

Responsive Behaviours

Part 2: Crisis Management

If responsive behaviour is physical in nature and an imminent physical risk to self or others:

#1

Attempt de-escalation strategies

Use the ABCDE's of de-escalation.

A: Allow Time **B:** Back Off **C:** Communicate **D:** Distract **E:** Enter their world.

Consider phone consult to Mobile Crisis Service to discuss strategies 204-940-1781 (24/7)

If de-escalation didn't work and the situation is becoming dangerous:

#2

Call a Code White

Ideally the Code White response team will use de-escalation strategies at first. They may be in a position to be the person's "rescuer" and develop a rapport at this point, rather being than the enforcer of physical response right away.

In a Code White situation, always:

- Ensure physical safety of self and others
- Remove other residents and visitors
- Remove items of potential harm to self or others
- Locate your exit
- Do not intervene alone
- Use physical safety techniques, if required
- Use the least amount of restrictive intervention required



If an emergency medication is required, ensure proper documentation is completed.

If the situation continues to be dangerous and a 911 call for ambulance or police is needed:

- Law enforcement will require medical information. Under PHIA legislation, staff are able to disclose personal health information to the investigator/police.
- Law enforcement officers are able to use discretion when making a decision to take someone into custody or not.
- If transferred to hospital, develop a safe plan for transition back to LTC.

Next steps:

#3

- Conduct a debrief huddle with the interdisciplinary team involving the prescriber and determine timeframe for medication reassessment.

Documentation:

- Describe event in the integrated progress notes.
- Complete a RL-6 Safety/Security report.
- Complete CARE Alert: Provincial Healthcare Violence Prevention Screening Tool and activate an alert. Initiate an individualized CARE Alert: Violence Prevention Program Care Plan.
- If medication is reordered, consider if basic restraint documentation is required.