



Long Term Care and Services for Seniors

Code White (Violent Person)



**Regional Municipality of Durham
Social Services Department
Long Term Care (LTC) and Services for Seniors**

Title: Code White	
Section/Manual: Emergency Manual	
Reviewed:	
Revised: Jun/22, Jan/23, May/23, Oct/24, Oct/25	
Peer Group Approval: Emergency Code Committee	Date: October 29, 2025
Also reviewed by: (other peer group)	DNL
Senior Leadership Approval: <i>Laura MacDermaid</i>	Date: March 6th, 2026

1. Policy

- 1.1 The Long-Term Care and Services for Seniors (LTC and SS) Division has an emergency plan which will be implemented in the event of a violent person. The safety of Residents, Staff, Students, Volunteers, and Visitors is of primary concern during an emergency.
- 1.2 This emergency plan will be evaluated and updated:
- 1.3 At least annually and
- 1.4 Within 30 days of the emergency being declared over.
- 1.5 This emergency plan is exercised at least once annually.
- 1.6 All staff are trained annually on this emergency plan.

2. Purpose

- 2.1 Early recognition and intervention in potentially violent situations are best practice in crisis prevention; this includes making safe attempts to de-escalate the situation and regain control to minimize risk of injury to Residents, Staff, Volunteers, and Visitors in the event of rapidly escalating violence.
- 2.2 At any time if a person is at risk of harm to self or others or there is a visible weapon or perceived threat to others, call 911.

3. Definitions

- 3.1 Command Centre

- A. For a Code White, the command centre is the location of the scene. Ensure that if police or Emergency Response Staff are arriving to the site, someone is at the front lobby to meet them.

3.2 Designated Code Response Staff

- A. Specific staff that have been pre-determined at the Home's emergency committee that will respond to the scene when a code has been called (i.e., designated personal support workers [PSWs] from each resident home area [RHA], members of leadership etc.) in addition to the Emergency Coordinator (EC) and Emergency Assistant (EA).

3.3 Violent Behaviour

- A. Acts of violence such as but not limited to choking, punching, hitting, pushing, biting, spitting, pinching, groping, kicking, shouting, swearing, verbal threats, using objects as a weapon, sexual assault, shaking fists, and threatening to assault.

4. Communication

- 4.1 Emergency plans will be posted on the Long-Term Care and Services for Seniors website and physical copies are available upon request. There will be regular consultation with Resident and Family Councils as well as our internal and external stakeholders when reviewing and evaluating emergency plans.
- 4.2 Homes will consult internal and external stakeholders on a regular basis regarding emergency plan components. There will be an internal and external stakeholder list which is located in the first section of the emergency manual.
- 4.3 RAVE Alert system of communication will be used if family/substitute decision makers (SDMs)/staff need to be informed on any aspect of an emergency.

5. Summoning Immediate Assistance

- 5.1 When a violent incident occurs, methods to summon immediate assistance may include:
 - A. Pulling a call bell
 - B. Voice (yell for help)
 - C. Portable phones
 - D. Using the resident home area (RHA) land line
 - E. Whistles (as available)
 - F. Pulling the fire alarm (as last resort if the above are not available)

6. Procedure

6.1 Code White Paging Extensions and Response Personnel

- A. Any staff member who witnesses a violent behavior as defined above can call a Code White or designate another staff member to do it on the paging/phone system using the following extensions:

Fairview Lodge	Ext
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Hillsdale Estates	Use overhead page at reception or at the Fire Panel on the main floor. If not possible, use the desk phone ext. (wait for the tone, will reach 50 desk phones).
Hillsdale Terraces	Ext wait for tone, push 00 and then make announcement
Lakeview Manor	# , then 00 wait for 2 beeps and make announcement

- B. The Emergency Coordinator (EC) and the Emergency Assistant (EA), along with the other Designated Code Response staff must respond and come to the location immediately. EC/EA extensions if required:

Fairview Lodge	EC RN on Cullen Garden/Ashburn Way EA RPN Cullen Garden
Hillsdale Estates	EC RN on Honey Harbour/Strawberry Fields EA RPN Golden Pond
Hillsdale Terraces	EC RN on Vineyard View EA RN Sugar Trail
Lakeview Manor	EC RN on Beaver River EA RPN on The Harbour

- C. All staff working in the Code White location will take direction from registered staff, EC, and EA. Staff not in the Code White location will remain in place until further assistance is required.

