

## **Code Green**

### **Purpose:**

To facilitate the immediate response to an act of workplace violence in support of a culture of safety and quality of care, treatment and service.

### **Policy Statement:**

Is committed to have a safe and secure environment for patients, staff and visitors.

### **Application:**

All areas of

### **Exceptions:**

None

### **Procedure:**

#### **1. Person who observes the incident**

- 1.1. Any employee or staff member who witnesses an act of violence or immediate threat of an act of violence shall immediately call Public Safety, state “Code Green”, and tell the Public Safety Desk Officer the location of the incident.
- 1.2. If necessary, immediately leave the area where the act is occurring and make the call from a safe location. The person making the call will be asked a series of questions. These questions may include the location of the incident, the number and description of the persons involved, whether there are weapons of any kind involved, if anyone is injured and your location and contact number.

#### **2. Public Safety**

- 2.1. The Public Safety Desk Officer will immediately coordinate radio dispatching public safety officers to the location to contain the perimeter and immediately assess the level of threat to restore order or request appropriate support to minimize further violence.
- 2.2. If necessary, the Public Safety Supervisor will declare a Code Green and notify the Control Center to send the Code Green message using the Send Word Now

communicator. The message will include the phrase “Code Green”, the location of the incident, and instructions or information immediately available and necessary.

- 2.3. Public Safety responders will determine if external law enforcement agencies are needed to assist and will be responsible for making those notifications.

### **3. Control Center**

- 3.1. The Control Center technician is responsible for sending out a Code Green alert using the emergency notification system (Send Word Now) when instructed to do so by the Public Safety Sergeant or Desk Officer. This message will include the phrase “Code Green”, the location of the incident, and any instructions or information immediately available and necessary.

### **4. Human Resources**

- 4.1. Human Resources will be notified via Send Word Now of a declared Code Green incident.
- 4.2. Human Resources will contact any employee involved in an incident to offer the Employee Assistance Program for debriefing and counseling.
- 4.3. Human Resources will coordinate with immediate supervisor and Social Work Department for departmental debriefing as applicable.

### **5. Area Supervisor**

- 5.1. The area supervisor will be notified via Send Word Now of a declared Code Green incident.
- 5.2. Further, the employee who is a victim of assault will notify the area supervisor.
- 5.3. The area supervisor will notify the local manager
- 5.4. The area supervisor will notify Human Resources of incidents as appropriate.

### **6. Local Manager**

- 6.1. The local manager will be notified by the area supervisor of a Code Green event.
- 6.2. The local manager will follow up with the staff within 24 hours.

### **7. All Medical Center Staff**

- 7.1. All staff that are not immediately necessary to resolve the incident should stay away from the location of the Code Green.

### **8. Victims of Assaults**

- 8.1. All employees who are victims of assault should:
  - 8.1.1. Notify a supervisor and, with the supervisor, complete Accident Report and Treatment Form.
  - 8.1.2. Report to the Working Well Clinic.
  - 8.1.3. If the Working Well Clinic is closed, proceed to Adult Emergency Department (ED) if applicable.

8.2. Emergency Department

8.2.1. ED will treat the employee and refer the employee to the Working Well Clinic for a follow-up visit on the next business day.

8.2.2. The Social Work Department may be made available through the Working Well Clinic/ED if immediately needed for consult.

8.3. Working Well Clinic will:

8.3.1. Offer Employee Assistance Program referral.

8.3.2. Notify Human Resources to assist with debriefing, counseling and supervisor coordination.

8.3.3. Provide follow-up care as applicable.

**Responsibility:**

All Staff