

CODE WHITE



WHAT DOES THIS MEAN?

This Emergency Response alerts personnel to an incident of aggression or violence against a resident, client, visitor, volunteer or staff member. The goal of the management of aggressive behaviour is to preserve everybody's safety and to address the behaviour in a safe, respectful and caring manner.

WHAT DO I DO?

- **As the primary staff member involved:**
 - Maintain a safe distance, keep a barrier between themselves and the aggressor, if possible
 - Leave if personal safety is being compromised
 - Talk in a low, non-threatening voice
 - As appropriate, try to de-escalate the situation
- **As a supporting staff member:**
 - Direct other staff as necessary to reduce stimulation (e.g. noise, traffic flow)
 - Direct others to help keep the situation from spreading/affecting other areas
 - Support the primary staff member in de-escalating the situation
- **All unaffected areas / departments:**
 - Designated staff to respond to the location of the Emergency, to show a strength in numbers to the aggressor.

