This Emergency Response protocol is designed to notify personnel of any incidents involving aggression or violence toward residents, clients, visitors, volunteers, or staff members. Our primary objective when managing aggressive behaviour is to ensure the safety of everyone involved while addressing the situation in a safe, respectful, and compassionate manner.

CODE WHITE

DIRECTIONS

Start the discussion by setting the expectations for creating a safe space and respecting everyone's feedback. Print out or show an electronic copy of the Code White poster by the Continuing Care Safety Association.
After everyone is done, use the guiding question below to facilitate a group discussion.

SAFETY SEGMENT DISCUSSION

Guiding Questions:
- When is Code White called for?
- What can you do as a staff member when this code is called?

Notes to the Team Leader:
- Facilitate an atmosphere of support and openness to feedback by encouraging the staff to share experiences or opinions without fear of reprisal.

Continuing Care
Safety Association