

Appendix S

CODE WHITE

Policy

At Au Château, a Code White is initiated when any individual exhibits, or is at risk of exhibiting, violent, aggressive, or threatening behaviour that may result in physical or psychological harm. Violence includes any behaviour that could reasonably be interpreted as a threat to safety, including verbal threats, physical aggression, or the use or threat of a weapon.

Code White may apply when the aggressor is a:

- Resident
- Visitor or family member
- Staff member
- Other individual on site

Purpose

The purpose of Code White at Au Château is to provide a coordinated, safe, and appropriate response to incidents of actual or potential violence or aggression that may place residents, staff, visitors, or others at risk within the Home.

This policy recognizes the unique needs of residents living in Long-Term Care, including those who exhibit responsive behaviours, and supports the use of de-escalation strategies, Behavioural Supports Ontario (BSO) principles, GPA techniques, and emergency response measures when required.

Guiding Principles

- Responses will be resident-centred, trauma-informed, and least restrictive, where possible
- Responsive behaviours related to dementia, delirium, mental illness, or unmet needs will be managed with care plan interventions, if applicable.
- Safety of residents, staff, and visitors takes priority at all times
- Emergency services involvement is based on risk and immediacy, not diagnosis or intent

Procedure

1. The first staff member on the scene will assume the role of Incident Commander (IC) and initiate appropriate safety and de-escalation measures until responsibility is transferred to a Registered Nurse (RN) Supervisor.

Note: all staff members have the authority to announce a Code White without delay when an emergency is identified. This can be done from any desktop phone by lifting the receiver and pressing *444.

2. The Incident Commander Will:

- Determine whether a partial or full lockdown is required
- Announce the Code White three times if not already done:
 - “Attention all staff members, Code White, (announce location)”
 - “Attention all staff members, Code White, (announce location)”
 - “Attention all staff members, Code White, (announce location)”
- Call 911, if not already done

3. All Staff Will:

- Staff responsible to respond to a code white:
 - Staff working on applicable Home Area
 - Registered Nurse
 - Management/Supervisor (if on-site)
 - Maintenance (if on-site)
 - Staff from other areas who have received GPA training
- Prioritize personal safety and the safety of residents and others
- Attempt verbal de-escalation, if safe and appropriate
- Remove residents, visitors, and staff from the danger zone to a safe area
- Notify the Supervisor/Designate immediately
- Call 911 when there is an immediate threat, serious injury, presence of a weapon, or inability to safely manage the situation
- Provide relevant information to the Incident Commander
- Complete required documentation following the incident, including communication or referral to BSO as applicable (refer to Responsive Behaviour Policy).

4. Response Based on Aggressor Type

α. RESIDENT AS AGGRESSOR

- Implement BSO-informed de-escalation strategies where safe
- Remove other residents from the area
- Increase supervision as required

- Contact emergency services if the risk escalates to serious harm
- Notify the Substitute Decision-Maker, as appropriate
- Review and update the resident's care plan following the incident

Note: BSO involved does not replace emergency response when there is an immediate risk to safety.

b. VISITOR / FAMILY MEMBER AS AGGRESSOR

- Direct the individual to leave the area or property, if safe to do so
- Restrict or suspend access to Au Château, as required. This will be determined and communicated by the Administrator or designate.
- Initiate a partial or full lockdown of affected areas, if necessary
- Contact 911 immediately when behaviour poses a threat or cannot be safely managed
- Document conditions or restrictions for future visits

c. STAFF MEMBER AS AGGRESSOR

- Immediately remove the staff member from resident care areas, if safe to do so
- Ensure resident safety and continuity of care
- Contact 911 if there is an immediate threat or assault
- Initiate internal Human Resources and Occupational Health & Safety processes
- Complete all required workplace violence reporting
- The staff member will not be permitted to return to the premises until clearance is provided by Human Resources or Delegate.

5. Termination of Code White

In consultation with emergency services (if applicable), the Incident Commander will declare the Code White over and announce three times:

“Attention all staff members, Code White has ended, All Clear”

“Attention all staff members, Code White has ended, All Clear”

“Attention all staff members, Code White has ended, All Clear”

6. POST-INCIDENT ACTIONS

The Incident Commander will ensure:

- A calm and controlled environment is re-established at Au Château
- Support is provided to affected residents and staff
- Required documentation and reporting are completed, including:
 - Internal Incident Report
 - Critical Incident Report, if applicable
 - Ministry of Labour / OHS reporting

- WSIB documentation
 - Joint Health and Safety Committee notification, where required
- A Post-Incident and Debrief is completed to identify opportunities for improvement (refer to Appendix S1)