6.2 Code White: Violent or Aggressive Resident on RHA

- A.** Any staff who witnesses a violent behaviour can call a Code White or designate another staff member to do it using the paging/phone system. Announce “**Code White/location**” three times (x3) on the phone/paging system using the extensions as noted under section 6.1 “**Code White Paging Extensions and Response Personnel**”.
- B.** Staff can also summon for immediate assistance by using any method as noted under section 5 “**Summoning Immediate Assistance**”.
- C. At any point** if the Resident is at risk of harm to self or others, call 911 and have the Physician or Nurse Practitioner (NP) complete a Form 1/42 if the Physician is onsite.
- D. Registered Nursing Staff will:**
- (1) Emphasize the safety of staff and others and let police take control.
 - (2) Direct all staff on the RHA to remove the other Residents from the immediate area of risk.
 - (3) Work in collaboration with the EC, EA, and the Designated Code Response Staff when they arrive to the scene, to direct staff.
 - (4) Stay at a safe distance. Try strategies to calm the Resident as specified in the Resident’s plan of care if it is safe to do so at the time of the incident.
 - (5) Give PRN medication if ordered when it is safe to do so and/or place a call to the Physician/NP/Registered Nurse (RN) for an order and to obtain further instruction regarding intramuscular (IM) medication, if necessary, to control the behaviour. Refer to INTERD-03-04-01 Restraint Minimization – procedure for the use of chemical restraints in an emergency.
 - (6) Segregate the Resident with supervision. Assign a clinical staff member to stay near the Resident.
- E.** If the Resident is still upset/aggressive/uncooperative, call a family member to talk to the Resident on the phone or request they visit ASAP to calm down the Resident (if family is supportive and calming to the Resident).

(1) Keep the substitute decision maker (SDM) informed of the Resident's condition and treatment, if applicable.

- F. When the situation is under control, the EC will announce or designate someone to announce "**Code White All Clear**" three times (x3).
- G. Document incident in Resident's electronic health record (eHR) and if required, complete a Ministry of Long-Term Care (MLTC) Critical incident report. Refer to ADM-01-07-16 Mandatory and Critical Incident Reporting.
- H. Ensure the RHA Resident Care Coordinator (RCC) is informed immediately. If during after hours, inform the on-call manager if appropriate.
- I. Send a referral to the Behavioural Supports Ontario (BSO) team for any Code White incidents involving a Resident. INTERD-03-09-03 High Risk Violence Identification and Flagging policy will be followed to implement a flag as appropriate.
- J. Ensure Occupational Incident Report is completed if staff injury occurred.

6.3 Code White: Resident in Another Area of the Home

- A. If a crisis occurs with a violent Resident at a location other than on a RHA, the person observing the aggressive Resident will page or designate a staff to page "**Code White/ Location**" three times (x3) on the phone/paging system using the extensions noted under section 6.1 "**Code White Paging Extension and Response Personnel**".
- B. Any person can also summon for immediate assistance by using any method as noted under section 5 "**Summoning Immediate Assistance**".
- C. The EC, EA, and Designated Code Response Staff must respond and come to the location immediately.
- D. The EC or EA are to request assistance from staff as needed. The safety of other Residents will be maintained.
- E. EC or EA will call the RN from the RHA where Resident resides to come to the location to assist with the situation if applicable.
 - (1) If the RN comes to the scene, follow **6.2 D**.
- F. When the situation is under control, the EC/designate to announce "**Code White All Clear**" three times (x3).
- G. Document incident in resident health record and if required, complete a Ministry of Long-Term Care (MLTC) Critical incident report. Refer to ADM-01-07-16 Mandatory and Critical Incident Reporting.
 - (1) Ensure the RHA Resident Care Coordinator (RCC) is informed immediately. If during after hours, inform the on-call manager if appropriate.
- H. Send a referral to the Behavioural Supports Ontario (BSO) team for any Code White incidents involving a Resident. INTERD-03-09-03 High Risk Violence Identification and Flagging policy will be followed to implement a flag as appropriate.
- I. Ensure Occupational Incident Report is completed if staff injury occurred.

