

**Riverview Gardens- Municipality of Chatham-Kent**  
**Emergency Response Plan**  
**Code White Aggressive Behaviour – Annex B**

**Policy Code: EME WHI**

**Issued: March 2010**

**Revised: March 2026**

## **Policy**

Riverview Gardens recognizes that the potential for violence exists by employees, residents, family and visitors. To ensure the safety and security of residents, staff and visitors, RVG will provide a response to an unmanageable violent incident or potentially violent incident that requires immediate assistance of additional staff and possibly the Police.

### **Purpose:**

- To ensure the safety of all resident's, visitors, volunteers, and staff within Riverview Gardens.
- To provide a standard response to obtaining assistance with the de-escalation process of a person displaying responsive behaviours.
- To communicate responsive behaviours to other staff members working in the building

***If the resident is at risk of harm to self or others or there is a visible weapon or perceived threat, call 911.***

### **Definitions:**

*Violence* – is defined as the perceived threat of physical force, attempt of physical force or actual physical force by a person against another person that causes or could cause physical injury.

*Responsive Behaviour* refers to actions, words or gestures presented by a person as a way of responding to something negative, frustrating, or confusing in their social and physical environment. Responsive Behaviours often indicate an unmet need.

Responsive Behaviours include but are not limited to yelling, threatening, hitting, kicking, biting, spitting, scratching, pushing, pulling, grabbing, throwing things, and destroying property.

### **Responding to Responsive Behaviours**

- Introduce yourself and your role
- Speak in a calm, friendly manner
- Maintain eye contact
- Keep a safe distance
- Only one person to talk at a time
- Do not crowd the area. Remove everyone who is not involved in the situation
- Be aware of body language
- Assess for unmet needs; hunger, thirst, fatigue, pain, toileting
- Validate the persons emotions by using active listening
- Do not argue with the person

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**De-Escalation Strategy:**

1. Ensure everyone is safe and the area is clear.
2. Attempt to redirect the resident. Review Care Plan for intervention strategies.
3. If all attempts to de-escalate the resident are ineffective and the responsive behaviours poses a risk to the resident or others a CODE WHITE and trigger of personal alarm may be initiated.

**Code White – Resident**

**Procedure**

Any staff who encounter a resident who is presenting as being at risk of harm to their self or others or property and determines they cannot manage the situation shall call for assistance using the call bell, pulling of an individuals personal alarm or by yelling for help. Staff involved will use their judgment to remain in the room if it is safe to do so or to leave the room to get assistance. If it is not safe to remain in the room, the staff member will remain in the area to provide observation of the resident.

1. The responding staff will assess the situation to ensure everyone is safe.
2. The senior staff of the resident's home unit will approach the resident if it is safe to do so, in a calm, confident and objective manner and attempt to de-escalate the situation.
3. Staff will notify the Registered Nurse

**Initiation of Code White:**

The Registered Nurse will assess the situation, determine any risk associated, attempt to diffuse the situation, and will announce over the PA system "**Attention All Staff Code White Floor XX, Zone YY, Room ZZ**" repeated three (3) times.

The following staff will respond immediately:

- Registered Nurse of unit
- Charge Nurse / Registered Nurses
- Registered Practical Nurse of unit
- Personal Support Worker- Most senior The Charge Nurse, Registered Nurse will respond to the area but will remain in the background and only assist if required.
- The Nurse Manager if in the building.

**Roles and Responsibilities**

**The RN on Unit will:**

- Provide direction to all responding staff
- Be the sole individual to interact with the resident

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- Assign a registered staff member to contact the residents primary care provider to provide the clinical status of the resident
- Assign a registered staff member to contact the resident's POA for assistance
- Assign the Registered Practical Nurse to take on the role of RN on Unit if required
- Assign a staff member to call 911 for Police assistance if required

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**The Registered Practical Nurse will;**

- Manage the immediate area – reducing the external stimulation to the resident, keeping the area free from potentially harmful objects or equipment
- Remain with the Registered Nurse and the resident
- Assign a staff member to monitor the surrounding area and other residents

**The Personal Support Worker will:**

- Take direction from the RN

The Charge Nurse will:

- Assist the RN or RPN with providing direction to all responding staff
- Assist as requested

**Once the situation is under control:**

1. The RN will overhead page “**Attention all Staff, Code White all Clear**” repeated three (3) times
2. Staff will complete any required documentation related to the situation
3. The Registered Nurse or Registered Practical Nurse will notify the POA of the situation and interventions used
4. The Registered Nurse or Registered Practical Nurse will submit an Internal BSO Referral
5. If 911 was called, the Director of Nursing and the Director of Seniors Services must be notified
6. If a staff member has been injured or abused, complete any Health, Safety and Wellness forms required.
7. Complete a Critical Incident report if any residents are injured or abused.
8. The Nurse Manager will provide debriefing with the staff involved.

***Code White – Non-Resident***

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Any staff who encounter a family member, visitor or trespasser who is presenting as being at risk of harm to their self or others or property and determines they cannot manage the situation shall call for assistance using the call bell, pulling of an individual's personal alarm or by yelling for help.

1. The responding staff will assess the situation to ensure everyone is safe, the area is clear and notify the Registered Nurse.

**The Registered Nurse will:**

1. Remove others from the area
2. Keep at a safe distance
3. Attempt to defuse the situation
4. Assign a staff member to call 911
5. Announce a CODE WHITE over the PA System: "Attention All Staff Code White Floor XX, Zone YY, Room ZZ"
6. Assign a staff member to meet emergency personal at the requested entrance
7. Provide observation of the Family member, visitor, or trespasser
8. Wait in a safe location for the police

**Once the situation is under control:**

1. The Registered Nurse will announce "**Attention all staff, Code White all Clear**" repeated three (3) times over the PA System
2. If 911 was called, the Director of Nursing and the Director of Senior Services must be notified
3. If a staff member has been injured or abused, complete any Health, Safety and Wellness forms required.
4. Complete a Critical Incident report if any residents are injured or abused.
5. The Nurse Manager will provide debriefing with the staff involved.