



AGGRESSIVE PERSON RESPONSE PLAN

Pioneer Manor, Long-Term Care Facility

960 Notre Dame Ave, Sudbury

CODE WHITE: AGGRESSIVE PERSONS



Aggressive Person Plan

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1.0 Introduction

- a. As a component of the Emergency Plan, Code White for Aggressive Person Response Plan provides instructions for a coordinated operational response to episodes where individuals become violent and/or display behavior(s) which threatens the safety of staff, residents, and others (visitors, students, service providers etc.).
- b. The plan will attempt to de-escalate threatening behavior perceived by staff and intervene immediately when safety of staff, residents and others is compromised.
- c. The plan can be activated by any staff member who:
 - Perceives themselves or others to be in imminent danger of physical harm from a responsive behavior of a physically aggressive nature;
 - Perceives a person is acting out in a manner that is dangerous to self, others or the environment;
 - Perceives a situation that is rapidly escalating out of control

2.0 Definitions

2.1 Emergency Control Officer:

- The RN supervisor who is responsible for the Home Area where the incident is occurring.

2.2 Behavioral Supports Ontario program staff (BSO):

RPNs and HCAs who are specially trained in the management and prevention of responsive behaviours and gentle handling techniques.

2.3 Emergency Brigade:

Refer to Appendix A of the Emergency Plan: Designated Position charts for the assigned Emergency Brigade members.

2.4 Gentle Persuasive Approaches (GPA):

Curriculum designed to help professional caregivers and health care workers care for residents with responsive behaviors and intervene in an effective manner that is non-punitive, respectful, and self-protective.

3 Training and Education

3.1 Code White education and training for all staff, students and volunteers is delivered annually and may include but is not be limited to in-class presentations, area/classification specific training, facility-wide drills, table-talk discussions, and mock scenarios.

3.2 All newly hired staff, students and recruited volunteers are instructed to read and familiarize themselves with the Code White Plan

3.3 GPA will be offered to all Pioneer Manor staff to enhance their ability to respond to these behaviors and the management of such episodes. (cross reference Resident Care “Responsive Behaviours Prevention, Assessment And Management of” Policy and Procedure

4 Implementation of Code White

4.1 When meeting with a severe physically responsive person who displays escalating behavior, GPA principles are to be utilized.

- Ensure only one person is communicating with the person
- Stay calm, confident and self-controlled
- Do not retaliate with anger or aggression
- Keep communication simple, short and clear
- Avoid arguments and power struggles
- Keep a safe distance between you and the responsive person
- Seek help from staff in immediate vicinity, use versus badge or pull stations.

4.2 If the aggressive person is **not** a resident, delegate a staff member to call Emergency Services “911” and initiate below response

4.3 Initial Response by employee activating code white

- Identify that a situation exists requiring immediate attention.
- Ensure self and others remain at a safe distance.
- Remove any items that may endanger the person or persons in the area.
- Monitor situation closely but out of line of sight.
- If attempts to defuse the person are unsuccessful, seek help from coworkers.
Delegate a staff member to page “Code white, name, area, room number or location i.e. “Code White, Mrs. Smith, near Tuck shop”, “Code White, Mrs. Smith, near Tuck Shop”, Code White, Mrs. Smith, near Tuck Shop” three times over the paging system.
NOTE: If aggressor is from the public, identify them as “Visitor” when paging i.e” Code White, Visitor, near Tuck ShoP”

Paging Procedures

Lift the receiver and dial 5558

Dial 00 and two beeps will sound - the paging system is now activated

Speak loudly and clearly while making the announcement

Hang up

4.4 Staff areas of responsibilities when a Code White is initiated

4.4.1 Emergency Control Officer will (as feasible):

Stay with the resident throughout the incident, delegating tasks to others

May refer to the Incident Coordinator Checklist for guidance (Appendix A)

Assesses the situation

Makes decisions re interventions

Will determine who will be designated the primary communicator with the resident

Provides clear directives, delegation to others and determines when staff can be released from the situation

May delegate someone to walk ahead, clearing the path of dangers and alerting/cautioning others mitigating risk

Consider gathering the MAR, Personhood Assessment, chart, POA information

Assess need for additional resources and call upon if needed(e.g. physician, police)

If between 0800 – 1700 hrs (Mon – Fri) and need for physician intervention is determined, call attending physician if in the building. If attending physician is not available, may try Medical Director if available.

