

# Crosstown Clinic: Code White Response

## Site Applicability

PHC Crosstown Clinic

## Practice Level

**Basic Skill:** all staff

## Need to Know

- A Code White is a call for help for a potentially violent or aggressive situation. A Code White should be called whenever staff feel concerned or threatened by a person's behaviour.
- Never approach an aggressive client alone
- Always work in pairs
- Do not follow aggressive clients into vestibule or outside the clinic

## Equipment

Personal protective devices (PPD)

Mag locks

Panic alarms

2-way radio

## Protocol

### Calling a Code White at Crosstown

- Activate your PPD (personal protection device) to initiate an audible alert to other staff, press the panic button on the wall or under the work station, or use the two way radio.
  - You can call "Help!" as a means of initiating a Code White.
- \* As a Code White responder, if you recognize that a staff member might need assistance and they haven't called for help, connect with another staff and provide support closely behind.

### When Code White is Called

When an audible alert or a call for help is heard:

- A team of three (3) staff will come to provide support in de-escalation and a "show of presence".

- The team lead will be the only person communicating with the client. Team members will flank the team lead in a “V” formation.
- Any other staff that are available will provide support by clearing the area of objects and people, staying by the phone ready to call 911, and following the leader’s requests. Clinic Assistants de-activate mag locks for easy exit
- If a team member accompanies the person to an exit point, they are not to enter the vestibule with him/her. They are also not to follow the client out into street.

If the behaviour has escalated beyond the team’s capability of managing, team support will call 911 (dial 9-911) or press the nearest panic button. The panic button will alert Paladin Security. Paladin will contact the clinic nursing cell phone to confirm whether to dispatch police. If the nurse cell is not answered, they will call the main reception number. If no response on either number, police will automatically be dispatched. When speaking to the 911 dispatcher be specific about the situation and our address (77 East Hastings Street) – e.g. state “*assault in progress*” or “*client has a weapon*”

#### **After Code White**

- Get support and medical attention, if necessary.
- Call the Workplace Health Call Centre to report the incident (1-866-922-9464).
- Staff requiring additional emotional or specialized debriefing have access to EFAP (Homewood Health at 1-800-663-1142)
- CNL or CN to delegate staff member to complete PSLs.
- Update electronic alerts in EMR client chart and create a Violence Risk Alert for the client in all applicable locations (electronically/manually).

#### **Related Documents**

[B-00-11-10190](#) - PHC Code White Emergency Response

**Persons/Groups Consulted**

JOHS Committee

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