

Procedure:	CODE SILVER – Person with a Weapon		
Owner of Procedure:	Emergency Management and Risk Specialist and Corporate Security Leader		
Approval by:	Emergency Management Committee	Date: 2021-12-09	
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PURPOSE

St. Joseph’s Health Care London is committed to ensuring the safety of all [staff](#), patients, visitors and [affiliates](#) and will activate a CODE SILVER when there is an individual who is in possession of a weapon and an enhanced police response is required.

A CODE SILVER will be called for any person on hospital/facility property who is believed to be in possession of a weapon (actual or implied) and:

- Is threatening to harm themselves or another person or;
- Has harmed or;
- There is reasonable belief is about to harm themselves or another person

A weapon is defined as:

Any object used with the intent to cause injury or has the ability to cause severe bodily harm or death. It also includes imitation weapons and implied weapons (e.g. where a weapon is not seen by the victim but the person claims to possess one). Parts of the body such as fists or feet are **not** included.

Response to a CODE SILVER will vary depending on the situation and whether it is containable or not.

If you believe an individual with a weapon is in your area or may become an incident, consider the following:

(The following are intended only as options. Each situation is unique and individuals must use discretion and individual judgment to formulate a safe response.)

Run: Can you escape quickly and safely?

- If you have the chance, run to safety
- Leave your belongings behind
- Help others stay out of harm’s way
- Call for help from a safe location

Hide: Can you hide quietly and find a safe area of refuge?

- Lock doors and barricade yourself
- Turn off any lights
- Turn off phone sounds and vibrations. Do not turn off your phone
- Be prepared to run or fight if you are found

Defend: Despite attempts to run and hide, you may find yourself face to face with the attacker. Defending yourself may be your last resort, but it may also provide you with the chance to run or hide.

- Be prepared to defend yourself
- Team up with others
- Identify defensive skills and tools
- Remember: Your actions before police arrive may save your life

What to do when Police respond:

- Remain calm and follow instructions
- Put down items in your hands that could be mistaken for a weapon
- Raise your hands and keep them visible at all times
- Avoid making quick movements toward officers, pointing, screaming or yelling
- Officers may order you to lay down and/or handcuff you
- Do not stop to ask officers for help or directions to escape
- Proceed in the direction from which the officers entered the area
- Be prepared to provide information if asked:
 - The locations of the attacker
 - The number of attackers
 - A physical description of the attacker
 - The number and type of weapons being used by the attacker
 - Potential victims and their locations

PROCEDURE

1. The person(s) encountering a person with a weapon will:

- 1.1. Ensure your personal safety and the safety of others.
 - 1.1.1. If able, clear area of other patients, visitors, staff or bystanders.
 - 1.1.2. Disengage, distance yourself and wait for security and/or police.
 - 1.1.3. Seek safe cover in your area.
 - 1.1.3.1. Silence electric devices.
 - 1.1.3.2. Turn off phone sounds and vibrations, do not turn off phone.
 - 1.1.3.3. Stay out of view.
 - 1.1.4. Ensure those injured get medical treatment when it is safe to do so.
- 1.2. Initiate Emergency CODE SILVER procedures.
 - 1.2.1. Locate the nearest phone and dial 55555 (may delegate) and/or activate the alarm button if your area is equipped with panic devices.
 - 1.2.1.1. State that you have a CODE SILVER.
 - 1.2.1.2. Provide information related to the emergency situation.
 - 1.2.1.3. Provide detailed information about the location of the emergency.
 - 1.2.1.3.1. Which facility are you at.
 - 1.2.1.3.2. Building, floor, zone and unit/department.
 - 1.2.1.3.3. Provide the room number you are in or the nearest room number to your location.
 - 1.2.1.4. Stay on the phone to provide police dispatch with details of the incident.
- 1.3. Be available to responders on their arrival to provide information, answer questions and received further instructions.
- 1.4. Remain in safe location until directed by Police/Security or until an "All Clear" is announced.
- 1.5. Inform on-site area leadership, when it is safe to do so.
 - 1.5.1. If there is a critical injury to staff, notify Occupational Health and Safety Services (OHSS) and follow response procedures.
 - 1.5.2. Complete a Workplace Occurrence Report (WORS) and a Patient Safety Report (PSRS), when safe to do so.

2. When notified of a person with a weapon, Security Control Centre (SCC) will:

- 2.1. Obtain information from caller.
 - 2.1.1. CODE SILVER
 - 2.1.2. Nature of emergency including type of weapon.
 - 2.1.3. Location of emergency.
 - 2.1.3.1. Building
 - 2.1.3.2. Unit/department
 - 2.1.3.3. Zone
 - 2.1.3.4. Floor
 - 2.1.3.5. Room Number
- 2.2. Contact local Police Service immediately.
 - 2.2.1. Connect the Police Dispatch and the person initiating the call, so that information can be shared accurately.
 - 2.2.2. Remain on the line to ensure all information is shared.
- 2.3. Activate CODE SILVER [ENS2](#).

