.5. Provide follow-up information to all communications, including after the incident is concluded.

9. When notified of CODE WHITE ENS2, Clinical Leader on Call will:

- 9.1. Call the ENS2 Conference Bridge.
 - 9.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
- 9.2. Gather information related to the incident.
- 9.3. Speak with clinical care areas impacted.
 - 9.3.1. Provide assistance as required.
- 9.4. Speak with leader of the impacted area, if appropriate.

DEFINITIONS

Administrator on Call (AOC) – A member of the Senior Leadership Team responsible for leadership and decision making after regular hospital hours, including weekends and statutory holidays, as well as during emergencies and other situations.

Affiliates – Individuals who are not employed by the organization but perform specific tasks at or for the organization, including appointed professionals (e.g., physicians, dentists), students, volunteers, researchers, contractors or contracted staff who may be members of a third-party contract or under direct contract to the organization and individuals working at the organization but funded through an external source (e.g., research employees funded by Western).

Emergency Notification System – The Emergency Notification System is an in house, proprietary automated system which is operated from the Security Control Centre (SCC). This system is utilized when a caller dials 55555 to report an emergency, or the SCC is notified of through the Community. The ENS system is also activated when an internal monitoring system (i.e., Fire Alarm System) indicates an emergency.

The ENS System is based upon two levels of notification. The first notification is for assigned first responders. The second level of notification is an escalated notification for leadership (on-call) to respond to provide additional support.

ENS1:

- Upon notification, the SCC notifies “first responders” by radio, pager and overhead announcement to respond and assess, mitigate or prevent the emergency from escalating and conduct response activities. Depending on the situation, the SCC will also notify key external responders (i.e. local fire, police, and ambulance) as required.
- Responders at the scene determine if the incident can be maintained safely. As well, responders determine if the emergency has reached thresholds of risk where additional leadership is required.

ENS2:

- ENS 2 means that an emergency has reached thresholds of risk where leadership must be notified to ensure a consistent and organized action planning.
- ENS 2 is immediately activated for Code Green, Code Black, Code Grey, Code Orange, Code Purple and Critical Incident.
- In an emergency which meets the criteria of an ENS 2 emergency, leaders are paged, and a telephone conference call occurs. A person from the emergency scene will be asked to provide a briefing to this telephone conference call.
- Dependent on the scope, intensity and duration of the emergency, the Administrator on Call (AOC) or another senior leader or official may activate the opening of an Emergency Operations Centre (EOC)

ENS2 Conference Bridge – A teleconference extension which is activated by the Security Control Centre when an emergency is elevated to ENS2. This teleconference is used for predetermined On-Call staff to gather information related to an emergency and to discuss an action plan to resolve the emergency with minimal impact.

Staff – An individual who is hired and paid by the organization.

REFERENCES

Legislation

Government of Ontario (1990) Occupational Health and Safety Act

Government of Ontario (1990) Occupational Health and Safety Act (OHSA), Section 51: Notice of death or injury