



AGGRESSION AND VIOLENCE

code white

Responding effectively to an emergency

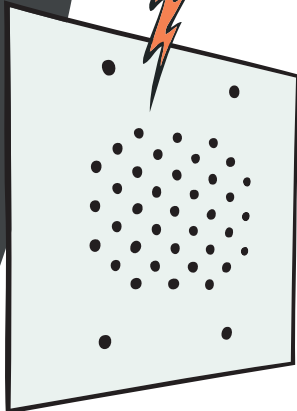
A “Code White” is an emergency procedure triggered by an urgent request from a co-worker. Help is needed because a client’s violent or threatening behaviour could endanger their own safety or that of others.

The aim of Code White is to protect the physical and mental health and safety of people exposed to violence in the workplace. It ensures that workers confronted with aggressive behaviour receive assistance and it helps make employees feel safer.

Code White guidelines

- Make sure you are safe
- Protect people first
- Take time to structure, organize and carry out the response
- Keep things from escalating or de-escalate
- Stay calm
- Debrief after the event
- Use physical intervention only as a last resort (if applicable)

**ATTENTION,
ATTENTION.
CODE WHITE AT...**

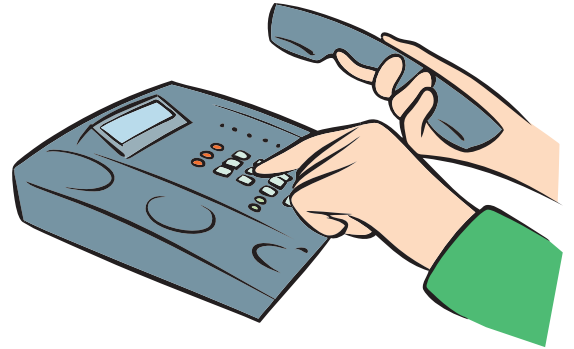


**CODE WHITE IS NEEDED WHEN A SITUATION
COULD GET WORSE AND EXCEED THE ABILITY
OF THOSE PRESENT TO SAFELY MANAGE IT.**

Person Responsible for CODE WHITE

In keeping with organizational policies and procedures for the prevention of violence in the workplace, one person is put in charge of Code White. A suitable person might be an emergency coordinator, clinical manager, or head of security, etc. The person responsible for Code White has a number of tasks:

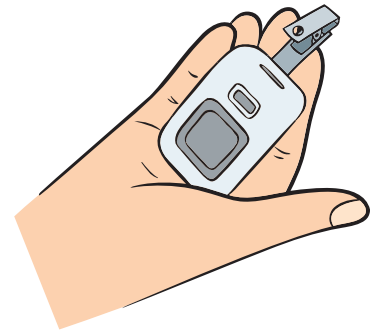
- Oversee compliance, updates and revisions to Code White procedures.
- Supervise and evaluate the Code White team.
- Select structured, formal training and ensure follow up.
- Determine the role and limits on the involvement of the Code White team.
- Ensure implementation of Code White procedures:
 - > Requesting help (before a Code White) if applicable
 - > Launching the Code White
 - > Responding to the Code White
 - > Post-incident debriefing
 - > Etc.
- Coordinate the types of information and training methods used.
- Ensure that personal protective equipment (e.g. gloves) is available and used by the Code White team.
- Encourage and facilitate the post-incident debriefing.
- Report all violence-related incidents and accidents in the workplace, and ensure corrective measures are implemented.



COMMUNICATION *System*

An effective communication system allows for a prompt response to a Code White call.

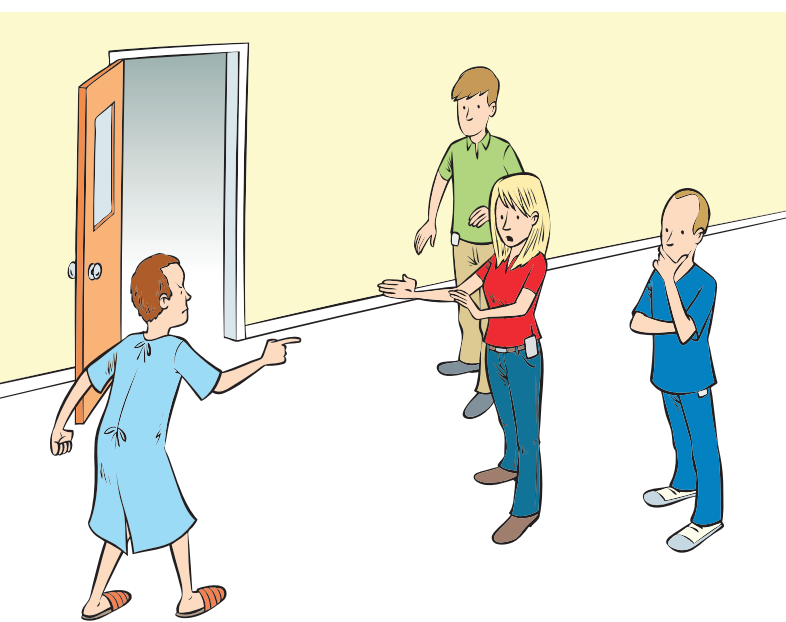
- Determine the call procedure (pre-code and Code White).
- Provide call equipment, e.g., emergency button (panic button), phone, general call, walkie-talkie, pager.
- Implement the procedure for making the call.
- Ensure the proper operation, verification and maintenance of call equipment.
- Check to make sure employees are carrying the equipment and using it properly.



