



# Lakeland Long Term Care

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Section:	Policy Name: Code White
Reviewed by: April 11, 2022 by Andrea Lee	Date of Original Issue: December 1, 2010
Issued by: Steve White	Date of Last Revision: January 7, 2019

## 1.0. POLICY STATEMENT

CODE WHITE is designed to initiate a cautious and prescribed response to anybody who is displaying undue anxiety, yelling or other-wise represents a threat of aggression or violence to themselves or others.

Lakeland LTC is committed to providing a safe and secure environment for all persons on the property. The CODE WHITE response plan is in place to give direction to staff, practitioners and volunteers when they are dealing with an aggressive or potentially aggressive person. Lakeland LTC is committed to implementing this CODE WHITE plan in the least restrictive way that ensures the best care for our resident and safety and security for our staff, resident, physicians, vendors, volunteers and visitors.

Any staff member has the AUTHORITY TO DECLARE a CODE WHITE if they feel they are in danger from another person or see a threatening situation involving another person.

## 2.0 DEFINITIONS

- 2.1** ACTING OUT BEHAVIOUR: loss of control towards self (self-harm) and/or others (striking, biting, throwing objects) together with loss of rational thought processes
- 2.2** ALTERNATIVES TO RESTRAINT – a method that imposes less control on the resident than restraining or confining the resident or using a monitoring device on him or her. (Resident Restraint Minimization Act, 2001)
- 2.3** ANXIETY – noticeable change or increase in behaviour, e.g.: pacing, fidgeting, withdrawal
- 2.4** CODE WHITE – is an emergency procedure that provides the immediate



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response of additional Clinical, Security and Maintenance staff to a location to assist with a situation in which there is violence or the threat of violence to self and/or others

- 2.5 EMERGENT SITUATION** – an unanticipated event where a resident’s behaviour places the resident or others at risk of harm or injury and less restrictive strategies would not achieve safety
- 2.6 ENVIRONMENTAL RESTRAINT** – any barrier to free personal movement which serves to confine the resident to a specific area (e.g. locked unit).
- 2.7 ESCALATION** - beginning of acting out behaviours; may include losing rationale thought, challenging authority; verbal escalation such as; screaming, swearing, violating personal space, etc.
- 2.8 LEAST RESTRAINT** – the least restrictive measure used for the shortest duration of time which allows for maximum freedom of movement within the restraint process.
- 2.9 MANUAL RESTRAINT** – the use of body weight or strength to immobilize or restrict the movement of a resident for the purpose of administration of a medication or application of a restraint.
- 2.10 NON-EMERGENCY SITUATION** – a situation where the resident is not in imminent danger of causing harm to self or others. However, clinical situations arise where resident behaviours may prompt the consideration of, but not necessarily require the use of restraints. In these situations, the use of the restraint must be part of the written plan of treatment/care to which the resident or his SDM has consented.
- 2.11 POST INCIDENT DEBRIEFING** - this is a discussion with persons involved in the incident, focusing on the emotional, psychological, and physical impact and



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safety of all involved in the Code WHITE

**2.12 POST INCIDENT REVIEW** – review and discussion with persons and resident involvement to look at precipitating factors and process of the Code WHITE including team response, outcome and lessons learned to ensure quality improvement and learning takes place

## 3.0 EQUIPMENT

N/A

## 4.0 PROCEDURE

### 4.1 Initiation of a Code WHITE

- A Code WHITE will be called when a person is verbally or physically threatening towards any person within Lakeland LTC and the staff in the area are unable to manage the situation using verbal de-escalation, behaviour management, and problem solving techniques
- Any person experiencing a threat or witnessing an unmanageable situation has the authority to call a Code WHITE by dialing telephone extension 3333 and stating "CODE WHITE Lakeland Long Term Care" room or location "
- **If the person/threat might be travelling/moving between facilities, Code WHITE All should be called to extension 3333**
- Once Code WHITE is resolved, notify extension 3333 and they will page "Code WHITE complete" throughout Lakeland LTC
- **Call the OPP by dialing "9911" (9 to obtain an outside line and then 911)**
- Staff can activate the Resident Dukane Call System located throughout the home

