# Overview

A Code White is a call for help when:

* You witness a person experiencing an emotional crisis or a behavioural emergency and you and/or others could be in danger of physical harm, or the person may harm themselves
* You do not feel you have the ability to de-escalate the situation

Refer to your site’s Code White Response Procedure for more detailed information.

**As in all emergencies, consider your safety first.**

# Definitions

|  |  |
| --- | --- |
| Code White Responders | Trained individuals who respond as per the Code White Response Procedure |

# Response Procedures

### All Staff

* Ensure your safety   
  (for example: if necessary, leave the area until sufficient resources are available)
* Activate a panic or personal protection alarm, if available
* Designate a runner/designate someone to announce overhead three times:
  + “Code White [exact location – building, floor, room]”
* Press Code White button, if available
* If the aggressor exhibits violence that is deemed beyond the ability of staff to safely control or they have a weapon (for example: knife, gun) immediately notify Police - **911** and follow their direction
* Remove potential hazards in the area
* Control traffic through the area
* Meet the responding team and provide an update on history, the person’s behaviour and current situation

# Post Incident Actions

* Obtain first aid if needed
* Report the incident to your *[Manager/Director of Care/Designate]*
* Ensure proper documentation is completed, as applicable:
  + *[Insert title of documentation that should be completed after a Code White]*
* Debrief and ensure psychosocial support is provided, as needed

# supports

* If you experience any type of distress from an incident, you are encouraged to seek incident debriefing or emotional support [*insert information on who to speak with and any resources available*]