

Tab 2 – ERP Code White

Manual:	Emergency Response and Preparedness Manual
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Reviewed By:	Director of Care Responsive Behaviour Lead
Approved By:	Director of Quality Improvement

Policy

Emergency Response Codes

Procedure

- Code White is announced immediately when there is a violent situation or person that is posing a threat to themselves, others, or the property and staff determine that they cannot safely manage the situation.
- **The Charge Registered Nurse (RN) is the Incident Manager.**
 - The role of Incident Manager **CANNOT be delegated** to another individual.

Prevent/Prepare

- All staff must be vigilant for signs of escalation, such as anxiety, agitation or distress and be prepared to intervene appropriately within their scope of knowledge and practice to reduce further risk of escalation.
- If an individual outside the home is noticed to have a weapon or is acting aggressively, do not open the door for them and try not to allow them entry into the home.
- The admissions nurse will conduct a risk assessment during a resident's admission, to evaluate risk of verbal or physical responsive behaviours and document and communicate strategies to mitigate any risk from such behaviours.
- Registered staff and Behaviour Support personal support workers (BSO) must update the plan of care as needed. Consider a BSO referral if one has not already been entered.
- Ensure all staff receive training to support individuals with a cognitive impairment or mental health disorder (i.e. Gentle Persuasive Approach).

Respond

- **Any employee can announce Code White** when there is a violent situation or person that is posing a threat to themselves, others or the property that they deem cannot be safely managed.
- **Announce "Code White – LOCATION" three times via the annunciator panel** (located in main office beside unit clerk's desk, 1 West nursing nook, and outside of elevators on 2nd and 3rd floors). If it is unsafe to leave the neighbourhood, use the "Page All" feature of a landline telephone.

NOTE: The first registered nursing staff member on scene shall assume the role of the Incident Manager until the Charge RN arrives and assumes this responsibility.

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- Use the *De-Escalation Techniques* tool when trying to de-escalate a potentially violent situation.
- Follow the procedures for Code White as per the designated Job Action checklists and follow direction from the Incident Manager.
- If required, call the police (9-1-1).

Recover

- For internally managed Code Whites, the Incident Manager announces, “**All Clear**” when the situation is under control and the escalated person is calm using the annunciator panel.
- For situations managed by the police, the Incident Manager announces, “All clear” using the annunciator panel when the police inform the Incident Manager it is safe to do so.
- A debrief with as many staff as possible should be conducted as soon as possible once the Code White is declared over.

Tools

- Code White Incident Manager Job Action Checklist
- De-escalation Techniques
- Code White All Staff Job Action Checklist
- Code White Poster