

MANUAL:	Emergency
SECTION:	CODE WHITE
SUBJECT:	Violent Resident Situation

POLICY

It is the policy of Schlegel Villages to provide a safe environment for all residents, team members, family, and visitors. To that end, if a Resident becomes violent, an effective Code White Emergency Procedure will be implemented.

DEFINITIONS

Code White Violent Situation – a situation in which a Resident is behaving in an actual, or potentially dangerous/harmful manner towards themselves or others and indicates a potential for escalating or is escalating beyond the abilities of the Team Member to control the situation. (i.e., there is a risk of, or actual physical harm and the resident cannot be de-escalated by team members)

PROCEDURE

1. The Team Member(s) involved shall immediately direct all Residents away from potential conflict or danger related to the identified individual, if safe to do so.
2. The Team Member(s) shall also remove themselves from potential conflict or danger related to the identified individual and monitor resident from a safe distance.
3. A Team Member will announce Code White and the location of the violent person(s) three consecutive times over the P.A. system immediately.
4. The Charge/Lead Nurse will respond to the location and a try to speak with the identified individual, with a partner, if it is safe to do so. When speaking to the individual, steps shall be taken to avoid the initiation or recurrence of a violent act (e.g., avoiding conflict, speaking slowly and calmly, not becoming aggressive verbally or physically, maintaining a safe distance at all times – see [Personal Expression Program Policy 04-84](#) for strategies to address or prevent risk).
5. If it is not safe to speak to the Resident or the Resident is not de-escalating then the Charge/Lead Nurse or designate will call 911 for police assistance.
6. Team Members will not try to engage/interact with the violent person if the risk of violence is believed to still exist.
7. Team Members will continue to redirect Residents away from the location of the individual until Code White is cleared.



8. When police arrive and remove the individual from the Village, or if the Resident has de-escalated and the Violent Situation has ceased, then the Charge/Lead Nurse will announce “Code White – All Clear” 3 times over the P.A. system.

CODE WHITE TRAINING/DRILLS

Training will be provided at orientation for all Team Members. The Leadership Team will strive to achieve 100% Team Member attendance on annual refresher training for Code White training. Refresher training may be in the form of education sessions, tabletop exercises, walkthrough drills, functional drills, evacuation drills, or full-scale exercises.

ADDITIONAL RESOURCES

[Personal Expression Program \(Nur 04-84\)](#)

[Personal Expressions Understanding and Reporting \(Nur 02-15\)](#)

[Workplace Violence and Harassment Prevention \(OH&S 05-01\)](#)





CODE WHITE – VIOLENT RESIDENT SITUATION DRILL

Date: _____ Time of Incident: _____ Location: _____

Scenario Description:

Circle the appropriate answer

Did they move Residents away from the situation? Yes No

Did they remove themselves from the situation? Yes No

Was a “Code White” announcement made? Yes No

Was the location and announcement clear? Yes No

Was 911 called? Yes No

Did a Team Member meet Emergency Services at the Main Entrance? Yes No

Names of Team Members who participated

- | | |
|----------|----------|
| 1. _____ | 5. _____ |
| 2. _____ | 6. _____ |
| 3. _____ | 7. _____ |
| 4. _____ | 8. _____ |

Comments/Recommendations:

Charge/Lead Nurse: _____ Signature: _____

Manager: _____ Signature: _____