Delegate someone to call Police- clearly indicating the seriousness of the situation (refer to template for calls to 911, Appendix B)

Acts as the spokesperson for the team

If an injury occurs, ensure proper first aid is given

Ensure proper documentation is completed

Leads the debriefing process (Debrief forms included on the IC clipboard)

Complete and submit to police Suspect Description Sheets if required. (found on IC clipboard) (Appendix C)

After the situation has completely de-escalated with no remaining threat, s/he ensures the code cancellation is paged three times.

4.4.2 Staff in the Home Area will:

Remove residents from immediate area to a safe location

Support the residents that have been removed from the situation

Assist The Incident Coordinator as directed

4.4.3 Behavioral Supports Ontario program staff (BSO)will:

If working within the role of BSO, staff member will ensure their resident(s) are safe then proceed to the location of the Code White

If not working as a BSO, staff member is to hand off responsibility for the residents in their assigned Home Areas and then proceed to the location of the Code White

If possible, gather first before intervening, seeking direction from IC and briefly strategizing

Assist the Incident Coordinator with interventions aimed at containing and reducing risk to the residents and others in the immediate area

Stay in visual contact with the person until the situation is diffused and are released by IC

4.4.4 Emergency Brigade will:

Secure their area of responsibility and proceed to the location of the Code White.

If the Code White is in the Lodge, the Emergency Brigade is to remain at the main doors of the Lodge entrance until the Incident Coordinator requests their assistance.

Assist in removing residents from immediate area

Support the residents who have been removed from immediate area

If directed, meet officers at front door. “I’m _____, I’m here to take you to the situation.”

Assist The Incident Coordinator as directed

5 Documentation Requirements When a Code White is Called:

5.1 Incident Coordinator is responsible to:

a)Ensure the completion the Code White Report forms including the attendance record.

b)Ensure completion of resident incident report in PCC indicating incident “Type” as “Verbal **or** Physical Aggression Initiated”.

- c) Ensure completion of resident incident report in PCC if a resident other than the aggressor experiences an injury. Incident “Type” is selected as “Verbal **or** Physical Aggression Received”.
- d) Ensure the completion of a Supervisors Report of Injury and notify the Disability Manager if a staff member is injured.
- e) Ensure the completion of a Paper version of Incident Report if other than resident or staff is injured in the event.
- f) Complete or delegate a registered staff member to complete a “Responsive Behaviour Referral to BSO Team” in PointClickCare (PCC) for follow-up if a resident was the aggressor.
- g) Original version of the completed Code White Report form and Attendance sheet is to be placed in the mailpan of the Supervisor of Laundry and Housekeeping, who will then scan and upload the report to the “Emergency Preparedness Records of Event” file located at PM_managers/emergency preparedness/emergency preparedness of event

5.2 BSO Staff member(s) are responsible to:

- a) Complete and document a full assessment of the situation including antecedents (triggers), behaviours and consequences of interventions
- b) Follow up to any “Responsive Behaviour Referral to BSO Team with a full
- c) P.I.E.C.E.S. assessment as appropriate
- d) Complete a progress note(s) for all interventions including any responses seen

5.3 Home Area registered staff member is responsible to:

- a) Notify the resident’s Substitute Decision Maker of the event, documenting the notification in PCC progress notes.
- b) Document under the “Behaviour” focus in PCC for all residents who were directly involved
- c) Update RCP as necessary
- d) Complete a progress note(s) for all interventions initiated by nursing including any responses seen to the intervention.
- e) If aggressive person is a resident and causes harm to another resident, is injured or is sent to hospital a MOHLTC “Critical Incident” report must be completed. The registered staff member is to contact the Program Coordinator **immediately** and notify of situation or contact administrative person on call if after hours.

6 Debriefing:

The Incident Coordinator **must** conduct a debriefing following the incident and prior to any staff involved with the incident leaving the facility

Provides the opportunity to review and ensure all the Code White Report forms are completed as required

Opportunity for each team member to provide comments, voice concerns/issues and to be advised of additional assistance if needed (eg. reporting injuries, emotional management).

Is a time to discuss what went well, what didn’t and to make recommendations on how to improve the Code White Response Plan

Code White – Calling 911 TEMPLATE (Prepared by Greater Sudbury Police)

When to call 911: At any time when there has been or will be immediate danger to the health or safety of anyone, or damage to property is underway, **call 911**. Other calls for police should be directed to the general police line: 705.675.9171. Code white procedures are designed to handle volatile situations at the facility. The size, strength, or perceived abilities, of the person(s) causing the threat to safety are factors in the decision to call police. A person with dual-diagnosis or who has consumed a drug, may exceed the capabilities of de-escalation methods. It is far better to have the police attend and perhaps find a situation under control than it would be to arrive to find serious injury or death. Further, the occurrence of aggressive or violent behaviours can increase in mere moments thereby potentially thwarting the Code White effectiveness.

