

GENERAL STAFF - CODE WHITE **VIOLENCE**

Code White Facility ICS Org Chart on next page

Employees have the fundamental right to a work environment free of behaviors such as harassment and workplace violence. These situations may result in the activation of Code White.

GENERAL RESPONSE BY STAFF:

PHONE THREATS: Document as per Threat Form-B2

- Obtain as much information as possible
- Notify Charge Nurse or supervisor to assess level threat severity.
- Call 911**

VIOLENCE at the workplace:

- Remove self from danger.
- Alert all staff.
- Page over PA: **"CODE WHITE with location" x3** _____
Input directions to activate PA

"Staff respond to Code White area. Clients and visitors stay where you are."

- Apply Non-violent Crisis Intervention methods where applicable.
- Remove clients and visitors from areas of potential danger to a safe area.
- Follow the direction of the Incident Commander.
- If the situation escalates or resolution is not possible - Call 911.
- Maintain the safety of yourself and clients. If safe to do so, lock doors between yourself and the incident.
- Provide necessary information to police.
- Ensure all clients and staff are accounted for.

Reporting Forms:

- Threat Form-B2

INCIDENT COMMANDER - CODE WHITE VIOLENCE

Code White Facility ICS Org Chart on next page

Employees have the fundamental right to a work environment free of behaviors such as harassment and workplace violence. These situations may result in the activation of Code White.

PHONE THREATS: Document as per Threat Form-B2

- Obtain as much information as possible
- Notify Manager or designate to assess level threat severity.
- Call 911**

VIOLENCE at the workplace:

- Ensure page over PA: **“CODE WHITE with location” x3** _____
Input directions to activate PA

“Staff respond to Code White area. Clients and visitors stay where you are.”

- Apply Non-violent Crisis Intervention methods where applicable.
- Remove clients and visitors from areas of potential danger to a safe area.
- If the situation escalates or resolution is not possible:
 - Call 911 for police and EMS.
 - Notify EMS On-call Supervisor.
- Initiate Facility ICS.
- Maintain the safety of yourself, clients and visitors. If safe to do so, lock doors between yourself and the perpetrator.
- Notify Area Manager by contacting the **Staff Call-Out Centre**
 - **RESTON at 1-204-877-3925** or if unavailable
 - **SANDY LAKE at 1-204-585-2107**
 - If unable to reach either Staff Call-Out Centre, use FleetNet to contact the EMS On-call Supervisor,

“On-call Supervisor, this is _____ Code White, contact our Area Manager”
Name of facility

- Provide necessary information to police.
- Ensure all clients, staff and visitors are accounted for.
- When the facility is safe and the code has ended:
 - Page over PA: **“Code White – All Clear” x3** _____
Input directions to activate PA
- Document as required.

Reporting Forms:

- Incident Report Form QI-XVIII-311(a)
- Post Event Form-P2
- Identification Forms-ID1, ID2
- Facility Status Report Form-F5
- Threat Form-B2

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MANAGER - CODE WHITE VIOLENCE

Employees have the fundamental right to a work environment free of behaviors such as discrimination and workplace violence. These situations may result in the activation of Code White.

COORDINATOR and/or MANAGER(s):

- Ensure that all clients and staff are accounted for and safe.
- Ensure continuity of client care.
 - Are additional / replacement staff required?
 - If police are unavailable, is other assistance (eg EMS, maintenance) necessary to provide a sense of security for staff at the facility receiving threats?
 - Is there a need to have maintenance called to change pass codes for security purposes?
- Provide debriefing for staff / clients as required.
- Initiate a plan for resumption of service in conjunction with police agency.
- Ensure notification for families of any clients affected by the event.
- Consult with the ARHA Executive, for providing the timely and correct release of information to the media.
- If the event qualifies as a Critical Occurrence or Serious Workplace Incident, notify Executive member or designate as per policy QI-XVIII-311.
- Verify completion of all required forms and documentation as indicated below.**

Reporting Forms:

- Incident Report Form QI-XVIII-311(a)
- Post Event Form-P2
- Facility Status Report Form-F5
- Disaster Notification Checklist-D1
- Identification Forms-D1, ID2
- Threat Form-B2

Facility ICS – Organizational Chart

Suggested Initial Staffing for: CODE WHITE

