

## All Staff

### **CODE WHITE - Personal Violence**

#### **When to call a Code White**

Staff need to call a Code White when facing a situation that makes them feel unsafe or creates a fear of violence due to the behavior of another person. The other person may be a resident, visitor or other staff.

**Call 911 if person is a danger to self or others.**

#### **Immediate Response**

When dealing with a violent person, staff shall:

- \* Determine who will be in charge of directing personnel to intervene in violent behavior if it occurs. *Note: this can be any staff member.*
- \* Allow the acutely agitated individual space that is five times greater than that for an individual who is in control.
- \* Use touch only if you know the person well and they do not withdraw from your touch.
- \* Convey empathy by acknowledging the individual's feelings (e.g. "You look frightened"). Make eye contact "soft eyes". Look friendly, your mood is contagious. Be calm.
- \* Never approach a violent individual alone or approach unexpectedly from behind.
- \* The presence of three to four staff members may be enough to reassure the individual that you will not let him lose control.
- \* Give simple, positive directions (e.g. "Stop"). Repeat phrase over with calm, slow voice pattern.
- \* Give the individual control by offering him alternatives (e.g. walking, talking).
- \* Remain engaged in a calm conversation, attempt to distract resident, if appropriate
- \* If assault is imminent, quick coordinated action is essential. Stay in step-stance so you can move out of the way quickly.

#### **Calling Code White**

- \* If additional help is required use the Intercom/paging system to call for additional help. For example: "**Attention all staff code white, Bonn Haus**" (repeat 2 times).

- \* Upon hearing Code White announcement all nurses and all managers immediately go to the location. Nurse/managers may ask additional staff to come along (this may be a staff member who is familiar with the situation)
- \* Approach individual in a calm, self-assured manner so as not to communicate your anxiety or fear. Maintain calm, flexible attitude.
- \* If the person has a weapon, do not attempt to grab it. Instruct the person to put it down.
- \* Attempt to calm the person without risking bodily harm to yourself.
- \* Ensure protection for yourself (e.g. door nearby for withdrawal, pillow to protect face). If possible, provide person with a towel in their hands to avert grabbing you. Ensure you have an escape route.
- \* Utilize seclusion, if indicated.