

# Continuing Care Emergency Response Training

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## **Code White Violence/Aggression Exercise Catalogue**

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# Continuing Care Emergency Response Training

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# Continuing Care Emergency Response Training

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## Code White Exercise –Day Program Incident

### Purpose

To ensure your Continuing Care site has the ability to respond to a Code White.

### Scope

Site dependent – can include one or more departments/units within a site.

This exercise may be an orientation, drill, table top, functional or full scale but is limited to one facility.

### Objectives

- To evaluate existing site Emergency Response Code Plans related to Code White.
- To establish an Incident Command Post to manage the response.
- To evaluate the ability to communicate the incident and the response within the facility.
- To demonstrate the ability to maintain safety for staff, clients/patients and visitors during the incident.

### Narrative

Recreation staff is supervising a day exercise/physio program in the basement of the facility. Two male patients have been exchanging comments. They started as what seemed to be jokes but have become more challenging in content. A staff member has intervened verbally and both men acknowledge their inappropriate behaviors. They apologize to the staff. Things are calm for the remainder (10 minutes) of the program and they both exit to the washroom.

Shouting and profane language is heard from the wash room. The Staff member responds. Resident #1 is on the floor, he is bleeding from the nose and forehead. His arms are crossed over his face. Resident #2 is yelling and swearing, he is kicking the man on the ground.

# Continuing Care Emergency Response Training

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## Code White Exercise – Cafeteria Incident

### Purpose

To ensure your Continuing Care site has the ability to respond to a Code White.

### Scope

Site dependant – can include one or more departments/units within a Site/Service.

This exercise may be an orientation, drill, table top, functional or full scale but is limited to one facility.

### Objectives

- To evaluate existing site Emergency Response Code Plans related to Code White.
- To establish an Incident Command Post to manage the response.
- To evaluate the ability to communicate the incident and response within the facility.
- To demonstrate the ability to maintain safety for staff, clients/patients and visitors during the incident.

### Narrative

An individual walks through the service door of the facilities public cafeteria. A staff member greets the person and apologizes that the Café is not open yet. Nothing is ready including the coffee. The individual is initially calm but becomes increasingly angry in speech and manner. He grabs a coffee cup from the table and threatens the staff member unless he is provided service immediately.

# Continuing Care Emergency Response Training

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## Code White Exercise – Acting Out Employee

### Purpose

To ensure your Continuing Care site has the ability to respond to a Code White.

### Scope

Site/Service dependant – can include one or more departments/units within a Site/Service.

This exercise may be an orientation, drill, table top, functional or full scale but is limited to one facility.

### Objectives

- To evaluate existing Site/Service's Emergency Response Code Plans related to Code White.
- To establish an Incident Command Post to manage the response.
- To evaluate the ability to communicate the incident and response within the facility.
- To demonstrate the ability to maintain safety for staff, clients/patients and visitors during the incident.

### Narrative

A site employee has had several incidents of insubordination. He feels that he is being singled out. A meeting has been scheduled with his Manager, Union Representative, and Human Resources personnel. All parties meet in one the meeting rooms. The meeting starts with HR providing a brief history and the purpose of the meeting. The employee being represented whispers negative and derogatory comments loudly into his Union Rep's ear. The employee is encouraged to sit quietly on the Union Rep's advice. He complies, though appearing agitated and fidgety. Without warning, the employee rises and over turns the table.

The employee can be heard threatening the meeting participants by other staff member out in the hall.

# Continuing Care Emergency Response Training

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## Code White Exercise – Threatening Relative

### Purpose

To ensure your Continuing Care site has the ability to respond to a Code White.

### Scope

Site/Service dependant – can include one or more departments/units within a Site/Service.

This exercise may be an orientation, drill, table top, functional or full scale but is limited to one facility.

### Objectives

- To evaluate existing Site/Service's Emergency Response Code Plans related to Code White.
- To establish an Incident Command Post to manage the response.
- To evaluate the ability to communicate the incident and response within the facility.
- To demonstrate the ability to maintain safety for staff, clients/patients and visitors during the incident.

### Narrative

At the end of visiting hours (2000 hrs), a rather large, and visibly upset male relative of a terminally ill patient approaches the nursing station demanding to see his mother's doctor. The nurse explains that the physician is off site and attempts to call the physician. After 10 minutes, the physician has not returned the call and the relative becomes verbally abusive and threatening towards staff.

# Continuing Care Emergency Response Training

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## Code White Exercise – Isolated in Locked Room

### Purpose

To ensure your Continuing Care site has the ability to respond to a Code White.

### Scope

Site/Service dependant – can include one or more departments/units within a Site/Service.

This exercise may be an orientation, drill, table top, functional or full scale but is limited to one facility.

### Objectives

- To evaluate existing Site/Service's Emergency Response Code Plans related to Code White.
- To establish an Incident Command Post to manage the response.
- To evaluate the ability to communicate the incident and response within the facility.
- To demonstrate the ability to maintain safety for staff, clients/patients and visitors during the incident.

### Narrative

A staff member working in the day program office hears a knock, and gets up to open the door for her 1030h appointment. A large individual pushes the staff member back, closes the door and locks it from within. The staff member feels in danger and activates her personal duress alarm and calls loudly for help.

# Continuing Care Emergency Response Training

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## Code White Exercise – Agitated on the Ward

### Purpose

To ensure your Continuing Care site has the ability to respond to a Code White.

### Scope

Site dependant – can include one or more departments/units within a site.

This exercise may be an orientation, drill, table top, functional or full scale but is limited to one facility.

### Objectives

- To evaluate existing Site/Service's Emergency Response Code Plans related to Code White.
- To establish an Incident Command Post to manage the response.
- To evaluate the ability to communicate the incident and the response within the facility.
- To demonstrate the ability to maintain safety for staff, clients/patients and visitors during the incident.

### Narrative

A male dementia patient with a long standing psychiatric issues and a history of aggressive and sometimes violent outbursts is currently an LTC resident. This resident is awaiting placement in a facility better equipped to handle his medical profile. On the evening shift he is observed pacing up and down the hallway with an angry look on his face. He sits down for a few minutes, then becomes increasingly restless, and begins to pace again. He becomes increasingly agitated and he is yelling at residents in each of the rooms. A staff member approaches and the client pushes the staff member to the floor.