### 4.2 The first Staff Member on the scene will:

- 1) Assess the situation and plan the intervention



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- 2) Communicate directly with the resident/person
- 3) Attempt to de-escalate the situation
- 4) Direct the arriving responders to clear the surrounding area of persons
- 5) Hand over the role of the situation to the Nurse Manager or the most senior manager arriving on the scene
- 6) Remain as primary contact person with the aggressive or potentially aggressive resident/person
- 7) Protect themselves, including leaving the immediate area in to order to obtain help
- 8) Position themselves so that they have a direct escape route toward an exit
- 9) **If the aggressive or potentially aggressive person decides to leave, do not attempt to stop them. If they are a resident follow the Code Yellow policy and call the OPP, WPSHC, and other necessary parties to inform them they have left the building.**

## 4.3 Responders to a Code WHITE

Days	Evenings	Nights
Nurse Manager	Nurse Manager	Nurse Manager
Manager-on-call (weekends)	RPN's from all home areas	PSW Float
Leadership Team (weekdays only)	WPSHC Security Personnel	WPSHC Security Personnel
RPN's from all home areas	Manager-on-call	Manager-on-call
WPSHC Security Personnel		

All responders will enter the scene cautiously and intervene only as directed by the "Staff Member on scene" or the Senior Manager

## 4.4 The Code Leader

The Administrator/designated or Nurse Manager takes on the role of the Code Leader



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The Code Leader will:

- 1) Coordinate and direct the overall response
- 2) Ensure other residents, visitors and other individuals are sensitively removed from the immediate area
- 3) Make the decision to contact the resident physician, POA, and relevant Ministries
- 4) Make the decision to involve the police, as appropriate
- 5) Decide when the Code WHITE is complete and call switchboard
- 6) If incident involves a resident – the incident must be fully documented in the resident's chart including: a description of the resident's behavior prior to the event, the interventions implemented, and the resident's response to the interventions, such as: medications, restraints, de-escalation techniques, behavioural interventions etc.
- 7) If it is determined that there needs to be an in depth debriefing process, the Code Leader will notify the Administrator/designate or CEO so arrangements for the debriefing can be completed as soon as possible.

## 5.0 OUTCOMES

**5.1** All Persons within the Lakeland LTC will be kept safe

**5.2** All staff, physicians and volunteers will work to keep others within the Home safe

**5.3** The Joint Lakeland & WPSHC Emergency Response Planning Committee will review information on responses to Code Whites to ensure that this written policy is meeting the needs of those who utilize a Code WHITE. Resident Confidentiality will be maintained during this review.

## 6.0 REFERENCES

- College of Nurses of Ontario – Standards of Practice – Restraints
- North Bay Regional Health Centre – Least Restraint Program