NOTE: The term “Code White” is **not** part of police vocabulary. Using it will likely add confusion to a situation.

Situation 1

911 – No one has been injured:

911 operator: “Police, fire, ambulance. What is your emergency?”

Caller: Police.

911 operator: This is the police. What is your emergency?

Caller: I work at Pioneer Manor as a: _____ (Supervisor, nurse, etc)

There is a _____ (patient, visitor, family member etc.),

who has _____)become violent, is throwing things, is yelling at staff, has assaulted someone, refuses to leave, has threatened, etc).

All 911 calls go to the Greater Sudbury Police Communications Division. About now, the information above has been given to the Urban Dispatcher who will have begun to assemble an appropriate response. The 911

Operator is typing and talking at the same time. Everyone in the room (four dispatchers, call takers, and a supervisor) all work in concert. They get information in real time and are aware of what the other Communicators are doing.

911 operator: Do you have a name of that person?

Caller: Yes, it is _____ he/she is about _____ years. He/she has: (cognitive issues, dementia, mental illness etc.).

- Or -
No, he/she is _____ (a visitor, a family member, stranger, etc.)

Police will begin checking their files to see if we have historical information about the party.

911 operator: There will be a series of questions such as:

Can you describe the party?

Where is the party located?

What is he/she wearing?

Are there any weapons?

Anything that can be picked up, thrown, or pushed may become a weapon as soon as its use changes from its intended purpose. (A plate, a fork, a chair, etc. can all become weapons).

This would be an appropriate time to tell police that someone will wait at the main entrance to take the police officers to the situation. If other than the main entrance, the alternate entry point should be describe in meaningful terms someone NOT familiar with the building will understand.

Situation 2

911 - Someone has been injured:

911 operator: “Police, fire, ambulance. What is your emergency?”

Caller: Ambulance and police.

The 911 operator will transfer to call to Ambulance, but will remain on the line. The medical issues will be addressed first, meanwhile, the 911 Operator will begin the assembly of resource and once the medical questions are complete, the police operator will begin the questions detailed above.

Calls to 911 related to fire are handled by police who dispatch the first response. Once fire is mobilized, they take care of getting additional resources should they be needed. Fire also responds to situations of medical aid and often is the first on scene. Ambulance personnel may not go into a situation if it is still active and there may be a threat to their safety. They sometimes wait near a scene until the situation is stabilized by police. Fire may go ahead in, without waiting for the police.

The 911 operator MAY be able tell the caller the Estimated Time of Arrival of officers, but not in every case.

If the 911 Caller must leave the phone to assist with an emergency, someone else may take over the call. Do not hang up on the 911 Operator. If the phone is left off the hook, the police will still be able to hear some of the background sounds, from which they can gain insight. Once the police are interacting with the suspect, then the 911 Operator will terminate the call.

When the police arrive, they will assume control of the situation. It is noteworthy that police are trained to provincial standards in the use of force. They will deal with the situation found in the way they have been trained to and that may be quite different than methods used by medical personnel.

*When police have been called there may be a finding that a crime has occurred. Personnel may be asked to provide a statement of their knowledge of the situation. It is very useful if witnesses to an event make notes of their participation **WITHOUT** discussion with others and as soon as possible after the event has been stabilized. If a suspect flees the scene, their direction and method of travel is important. Vehicle license plate numbers are one of the most useful pieces of information possible for police.*

The image features the official crest of the Greater Sudbury Police Service. The crest is circular with a blue border containing the text "GREATER. GRAND SUBURBRY" in white. Inside the circle is a white star and a red maple leaf. The crest is topped with a crown and surrounded by a wreath of gold maple leaves. A blue banner at the bottom contains the word "POLICE" in white. Overlaid on the crest is the text "Greater Sudbury Police Service" in red and "ROBBERY PREVENTION SUGGESTED GUIDELINES" in black.

Greater Sudbury Police Service

ROBBERY PREVENTION SUGGESTED GUIDELINES

CRIME PREVENTION CANNOT BE THE RESPONSIBILITY OF THE POLICE ALONE

If your business and staff are properly prepared, you may never be robbed and if you are robbed, the risk to everyone's safety will be dramatically reduced.

This information brochure will help you to:

- [Spot danger](#)
- [Understand robbery motivators and depersonalize the crime](#)
- [Learn steps to harden your business against robbery](#)
- [Teach methods to keep everyone safe](#)
- [Make you a keen observer](#)
- [Protect the scene for police](#)
- [Assist the police in apprehending the suspect](#)
- [Robbery Quick Reference Guide](#)

Help Spot Danger

You and your staff can learn to spot danger. Watch for anyone loitering or pacing, especially near opening and closing times.