**IN A GENERAL
CODE WHITE CALL,
ALWAYS ANNOUNCE
THE START AND END
OF THE INCIDENT.**

Competencies and skills of CODE WHITE TEAM MEMBERS

- Professionalism and the ability to recognize one's own limitations
- Good team player
- Ability to adapt to people, situations and change
- Ability to make appropriate and effective decisions in an emergency
- Skill in verbal intervention
- Practiced at physical intervention (if applicable)



Responsibilities of THE CODE WHITE TEAM

- Prevent the impact of violence on clients, workers and others.
- Be organized (prepare an action plan, assign roles and tasks, coordinate the intervention).
- Lead with verbal interventions.
- Don't escalate the client's aggressiveness (by standing too close or surrounding the client).
- First, make sure people are safe, then prevent damage to equipment and materials.
- Participate in the incident debriefing.

EMPLOYEE *Responsibilities*

- Use the organization's prevention, de-escalation and violence management techniques.
- Identify risky situations that require a pre-Code White call.
- Identify violent situations that need a Code White call.
- Make sure everyone is safe.
- Follow Code White procedures using the proper call method.
- Inform the Code White leader of the incident in progress (e.g., risk assessment, action required).
- Participate in Code White response: provide leadership with the help of the Code White team; or act as a team member; or provide support (e.g. remove obstacles and dangerous items, take care of others, bring and install restraint devices).
- Participate in the incident debriefing.

INCIDENT DEBRIEFING

In the OMEGA approach, the post-incident debriefing is a two-step process:

First, take care of those directly involved and direct them to resources for assistance as necessary.

Next, review the incident and identify any corrective measures.

WHO RESPONDS TO A CODE WHITE?

A Code White always requires a structured, organized and safe response by a team. This team is usually called the Code White team. The team includes both those who respond to a Code White call and the workers on site. Team composition is determined by a number of criteria:

- **ORGANIZATIONAL STRUCTURE** (e.g. multiple or remote locations, organization chart).
- **ORGANIZATION MANDATES** (e.g. residential care, frontline care, institutional care, community organization).
- **CHARACTERISTICS** (function, history, job titles, duties or roles, etc.) and the number of people available. It can consist of an officially appointed team, a designated group (e.g. one individual per floor) or those available when the event occurs.

ROLES OF PERSONNEL INVOLVED IN A CODE WHITE INCIDENT

- **LEADER:** takes the time to evaluate the person and the context (before, during and after). Is the only person to speak, direct and decide.
- **TEAM MEMBERS:** Ensure the immediate safety of others, follow the leader's instructions, physically intervene if necessary.
- **SUPPORT PERSONNEL:** Provide prevention and support for the intervention (e.g., take care of other clients, clear access).

**DON'T TAKE RISKS
BEYOND YOUR ABILITY
TO INTERVENE.
WHEN NECESSARY,
CALL 911.**

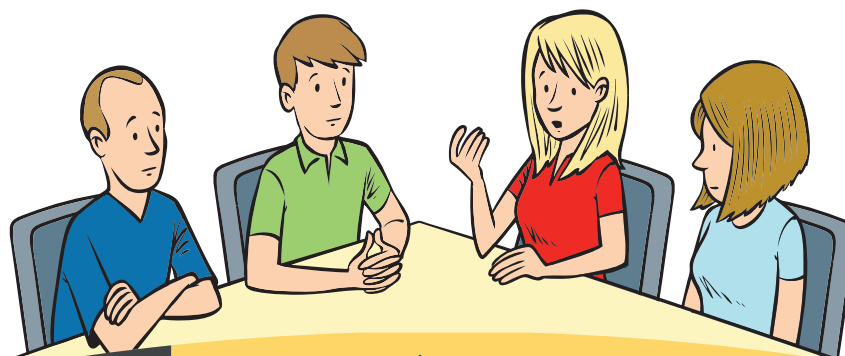
PRE CODE WHITE

- **ASK FOR HELP** from the Code White team when a situation involves potential escalation
- **IMMEDIATE INTERVENTION** without delay, not yet considered urgent
- **LOCAL (OFTEN SILENT) CALL METHOD** (e.g. call security, dedicated phone number, portable walkie-talkie).

CODE WHITE

- **URGENT SITUATION**
- **FAST INTERVENTION GIVEN A SERIOUS AND URGENT RISK**
- **CALL METHOD (OFTEN GENERAL)**
e.g. General call, emergency button

To help prevent violence, use the pre-Code White to reduce risk (physical and psychological).



ASSTSAS



Ensemble en prévention

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