

SAFETY - INFECTION PREVENTION MANUAL
ESSENTIA HEALTH East Region (formerly SMDC Health System)

SUBJECT: Threatening, Violent, Out of Control Behavior
("Code Gray" or equivalent)

SCOPE: EH East-wide

SECTION: Safety

PRIMARY AUTHOR: Manager, Security

APPROVING COMMITTEE(S) AND DATE:
EH East Environment of Care Committee 9/11

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Safety Officer

PURPOSE:

To provide an expedient intervention response and reporting mechanism when an individual displays threatening, aggressive, violent, abusive, or out of control behavior.

POLICY:

- I. EH East is committed to providing a safe environment. All staff members are responsible for reporting anyone displaying threatening, aggressive, violent, abusive, or out of control behavior.
- II. "Code Gray" is the emergency code activated any time a staff member feels threatened and/or needs an immediate response to help with or control a situation.
- III. Any employee confronted with threatening aggressive, violent, abusive, intimidating, or other type of behavior is required to complete a Violence Incident Report.

DEFINITION:

- I. A "Code Gray" (or equivalent) is a response used to summon an immediate response for threatening, violent or other type of urgent situation where the safety and/or security of staff is at risk. NOTE: Not all facilities use "Code Gray" for this code. Please refer to your facility-specific emergency response table (see Safety Policy S1200, Emergency Response and facility name).

PROCEDURES:

- I. "Code Gray" (or equivalent) calls can be made by any staff member at any time for any threatening or urgent situation including when they are:
 - A. Confronted with threatening, disruptive, or potentially threatening behavior.
 - B. In need of immediate assistance during an emergency or any urgent situation where security or safety is at risk.
 - C. Alone and need immediate help to ensure staff or patient safety.
- II. "Code Gray" (or equivalent) is called by using any means available including:
 - A. Duress/Panic alarms.
 - B. Dialing the facility emergency telephone number.
 - C. Shouting to nearby staff who will notify Security or other additional assistance.
- III. When calling a "Code Gray" (or equivalent):
 - A. If time permits, take precautions to ensure the subject person does not overhear the call.
 - B. Avoid using words like security, police, restraints, and other things that may further upset the subject person.
 - C. When a "Code Gray" (or equivalent) is called:
 1. On the EH East Downtown Campus:
 - a. Anyone aware of the alarm or need for help must ensure Security is immediately notified. Security officers are dispatched to the scene and will arrive within a three (3) minute response time.

- b. When a panic alarm notification is received by the Security Operations Center, they will attempt to call the department or unit to inform other staff members of the alarm and, if possible, obtain the status of the situation.
 - c. All available staff in the immediate area will respond and assist to make the environment as safe as possible. For example:
 - d. Take prudent measures to protect persons without endangering anyone.
 - 1) Move other patients/visitors in the area away from the situation.
 - 2) Remove furniture and other objects from the area that are potential weapons provided no one is placed in danger.
 - e. Upon arrival, Security will:
 - 1) React immediately to subdue imminent threats.
 - 2) Assess the situation and provide assistance and leadership, as needed. (Note: When a patient is involved, the nurse or caregiver is responsible to oversee and, when possible, coordinate all security actions).
 - 3) Take charge of the situation and summon additional help, as needed, to include the local police and other department staff.
 - 4) Remove unruly or problematic person(s) from the area.
 - 5) Take all other necessary actions to quell and/or rectify the situation ensuring:
 - i) The least restrictive measures and minimal necessary force are used at all times to control behaviors.
 - ii) For patients, the need for further intervention is coordinated between the charge nurse, physician, and Security manager or supervisor.
 - 6) Ensure a debriefing is conducted with all involved staff upon termination of the response.
 - 7) Complete a Security Incident Report.
 - f. The responsible supervisor, manager, or administrator will ensure anyone sustaining injuries is properly evaluated and the appropriate reports are submitted.
2. Regional/Neighborhood facilities not on the EH East Downtown Campus:
- a. Anyone aware of a staff member confronting violent or threatening behavior will:
 - 1) Immediately notify and summon local police (by dialing 9, then 911) whenever the safety of person(s) is at risk.
 - 2) Inform all staff in the immediate area and the facility manager/administrator.
 - b. All available staff in the immediate area should respond and assist to make the environment as safe as possible. For example:
 - 1) Take prudent measures to protect persons without endangering anyone.
 - 2) Move other patients/visitors away from the situation.
 - 3) Remove furniture and other objects from the area that are potential weapons provided no one is placed in danger.
 - c. The responsible manager or facility administration is will ensure:
 - 1) A debriefing is conducted with all involved staff upon termination of the response notifying the Security Operations Center at (218) 786-2727 (786-ASAP).
 - 2) A Violence Incidence Report is completed and forwarded to Security.
 - 3) Anyone sustaining injuries is properly evaluated and the appropriate reports are submitted.
- IV. Reporting: Any staff member confronted by violent, threatening, or similar behavior, regardless whether a code was called will complete a "Violence Incident Report."
- A. The report is immediately sent to the Security department for review, assessment, and any required violence prevention assistance.
 - B. The report provides information that might be useful in managing violent situations in the future (i.e., developing a behavioral "track record" for individuals who frequent the medical center).
 - C. The Security Department takes necessary follow-up actions to include notification to Safety, Risk Management, Human Relations, and other departments or agencies, as appropriate.

Key words: Code Gray, Threat, Violence, Behavior, Weapons, Combative

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