


Strathmere Lodge

	Manual	Fire & Emergency
	Policy Number	FEC003
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	Issued By	Environmental Service Manager
	Approved By	Administrator

VIOLENT OUTBURST PLAN

Policy:

Strathmere Lodge is committed to providing an atmosphere free of violence and the threat of violence for all residents/clients, staff, volunteers and visitors.

A **CODE WHITE** (violent/behavioural situation) will be initiated to provide all residents/clients, staff, volunteers and visitors with a safe environment, and the appropriate support in situations of unexpected violence.

A **CODE WHITE** means:

- An aggressive/violent individual (where initial attempts to defuse the situation have failed).
- An individual in the act of physical violence.

Staff will activate a **CODE WHITE** to alert personnel to the violent or behavioural situation through a central announcement. Many potential/actual violent situations can be prevented (Nursing Manual- Responsive Behaviour Management NMR019). However, when a critical situation appears imminent, a **CODE WHITE** should be initiated.

This CODE provides the guidelines for staff to deal with a potential/actual violent or behavioural situation.

Procedure:

1. It is the responsibility of staff to maintain an environment which prevents violent situations.
2. It is important for staff to be aware of their surroundings at all times.
 - a. Avoid being trapped in a room with only one exit.
 - b. Avoid being cornered.
 - c. Always have an exit strategy.
3. Early recognition and intervention in potentially violent situations are key to crisis prevention.
 - a. In the event of rapidly escalating violence, it is imperative to minimize risk of injury to residents/clients, staff, volunteers and visitors.
4. When confronted by a violent or behaviourally aggressive individual:
 - a. Whenever safe to do so, attempt to deescalate the undesirable behaviours, and diffuse any potential violent situation (Nursing Manual- Responsive Behaviour Management NMR011).
 - b. Request support from another staff member, when needed.
 - c. If you are alone and/or require assistance, initiate **CODE WHITE** procedures.
 - d. If you are alone and unable to access a phone, use provided PPE (eg. staff duress/panic button) to obtain the attention of other staff.

- e. Call a **CODE WHITE**
 - i. The Charge Nurse shall announce Code White over the internal pager system three times (eg., "Code White, Hickory Woods dining area, Code White, Hickory Woods dining area, Code White, Hickory Woods dining area)
- f. Upon hearing the **CODE WHITE** announcement the Code White Response Team will respond. The Code White Response Team consists of:
 - Weekdays**
 - i. One Personal Support Worker (PSW) from each Resident Home Area
 - ii. Registered Nurse (RN)/ Registered Practical Nurse (RPN) in charge of Resident Home Area
 - iii. Non-clinical staff in the area (Housekeeping, Maintenance, etc.)
 - Evenings, Weekends and Holidays**
 - i. One Personal Support Worker (PSW) from each Resident Home Area
 - ii. Registered Nurse (RN) Registered Practical Nurse (RPN) in charge of Resident Home Area
 - iii. Non-clinical staff in the area (Housekeeping, Maintenance, etc.)
 - Nights**
 - i. Charge Nurse
- g. If possible, distract the aggressive individual away from other residents/clients and visitors, or otherwise if appropriate and/or safe, remove other residents/clients and visitors to another location.
- h. If the situation cannot be defused, stay away from the person, and call 911 for police.
- i. When a Violent or Behavioural Situation has been resolved, staff will announce three times, via the phone system, "**CODE WHITE – ALL CLEAR**".
- j. Complete the (**Workplace Violence Reporting Form (Appendix "2" to Policy OHS 6.1)(if applicable)**)
- k. Begin investigation, when appropriate.
- l. Reestablish an atmosphere of calm with residents/clients and visitors.
- m. Intervene to deal with the stress others experienced during the situation.
- n. If staff or volunteer are the aggressor, provide discipline and/or counselling, as appropriate.

5. Education:

Staff receives continuing education on CODE WHITE – Aggressive/ Violent Individual at Mandatory Education.

6. Personal Panic Alarm Device – See below

Code White**Personal Panic Alarm Device**

All Strathmere Lodge and Contracted staff shall wear and maintain a Personal Panic Alarm Device (PPAD) when on duty, consistent with Provincial Occupational Health & Safety Legislation.

All Strathmere Lodge and Contracted staff shall be issued a PPAD for their use during their employment at Strathmere Lodge.

It will be the employee's responsibility to wear the PPAD at all times while on duty; any non-conformity to this policy is a breach of Provincial Legislation and as such shall be dealt with in accordance with Strathmere Lodge/Middlesex County Procedures. Staff can expect to be audited for compliance by both supervisors and Ministry of Labor Inspectors.

- ❖ Prior to start of shift, test the PPAD at the punch clock to confirm it is operational.
- ❖ Depress the white button (with speaker emblem) on the side of the PPAD to activate the device.
- ❖ If there is a loud audible sound, depress the same white button again to silence the PPAD.
- ❖ If there is no audible sound, seek assistance from the maintenance department for possible battery replacement.
- ❖ If it is after hours, inform the Charge Nurse that your PPAD is not functioning; they will replace your PPAD with a spare unit until yours can be repaired or replaced.
- ❖ If you lose/damage your PPAD, it will be your responsibility to purchase a new unit from Strathmere Lodge.
- ❖ Attach the PPAD to your lapel or front pocket, it must be visible (eg; not inside your pocket)
- ❖ At the end of your employment, return your PPAD or its replacement cost will be deducted from your final pay.
- ❖ Spare PPADs will be available from administration if required.