

**Violent Person / Aggressive Situation
(Code White)**

Section

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POLICY

The Home recognizes the potential for violence in the workplace and will make every reasonable effort to identify all potential sources and eliminate and or minimize these risks.

- The purpose of this procedure is to address aggressive behavior in a respectful, caring and safe manner. It is our intent to de-escalate a threatening situation before an individual(s) is injured or property is damaged.
- This procedure will aid staff in regaining control of an emergency situation which a person's escalating behaviors are beyond the staff's abilities to control.
- By providing an aggressive person with the best and safest care until he/she regains control of his/her behavior, we are able to prevent injury to any parties involved in the situation; as well as prevent property damage.
- The overall goal of the "Code White" policy is to prepare residents, staff, family, volunteers and visitors to safely use non-violent intervention strategies; and standardized procedures; to defuse an aggressive situation in which there is potential or actual danger of harm.
- Other objectives include but are not limited to;
 - Promoting a work environment where every individual feels free from any kind of threatening or abusive behavior;
 - Providing staff, volunteers, family, and visitors tools and strategies to use to prevent and respond to incidents of abuse and aggression in the workplace;
 - Making available information regarding ways to identify those who may be prone to abusive or aggressive behaviors.

Application

- This policy applies to all LaPointe Fisher residents, workers, managers, volunteers, visitors, families and all other persons in the facility.

Definitions

➤ Responsive Behaviors ;

- Used to reflect a response to something negative, frustrating, or confusing in the resident's environment. It places the reasons or triggers for challenging behaviors outside, rather than within, the individual thereby recognizing the problems in the environment can be addressed and changed. Example may be as follows;
 - Grabbing onto people
 - Screaming or making strange noises
 - Cursing or verbal aggression
 - Complaining or whining
 - Pacing etc.
- Aggression;
 - Term often interchanged with "violence"; generally the term used in healthcare as it identifies behavior that has potential to harm.
- Aggressive Person ;
 - Resident, staff, family member, visitor, or past staff that incites fear or implies harm.
- Code White ;
 - A trained response to a disturbance that is a behavior emergency involving violence that concerns residents, staff, visitors, and family members in a healthcare setting.
- Workplace Violence;
 - Any abusive or aggressive behavior that can include physical assault on a person or on property, behavior considered to be threatening or abuse in a verbal manner that occurs in a work related setting.
- Staff ;
 - All employees of the Home.

Roles and Responsibilities

- Senior Management
 - Support and promote commitment to the workplace violence prevention program and the code white policy and procedure;
 - Assign specific leadership responsibilities for the development, implementation and maintenance of the Workplace Violence Prevention Program including Code White Response Policy;
 - Ensure appropriate policies and procedures are established to eliminate or minimize responsive behaviors;
 - Perform risk assessments (environment and client)
 - Develop, implement and monitor aggression through prevention/management of responsive behaviors.
- Managers / Supervisors
 - Ensure risk assessments are completed as needed to identify real or potential hazards contributing to aggressive behaviors against staff or residents;

- Ensure effective response, reporting, follow up and monitoring procedures are in place to address incidents of aggressive behavior.
- Ensure all aggressive incidents are investigated and corrective action identified and taken to prevent recurrence;
- Monitor safe work practices and ensure compliance with these safe work practices;
- Ensure staff receive initial and on-going training and education in prevention and management of responsive behaviors appropriate to their workplace including their role in the Code White response;
- Provide support to all individuals directly affected by the aggression and ensure that appropriate follow-up is available.
- Staff
 - Actively participate in the follow-up portion of a Code White situation;
 - Actively participate in the workplace violence risk assessment process by providing input and feedback;
 - Utilize the Gentle Persuasion Approach (GPA) to avoid responsive behaviors or potential aggressive acts in a Code White Situation;
 - Report and document all incidents of aggression and responsive behaviors.
- Joint Health and Safety Committee (JHSC)
 - Review incidence of violence and make recommendations for prevention strategies as necessary;
 - Participate in accident/incident investigations in relation to workplace violence or aggression, providing recommendations for corrective action as necessary;
 - Assist in conducting investigations as they relate to workplace violence, providing recommendations for corrective action.

Procedure

- Where an individual in the Home becomes violent, threatening or aggressive;
 - Supervisor Responsibilities ;
 - A “ Code White (state area) Please Respond “ will be announced over the P.A. system. The RN, RPN, and BSO staff on duty will respond to assist. In the absence of the BSO staff, the RN & RPN along with at least 2 staff will respond and assist.
 - The Supervisor will assess the situation and provide direction to the responding staff.
 - The Supervisor will direct if Residents in the area need to be evacuated.
 - The Supervisor will direct for notification of Authorities if the aggressive person continues to threaten and refuses to back down or leave the building. (call 911)
 - The Supervisor will act as a spokesperson.
 - Responding Staff
 - Will stand quietly with their hands at their sides.
 - Ensure that they have given the RN and the individual plenty of room.
 - All responding staff are to remain in the area until directed by the RN/RPN or until the situation has been diffused.
 - Note all details of the aggressor, if known; height, weight, clothing, speech (accent if any) and other unusual characteristics and record them as soon as possible.

Management Authorization <i>Sharon Ousleyman</i>		Effective Date: December 14, 2009	
<i>Dahlia Burt-Gerrans</i> Dahlia Burt-Gerrans Internal Approval	Administrator Title	Revised Date: February 16, 2018	
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