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## 7.0 RELATED POLICIES

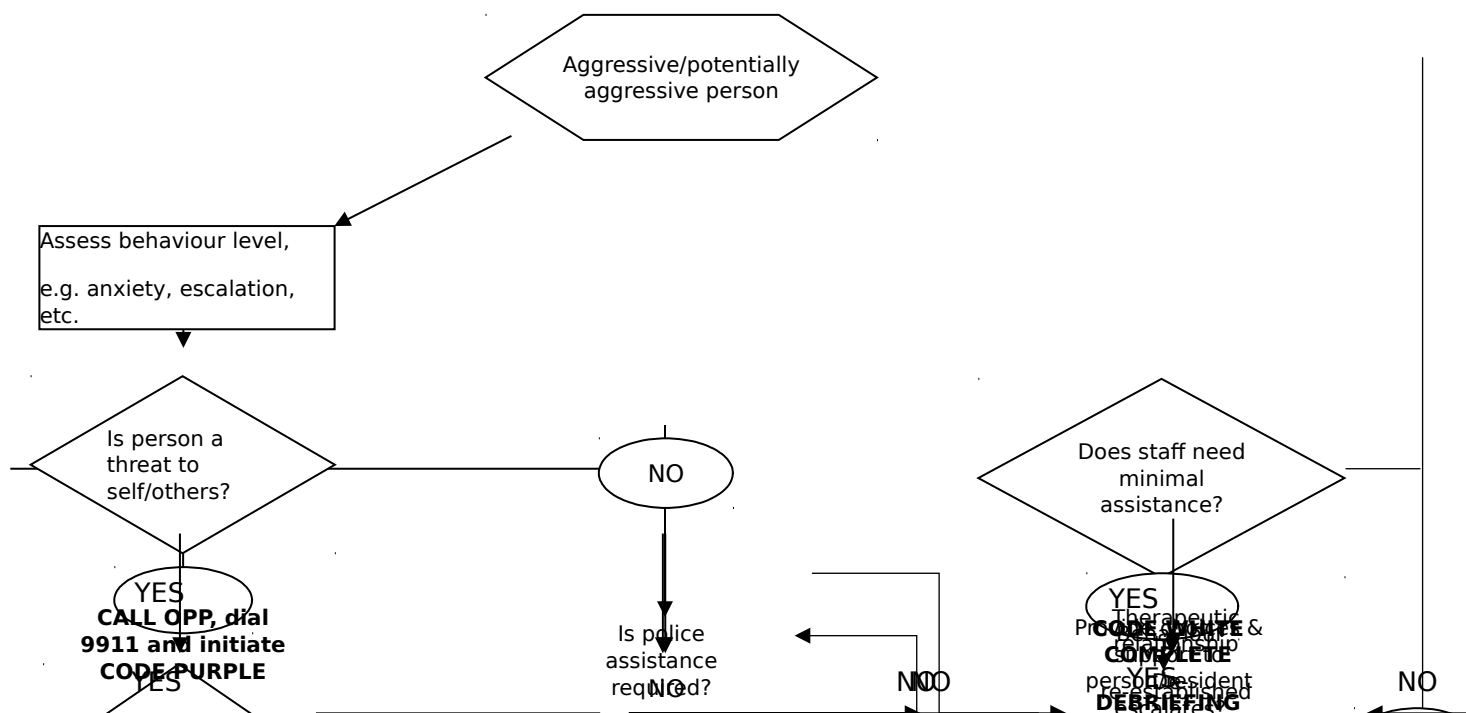
- Lakeland LTC - Least Restraint Policy - NM-II-300
- Lakeland LTC - Code White - Hostage Taking Policy
- ERP Manual - Code Yellow

## 8.0 APPENDIX

- Appendix A (Code White Decision Tree)
- Appendix B (Code White Checklist)
- Appendix C (Paging a Code White)

### Code White - Decision Tree

January 2015



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Organize available staff and/or  
call Security and/or Nurse  
Manager and/or

**ACTIVATE  
CODE "WHITE"  
DIAL 3333**

**SENIOR MANAGER  
OR  
DELEGATE CALLS  
"911"**

## Code White Checklist



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When you hear a Code White announced over the PA the following steps are to be followed:

- o RPN to leave PSW in charge of securing home area.
- o Care Team to ensure home area is secured and residents are safe.
- o RPN to report to Code White.
- o In charge PSW to report to RPN when home area is succeed.

***Note: It is important that a portable phone is carried with you.***



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Update:

Paging a Code White



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1. Dial 3333: Announce Code White Lakeland and specify home area – this will be paged in Lakeland only (security will be contacted via radio by switchboard)
2. One Code White is resolved – notify 3333 and they will page Code White Complete through out Lakeland.

If the person/threat might be travelling/moving between facilities: then “Code White All” should be called to 3333