Hostage Taking/Aggressive Resident/Workplace Violence/Security – Violent Outburst Procedure – Dealing with Aggression and Violent Offenders		Policy Manual Section: **Section 4—Emergency Management Planning**
Created: 6/15	**Last Updated: 6/22**	**Last Reviewed: 01/26**
FLTC Act 2021, Emergency Plan, Section 269		**Page: 1 of 4**

PURPOSE

The purpose of this policy is to provide a management system that organizes the functions, tasks, and staff to systematically respond when there is a violent outburst/ aggressive resident, hostage taking event. This plan promotes communication and coordination and provides staff with direction as to who is in charge, including staff roles and responsibilities.

PROCEDURE

In the event of a violent outburst the following procedure will apply to all staff once the CODE WHITE announcement has been made. In the event, any person on the property presents a threat to the safety of others the Charge Nurse - nursing home will announce Code White, three times.

Call 911 for help at the first sign of violence or threat of violence, and if the offender is armed with a knife or other weapon. Do not attempt to handle it him/herself. Inform the 911 operator that the offender is armed, location of the offender, and provide the name of the offender, if known. Remember to use walkie-talkie to communicate with others and instruct them to call 911). Remain calm and encourage others to stay calm as well.

If the offender is **Inside t**he building:

- Immediately remove all persons from the danger zone to the furthest safe area including outside the home if it safe to do so. Lock down the affected area, if possible
- Staff will maintain a distance close enough to observe and far enough not to be within reach, or access by the individual; remain alert for seemingly harmless objects that can be used against you, i.e., pens, chairs, kitchen utensils, etc.
- If safe to do so, search the area for any weapons or other objects that could endanger others and confiscate and store all items in a safe place. Document items confiscated

If the offender is **Outside** of the building.

- Lock down all points of entry/exit to the building (doors, windows, fire exits etc.) to prevent entry/departures
- Using the paging system announce lock down mode to residents and staff
- Close window coverings and move residents to interior rooms or corridors

- Monitor presence of the offender from a safe distance without antagonizing

- Do not attempt to negotiate, or argue with the offender

- Obtain descriptive information (i.e., name of offender, relationship, physical description, nationality) and to report to authorities

- Treat any injuries sustained during the threat, call the ambulance to seek outside medical attention if necessary

Note: Any staff member, who may have reason to suspect themselves and others in their presence may be in danger from a person outside the workplace must inform their employer. The employer will assist with developing safety measures appropriate for the workplace for that staff member.

Conduct Debriefing Meeting / Plan for Recovery:

The purpose of the debriefing meeting is to ensure all appropriate parties have been notified and that corrective measures have been taken. This includes a debrief for residents, substitute decision makers, staff, volunteers, and students. The debriefing exercise also provides an opportunity to evaluate and revise policy, listen to concerns, document lessons learned and support those who might be experiencing distress due to the emergency including referral to the Employee Assistance Program. Residents will be monitored for signs of distress/trauma and if required referral can be made to appropriate counselling. If necessary, notify or delegate a staff member to contact the family member or financially responsible person of the resident who were involved in the altercation.

The Plan of Recovery process will be unique to each emergency event. The objective is to reduce risk and incorporate prevention and mitigation components that result in a higher level of preparedness. Recovery plans can be for short-term and long-term priorities for restoration of functions, services, resources, facilities, and infrastructure. Short-term recovery plans could include repairs to damaged infrastructure (damaged windows or vents) and working with staff to compensate them for overtime wages. Long-term recovery plans might include installation of new safety equipment or other prevention measures.

ROLES AND RESPONSIBILITES OF STAFF

Charge Nurse- Nursing Home:

The Charge Nurse becomes the Incident Manager during a violent outburst event and will notify all staff on duty of the emergency after the caller emergency by announcing Code White three times over the P.A. system. All staff to report to the Nursing Station and await further instructions. Charge Nurse to ensure key personnel are equipped with walkie-talkies for communicating with the Incident Manager. After the emergency, document and complete the Critical Incident Report. (LTC only). Conduct debriefing exercise and modify resident care plan with strategies, if necessary.

Charge Nurse- Retirement Home:
The Retirement Home Charge Nurse reports to the Nursing Home Charge Nurse and assists the Nursing Home Charge Nurse, if required. Retirement Home Manager will notify RHRA once the violent outburst has been declared over, if applicable.

Retirement Home Staff:
The Retirement Home staff will report to the Nursing Home Charge Nurse and follow directions of the Charge Nurse and, or Emergency Responders.

Nursing Department Staff:
The Nursing staff will report to the Charge Nurse and follow directions of the Charge Nurse and, or Emergency Responders.

Administrator:
The Administrator will meet with the Incident Manager, the Director of Nursing, and the Director of Support Services for a briefing of the incident. The Administrator working with the Charge Nurse, the Director of Nursing and the Director of Support Services will assist evacuation residents or performing other required duties. The Administrator will ensure that the emergency is conducted with a minimum of publicity. Only the Administrator will communicate with the media referencing the Communication Plan for Incident Management. See Emergency Communication Plan for further details.

Director of Nursing:
The Director of Nursing will work closely with the Incident Manager and the Director of Support Services and assist and support as necessary.

Dietary Department Staff:
The Dietary staff will report to the Charge Nurse and follow directions of the Charge Nurse and, or Emergency Responders.

Laundry Department Staff:
The Laundry staff will report to the Charge Nurse and follow directions of the Charge Nurse and, or Emergency Responders.

Housekeeping Department Staff:
The Housekeeping staff will report to the Charge Nurse and follow directions of the Charge Nurse and, or Emergency Responders.

Dietary/Housekeeping Aide Retirement Home:
The Dietary/Housekeeping Aides in the Retirement Home will report to the Charge Nurse and follow directions of the Charge Nurse and, or Emergency Responders.

Director of Support Services (DSS):
The Director will report to the Charge Nurse and follow directions of the Charge Nurse and, or Emergency Responders.

Maintenance Staff:
The Maintenance staff report to the Charge Nurse and follow directions of the Charge Nurse and, or Emergency Responders.

Recreation Department Staff:
The Activity staff will report to the Charge Nurse and follow directions of the Charge Nurse and, or Emergency Responders.

Human Resources and Information Manager:
The Human Resources Information Manager will report to the Charge Nurse and follow directions of the Charge Nurse and, or Emergency Responders.

Volunteers /Visitors:
Will remain with the resident with whom they are visiting and follow the instructions of the Charge Nurse.