Flowchart of a Code White Response in Hospital and Long-Term Care Settings

Purpose of this Tool

Purpose of this tool is to provide a diagram that represents the process of an emergency response to workplace violence (Code White) in the hospital and long-term care settings.
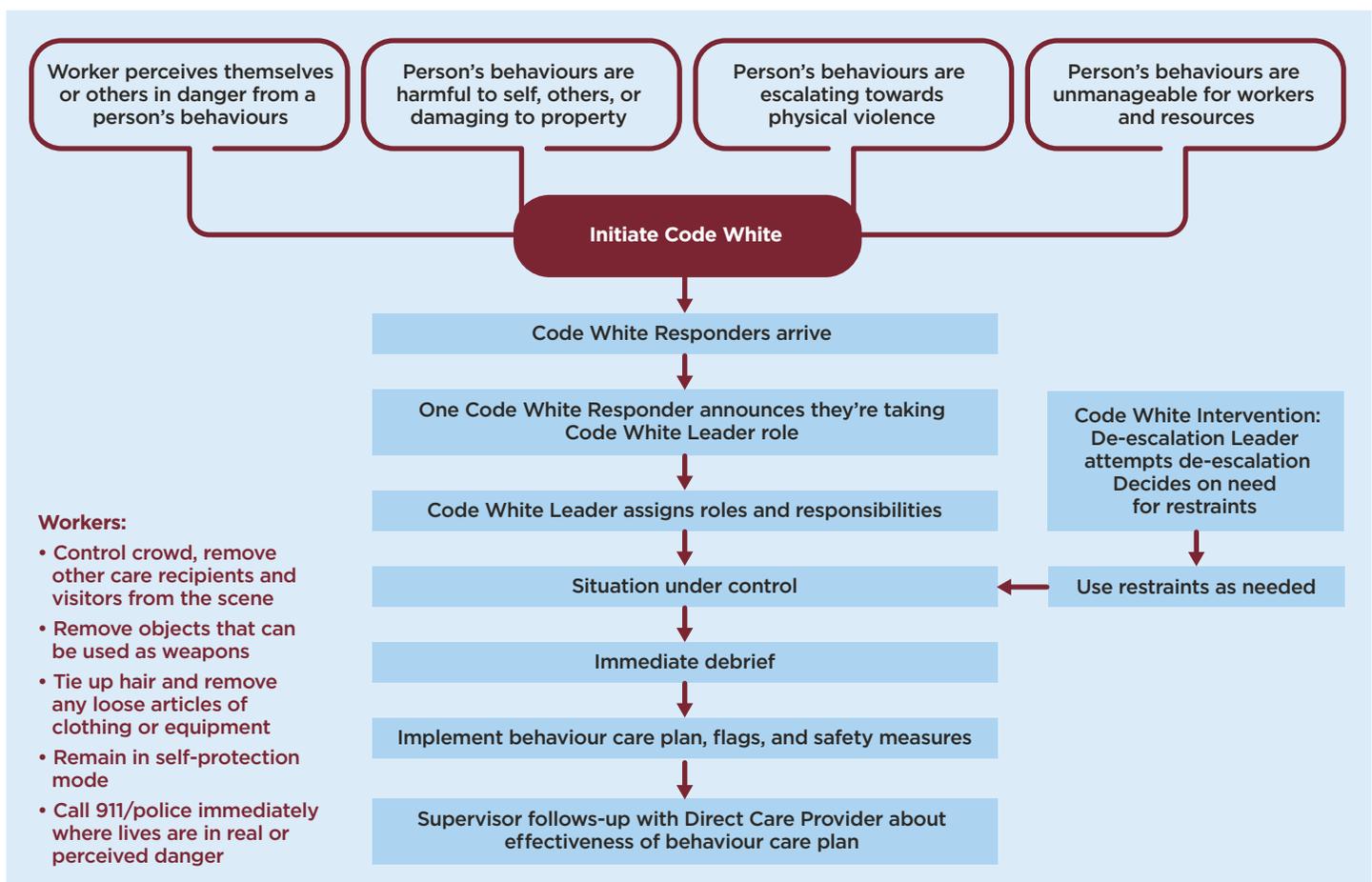
Who Uses this Tool

All workplace parties.

How to Use this Tool

This flowchart can be placed in locations visible to workers such as nursing stations and break rooms. They can be included in training materials and made available in hardcopy for workers to take. The tool is not intended as a training tool by itself. Workers must be trained in several topics so that they are properly prepared to respond to violent incidents. This tool can be used as one component of a training program. It is recommended that modifying this tool is limited or done only with careful consideration to the organization's workflow operations and in consultation with the Joint Health and Safety Committee or Health and Safety Representative.

Flowchart for Hospital and Long-Term Care Settings

Worker perceives themselves or others in danger from a person's behaviours

Person's behaviours are harmful to self, others, or damaging to property

Person's behaviours are escalating towards physical violence

Person's behaviours are unmanageable for workers and resources

Initiate Code White

Code White Responders arrive

One Code White Responder announces they're taking Code White Leader role

Code White Leader assigns roles and responsibilities

Situation under control

Immediate debrief

Implement behaviour care plan, flags, and safety measures

Supervisor follows-up with Direct Care Provider about effectiveness of behaviour care plan

Code White Intervention: De-escalation Leader attempts de-escalation Decides on need for restraints

Use restraints as needed

Workers:
- Control crowd, remove other care recipients and visitors from the scene
- Remove objects that can be used as weapons
- Tie up hair and remove any loose articles of clothing or equipment
- Remain in self-protection mode
- Call 911/police immediately where lives are in real or perceived danger

Flowchart of an Emergency Response to Workplace Violence in Home and Community Care Settings

Purpose of this Tool

Purpose of this tool is to provide a diagram that represents the process of an emergency response to workplace violence in the home and community care setting.

Who Uses this Tool

All workplace parties.

How to Use this Tool

This flowchart can be placed in locations visible to workers such as nursing stations and break rooms. They can be included in training materials and made available in hardcopy for workers to take. The tool is not intended as a training tool by itself. Workers must be trained in several topics so that they are properly prepared to respond to violent incidents. This tool can be used as one component of a training program. It is recommended that modifying this tool is limited or done only with careful consideration to the organization's workflow operations and in consultation with the Joint Health and Safety Committee or Health and Safety Representative.

Emergency Response to Workplace Violence Flowchart for the Home and Community Care Setting

Worker perceives themselves or others in danger from a person's behaviours

Person's behaviours are harmful to self, others, or damaging to property

Person's behaviours are escalating towards physical violence

Worker is aware of a firearm in the home

Leave home immediately Activate panic alarm

Once in a safe place, call 911/police (if not linked through personal safety response device)

Inform Supervisor of emergency

Remain on scene to give report to Police if safe to do so

Debrief with Supervisor as soon as possible

Develop behaviour care plan with Supervisor

Workers:
- Use verbal de-escalation skills
- Remain in self-protection mode