6.4 Code White: Violent or Aggressive Staff/Visitor/Volunteer

- A. If a crisis occurs with a violent or aggressive Staff/Volunteer/Visitor, the person observing the violent person will page or designate a staff to page "**Code White/Location**" three times (x3) on the phone/paging system using the extensions noted under section 6.1 "**Code White Paging Extension and Response Personnel**".
- B. Any person can also summon for immediate assistance by using any method as noted under section 5 "**Summoning Immediate Assistance**".
- C. Call 911.
- D. Emphasize the safety of staff and others and let police take control.

- E. Try to diffuse the situation with the aggressive person if possible.
- F. Remove any Residents, Staff, Volunteers, and Visitors from the area.
- G. When the situation is under control, EC/EA/designate will announce “**Code White All Clear**” three times (x3).
- H. Reestablish an atmosphere of calm and control.
- I. Debrief with Staff/Volunteers/Visitors.
- J. Complete a Universal Incident Report and begin investigation as necessary.
- K. Ensure Occupational Incident Report is completed if staff injury occurred.
- L. Notify the MLTC/Ministry of Labour, Immigration, Training and Skills Development (MLTSD) if the incident meets the definition of a critical injury. See ADM-01-07-13 Critical Incident Reporting – Ministry of Labour, and ADM-01-07-16 Critical Incident reporting to Ministry of Long-Term Care.
- M. Notify the Administrator/designate who will advise Director of LTC and SS as required.
- N. Consider implementing measures as outlined in ADM-01-01-23 Public Code of Conduct in response to inappropriate behaviours from members of the public.

7. Specific Duties of Other Staff

7.1 EC/EA

- A. Respond to the scene when a Code White is called.
- B. EC will assume leadership and direction in the absence of Registered Staff when a code white is called on a RHA and EA will provide assistance as required.

7.2 Designated Response Staff

- A. Respond to the scene when a Code White is called.
- B. Follow direction from EC, EA, and registered staff (if applicable).

7.3 All Staff

- A. If working in Code White location, take direction from the registered staff, EC and EA and assist with removing Residents, Volunteers, and Visitors to a safe location.
- B. If not in the Code White location, remain in your location until assistance is required.

7.4 Managers

- A. RCC or on call manager will notify Director of Care (DOC)/Administrator/designate if appropriate.

7.5 Administrator/Designate

- A. Follow appropriate emergency code procedures until “Code White All Clear” is announced.
- B. Assist in the removing Residents, Volunteers, and Visitors from the Code White area if required.
- C. Ensure there is process in place to debrief with staff involved, discuss the circumstances which lead to the incident, and document safety precautions and corrective action to put in place to prevent re-occurrence.
- D. Notify the Director of LTC and SS of the incident if applicable.

8. Debrief and Summary

8.1 All departments will be responsible for:

- A. Maintaining a record of supplies and equipment used, where it was sent, and ensuring its return when the emergency is over.
- B. Participating in the debriefing and summary report to evaluate the emergency and provide any recommendations within 30 days of the emergency being declared over.
- C. Assist in creating revisions and implementation of adjustments to the emergency plan. In-service any modifications with staff in their respective departments.
- D. Participating in debriefing to evaluate the emergency and in the post, review providing reports and recommendations.

9. Education and Training

9.1 General Orientation – New Staff

- A. Education and training on the Emergency Plans, including Code White-Violent Person, are provided through the Divisional Orientation. The Prevention and Management of Workplace Violence, including the flagging policy for high-risk behaviours, is also reviewed with new staff at Departmental Orientation.

9.2 Annual and Ongoing – All Staff

- A. Education is provided on the Code White-Violent Person Emergency Plan on an annual basis through e-learning platform.

10. References

- 10.1 Fixing Long Term Care Act, 2022 (FLTCA) O Reg 246/22 s 268
- 10.2 INTERD-03-09-01 Responsive Behaviours
- 10.3 ADM-01-07-16 Mandatory and Critical Incident Reporting
- 10.4 ADM-01-07-13 Incident Reporting Ministry of Labour
- 10.5 INTERD-03-04-01 Minimizing Restraints
- 10.6 Region of Durham Corporate Workplace Violence Prevention Policy and Program