Look for people that are overdressed for the weather including hoodies, a bandana around the neck, sunglasses, or a hat worn covering the face.

Watch for people casing your business by sitting in a car, waiting in a phone booth or standing opposite the property watching your store.

Install closed circuit video cameras both inside and outside the store. All cameras must be situated with care to capture meaningful images. Outside locations must be well lit.

Install height strips at all entrances and exits.

Try to make friendly, recurrent eye contact with anyone you find suspicious. This alone might be enough to break the confidence of the perpetrator. They know this might lead to their identification and arrest later.

Report suspicious individuals and behaviors to the police and trust your instincts. When you get a bad feeling about someone, there may be legitimate foundation.

Understand the Perpetrator's Motivation

The primary reason to motivate someone to risk apprehension and jail is money. Often the desire for money is driven by an unsatisfied addiction. There is a very good chance that the perpetrator will be under the influence of an intoxicant, or in withdrawal, when entering your store. A mind under the influence of drugs may not respond to normal or reasonable logic. The suspect may be under extreme duress and view you and your staff as a barrier to get what they want or need. Although you may feel that a robbery is an attack upon you personally, the suspect only wants money or goods.

Your priority must be to **remain safe**. In addition to the immediate risk of harm by a gun, knife, or some other weapon, many addicts carry contagious diseases such as Hepatitis-C. Even a brief scuffle could leave you with a life threatening illness.

Do **NOT** keep a weapon in your store. There is a **seven times greater risk** to your safety if you keep a weapon there.

Target Hardening

You and your staff should be able to see the exterior surroundings. Reduce and remove window obstructions, especially near cash positions. All entrances should be well lit and free of obstructions that would allow someone to hide undetected.

A well-lit, tidy store with good visibility to all areas of the store is not a good target for a robbery. Convex mirrors will help to see areas of your store that might otherwise be hidden from view.

Install closed circuit video cameras inside and outside your store and keep your system in top shape. Routinely check image quality and replace tapes, if any, once they begin to deteriorate. The prices of digital cameras and recording devices have dropped to a level that makes them affordable, perhaps less than the cost of one robbery. Post signs that clearly indicate the presence of video equipment.

Consider installing panic alarms especially if your store is sometimes staffed by only one person.

Target Hardening (continued)

Reduce the amount of cash kept on hand. More frequent deposits will help. A drop safe that clerks cannot open, combined with clear signs telling potential perpetrators that only small amounts of cash are present may also prevent a robbery.

Once more, if the suspect is alerted to your preparedness, they may leave the store without you ever knowing they were there.

Increased exterior lighting will help discourage loitering, also making it more difficult for a perpetrator to watch your store from outside.

Remote controlled access during quiet business hours is a proven way to reduce robbery. Further, consider initiatives to bring legitimate customers into your store during low activity periods. Free coffee during quiet periods, tied to the sale of something else may be all it takes to pick up sales and increase welcomed traffic. Review your inventory and eliminate all products commonly used in illegal drug trade. This includes items such as rolling papers, hookahs and crack pipes.

Train you staff to move away from the cash area when there are no customers. A suspect may be discouraged by the anticipated time delay and possible difficulty getting staff back to the cash area.

Normally the highest numbers of robberies occur:

November to February (>50%)

Friday to Sunday (>60%)

10:00 PM to Midnight (>50%)

Important note: If you have recently experienced a robbery, the probability of another robbery is very high. Robbery prevention efforts should be enhanced immediately.

Train for Safety

None of your inventory or the money in the cash is worth more than the safety of your customers or the people that work in your business. Here are the keys to staying safe:

- Remain calm and stay in control.
- Keep the transaction just like any other sale. Brief is good. The longer a perpetrator is on the property, the greater the likelihood of violence and injury.
- Do what the assailant says and do not argue.
- Do not fight with a robber.
- Don't use weapons. Weapons breed violence.
- Do not surprise the assailant by sudden movement. Tell the perpetrator what you are about to do before you move.
- Give the suspect what is asked for, no more.
- Remember perpetrators seldom hurt people who cooperate.

Be a Keen Observer.

Look at the suspect. Note things like clothing, height, weight, hair colour, tattoos, any unusual characteristic.

Look at the weapon(s). Size, type and colour are useful observations.

Make note of what the perpetrator touches. These items may provide DNA and fingerprint evidence.

Protect these areas from contamination after the suspect leaves until the arrival of the police.

