"Code White Training Policy"

Secure Shield Security Inc.

Purpose

The purpose of this policy is to provide guidelines for training staff to effectively respond to Code White situations, which involve managing aggressive or violent behavior within the healthcare facility. The goal is to ensure the safety of patients, staff, and visitors.

Scope

This policy applies to all employees, contractors, and volunteers at client locations. It encompasses training on recognizing, responding to, and managing aggressive or violent behavior.

Objectives

- **Recognize Early Signs**: Train staff to identify early signs of potential aggression or violence.
- **Safe Response**: Equip staff with techniques to safely de-escalate situations.
- **Protective Measures**: Implement protective measures for staff and patients.
- **Legal and Ethical Compliance**: Ensure responses are compliant with legal and ethical standards.
- **Team Coordination**: Promote effective team coordination and communication during a Code White event.

Definitions

- **Code White**: A code used in healthcare settings to indicate a violent or aggressive situation requiring immediate assistance.
- **Aggressive Behavior**: Actions or threats that can cause harm to oneself or others, including physical attacks, verbal threats, and destructive behavior.

Training Program

1. **Initial Training**:
o **Recognition**: Identifying early signs of aggression, such as body language, verbal cues, and behavioral indicators.
o **De-escalation Techniques**: Methods to calm an individual, including verbal and non-verbal communication strategies.
o **Safety Protocols**: Procedures to ensure personal safety and the safety of others, such as maintaining a safe distance and using barriers.
o **Team Roles**: Understanding the roles of different team members during a Code White, including who takes the lead, who calls for help, and who manages the environment.

2. **Advanced Training**:
o **Physical Intervention**: Techniques for safely restraining a violent individual if de-escalation fails, while minimizing harm.
o **Use of Equipment**: Proper use of any restraint devices or protective equipment.
o **Scenario-Based Drills**: Participating in simulations to practice responses to Code White situations.

3. **Refresher Courses**:
o Regularly scheduled refresher courses to keep staff skills up-to-date and reinforce key concepts.

4. **Specialized Training**:
o Additional training for staff in high-risk areas such as emergency departments, psychiatric units, and security personnel.

Incident Response

- **Immediate Action**: Steps to take when a Code White is declared, including alerting security and other designated response team members.
- **De-escalation Efforts**: Continuous effort to de-escalate the situation using trained techniques.
- **Use of Force**: Guidelines for the appropriate use of physical force or restraints if necessary.
- **Post-Incident Protocol**: Procedures for debriefing, documentation, and providing support to staff involved in the incident.

Reporting and Documentation

- **Incident Reporting**: Detailed reporting of all Code White incidents, including the behavior observed, actions taken, and outcomes.
- **Review Process**: Regular review of incidents to identify trends, improve training, and update policies as needed.

Review and Improvement

- **Policy Review**: Annual review of the Code White training policy to ensure it meets current best practices and legal requirements.
- **Continuous Improvement**: Using feedback from incidents and training sessions to continuously improve the response to Code White situations.

Compliance and Accountability

- **Monitoring Compliance**: Regular audits to ensure adherence to the Code White training policy.
- **Accountability Measures**: Clear consequences for non-compliance with the policy and procedures.

Support Resources

- **Employee Assistance Program**: Access to counseling and support services for staff affected by violent incidents.
- **Resource Materials**: Providing access to training manuals, videos, and other educational materials.

More information

📞 +1(226-919-4894)   ✉ info@secureshieldsecurity.ca

📞 +1(226-989-6802)   📍 1339 Industrial Rd Unit A Cambridge, ON.