

Section:	Emergency Planning	Number:	13.09
Approved By:	Senior Leadership Team	Date:	February 2026
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SUBJECT:	Code White – Violent Person or Resident		Page: 1 of 3

POLICY

Woodingford Lodge acknowledges that the potential for violence may arise from employees, Residents, family members, or visitors. A Code White is initiated in response to a violent or potentially violent situation that cannot be safely managed by the immediate team members and requires urgent support from additional personnel and, if necessary, emergency services such as police or EMS.

DEFINITION

For the purposes of this policy, violence is defined as any actual, attempted, or perceived threat of physical force by an individual against another person that results in, or has the potential to result in, physical injury or harm.

This includes, but is not limited to, hitting, pushing, grabbing, or any other physical contact intended to intimidate, control, or cause injury. The definition also encompasses verbal threats or gestures that reasonably lead someone to believe they are at risk of physical harm.

Code White Response Protocol

A **Code White** is activated in response to a violent or potentially violent situation that cannot be safely managed by the team members present and requires the immediate assistance of additional personnel. In some cases, external emergency services such as police may also be required. An individual exhibiting violent behavior may be a Resident, team member, visitor, or any other person within the Home.

Each incident must be assessed based on its unique circumstances. Team members are expected to remain calm, follow established protocols, listen to emergency paging announcements, and respond appropriately in accordance with their training and role.

For situations involving **exceptional threats**, team members must refer to the **Code Silver** protocol. These include, but are not limited to:

1. **Robbery or demand for narcotics**
2. **Presence of a person with a weapon**

VIOLENT PERSON / RESIDENT

The following procedures are advised:

1. A Code White shall be initiated if team members, Residents or family members feel they are in immediate physical danger due to a violent person or they have been involved in an unmanageable violent situation.
2. A Code White may be initiated by any team member in response to violent behavior.

Code White should be announced twice over the emergency paging system to summon additional team members:

“ATTENTION TEAM: CODE WHITE. [ANNOUNCE AREA]

ATTENTION TEAM: CODE WHITE (ANNOUNCE AREA)

Team Members should refer to the “Code White – Decision Logic for Intervention with Residents” for guidance. The RN will assess the situation and may delegate tasks and request further assistance as needed. The specific response will depend on the circumstances.

3. Team members should work together to remove all other Residents and visitors to Woodingford Lodge to a safe area (ie. behind closed doors) in the affected area.
4. Always remain alert to the developing situation and be prepared to remove yourself from the immediate area if necessary.
5. The Registered Team Member shall contact the Police whenever a code white is called and can call EMS to request assistance if determined necessary. Ultimately the safety of all persons involved is the priority.
6. Following a Code White Intervention with a Resident, team members who were involved shall complete a Post Responsive Behaviour Tool on Point Click Care. Complete Employee incident report if required. Management will request the participation of other workplace parties to support and determine appropriate corrective action.
7. Reporting requirements for Critical Incidents / Risk Management will be completed when necessary.

Appendix A – Decision Logic for Interventions with Residents

CODE WHITE – VIOLENT PERSON

Decision Logic for Staff Intervention with Residents