Try to note where the perpetrator goes upon leaving. If a vehicle is used, a license plate is always useful to police. If possible, note the make, model, and colour of a vehicle which is also important information.

Protecting the Scene.

Once a suspect has left, do two things immediately: **Lock all doors** and **call 911**.

Tell the 911 operator: “*We have been robbed*”. If anyone has been injured, tell the 911 operator who will send medical aid immediately.

Stay on the line. “*The robber has a _____ (Describe any weapon(s) seen or unseen i.e.: gun, knife, metal pipe...); He left heading _____ (direction); _____ (running, or in a blue Chev with lots of rust...); "He was with another guy _____.” Give the best descriptions you can.*

Make certain no one touches areas where the suspect has been or items touched by him, especially a hold-up note. Select one of your best staff, who is calm, to guard the scene until police arrive. An empty cardboard box turned upside down and set over an exhibit is a good way to prevent accidental contamination before the police arrive.

If a customer insists on leaving before the arrival of police, record their name, address and contact telephone numbers.

Don't discuss the event with other potential witnesses. If the news media tries to get information, tell them to contact the police. Premature release of information can seriously damage a police investigation.

Catching the Suspect

If you and your staff have remained calm and given the police helpful and accurate information, the police investigation may lead to the arrest of the person(s) responsible.

A small packet of bills with the serial numbers recorded on a piece of paper known as *Bait Money* is a very effective tool in a police investigation.

Use of a "Robbery Quick Reference Guide" (Attached – next page) will help you and your staff collect and preserve useful information that may become evidence.

Do **NOT** chase a fleeing suspect; the risk to safety is much too great.

Robbery Quick Reference Guide

Stay calm – making mental notes of the suspect will help control fear.

Tell the suspect what you are going to do. Don't make any sudden moves.

Obey suspect demands. Give them what they want. Don't volunteer anything.

Remember suspect description. Height, weight, age, hair, tattoos, scars, clothing.

Evidence left by the suspect may include: DNA, fingerprints, notes, items they touched in your store and even weapons. Also, clothing like gloves, balaclavas and jackets are often discarded by fleeing suspects.

1) Lock the doors as soon as the suspect leaves.

2) Call 911. Say, "We have been robbed." Tell the 911 operator if anyone needs medical help. Give descriptions, direction and method of travel for suspect(s).

- 3) Protect evidence; especially the area around the robbery itself occurred.
- 4) Calm customers or employees that are agitated.
- 5) Make notes of what you saw. The back of this page or Suspect Identification Sheets work well.
- 6) Do not discuss what you went through with anyone until the police say it is okay. Do not talk to the news media. Refer them to the police.

An Important word about video:


It is very important that video captures meaningful images. Cameras are often placed too high and only ever show the top of a suspect's head. If lighting is not bright enough, the images will also be of little use to you or the police.

Please test your video equipment now and again on a frequent basis. Have someone walk in the areas covered by your cameras and look at the images captured. Can you see the person well enough to make an identification?

Train **all** your staff how to make the images available to the police, including making a CD or DVD, **or** provide a contact number for someone to be available to be contacted 24hrs/day to retrieve video. So often the delay in getting a copy of video to police, in a timely fashion, is not only harmful to the investigation, it delays identification of the person(s) responsible and defeats what could be a useful resource.

Video is becoming a more important part of safety and investigation everyday. Thankfully, the price of good equipment has fallen. One of the greatest tools to avoid a robbery is to let a potential suspect know there is a good chance they will get caught. Use good video and advertise its usage. Don't let your business become the easiest target. The safety of you, your customers and your staff is at stake.

SUSPECT DESCRIPTION:

SEX:	TATTOOS/ SCARS/ MARKS:	COMPLEXION:
RACE:		
SPEECH (LANGUAGE & ACCENT):		HAT (COLOUR & TYPE):
AGE:		JEWELRY:
HEIGHT:		COAT/ JACKET:
WEIGHT:		SHIRT/ BLOUSE:
BUILD:		PANTS/ DRESS/ SKIRT:
HAIR COLOUR:		ADDITIONAL INFORMATION:
HAIR LENGTH:		SHOES:
FACIAL HAIR:		
EYES/ GLASSES:		

WEAPONS:	
CIRCLE THE CLOSEST	
	

VEHICLE:	
YEAR:	LICENCE PLATE #:
MAKE:	PRONVINCE:
MODEL:	ADDITIONAL INFORMATION:
COLOUR (TOP & BOTTOM):	

Forms

- [Code White Report Form](#)
- [Responsive Behavior Debrief Tool](#)
- [Attendance at Code White Form](#)
- [Incident Coordinator Code White Checklist](#)