- 2.3.1. Send out the CODE SILVER Emergency Notification System ENS2 page.
 - 2.3.2. Complete an overhead announcement.
 - 2.3.2.1. State "Attention please, CODE SILVER, (location)."
 - 2.3.2.2. Repeat 3 times.
 - 2.3.3. Activate the [ENS2 Conference Bridge](#).
 - 2.3.4. Provide available information to the individuals calling the ENS2 Conference Bridge.
 - 2.3.5. Page additional people if requested by the [Administrator on Call \(AOC\)](#).
 - 2.4. Send out the "All Clear" CODE SILVER ENS2 page.
 - 2.4.1. The authorization to announce the "All Clear" will come from Security Services or the Administrator on Call after consultation with the local Police Service.
 - 2.4.2. When sending out the "All Clear" page add the following in the paging text box; "All Clear – Do Not Call In"
 - 2.5. Keep a log of events.
3. **When notified of CODE SILVER, Security Services will:**
- 3.1. Gather all available information and assess situation.
 - 3.2. Maintain scene safety until Police arrive.
 - 3.2.1. If able, isolate the area of threat, control access to area.
 - 3.3. Meet Police and escort to scene (may delegate)
 - 3.3.1. Provide assistance as directed by the Local Police Service
 - 3.4. Provide liaison with Police.
 - 3.5. Organize and enforce scene/facility protection and traffic control.
 - 3.6. Keep the Security Control Centre apprised of situation.
 - 3.6.1. Notify the Security Control Centre if the situation is not contained and the armed person is mobile in building.
 - 3.7. Remain available if needed to contact the ENS2 Conference Bridge to provide additional information, if required.
 - 3.8. Relay "all clear" directive to the Security Control Centre, once informed by the Local Police Service that the situation is safe.
 - 3.9. Complete a detailed report for the incident.
4. **When notified of CODE SILVER, Staff not involved in the incident will:**
- 4.1. Listen to overhead announcements.
 - 4.1.1. Carefully determine proximity of incident to your area.
 - 4.2. Do NOT attend the area of incident.
 - 4.2.1. Ensure others from your area do not respond to the incident scene.
 - 4.3. Remain in your area, unless an overhead announcement is made.
 - 4.3.1. Be prepared to evacuate your area if CODE GREEN procedures are initiated.
 - 4.4. Direct people in your area to remain calm, on guard and remain prepared to act immediately.
 - 4.4.1. Listen to immediate surroundings to ensure that the threat is not moving towards your area.
 - 4.4.2. Remember the threat may not be contained.
 - 4.4.2.1. You may need to quickly respond.
 - 4.4.2.2. Consider the safety of patients and visitors.
 - 4.5. Await further instructions and comply with orders.
 - 4.5.1. Information/direction will come through overhead announcements, by Security or Police.
 - 4.5.2. Information/direction to resume normal duties when the incident is all clear or if the threat is isolated will be broadcasted.
5. **When notified of CODE SILVER, Administrator on Call (AOC) will:**
- 5.1. Call the ENS2 Conference Bridge. Do NOT respond to CODE SILVER location.
 - 5.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
 - 5.2. Request the SCC to have someone from the scene to call the conference bridge to provide details of the incident.
 - 5.2.1. Security or Police can be requested to contact the ENS2 conference bridge.
 - 5.3. Consult with other On-Call staff on the conference bridge.
 - 5.3.1. Additional ENS2 On-Call staff include:
 - 5.3.1.1. Security Leadership on Call
 - 5.3.1.2. Patient Relations, Privacy and Risk Management on Call
 - 5.3.1.3. Communicator on Call
 - 5.3.1.4. Clinical Leader on Call
 - 5.4. Request the SCC to contact additional people, as needed, to join the conference bridge.
 - 5.5. Speak with clinical care areas after CODE SILVER is resolved, provide assistance as required.
 - 5.6. Speak with leaders of the area if appropriate.
 - 5.7. Relay the "all clear" directive to the Security Control Centre, once informed by the Local Police Service that the situation is safe.

6. **When notified of CODE SILVER, Patient Relations, Privacy and Risk Management on Call will:**
 - 6.1. Call the ENS2 Conference Bridge. Do NOT respond to CODE SILVER location.
 - 6.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
 - 6.2. Gather information related to the incident.
 - 6.3. Determine appropriate control measures to eliminate or reduce the impact of hazards.
 - 6.4. Identify, evaluate and reduce losses associated with:
 - 6.4.1. Patient, employee or visitor injuries.
 - 6.4.2. Property loss or damage.
 - 6.4.3. Other sources of potential legal liability.
 - 6.5. Review areas of actual or potential sources of risk and/or liability involving patients, visitors, staff and property.
 - 6.6. Provide guidance on the release of information.
7. **When notified of CODE SILVER, Communicator on Call will:**
 - 7.1. Call the ENS2 Conference Bridge. Do NOT respond to CODE SILVER location.
 - 7.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
 - 7.2. Gather information related to the incident.
 - 7.3. Implement Emergency Communication Plan.
 - 7.3.1. Coordinate/support general internal communication for staff, patients, residents and visitors.
 - 7.3.2. Arrange media interviews.
 - 7.3.3. Send news releases, as required.
 - 7.3.4. Coordinate/support communication for surrounding neighborhood, where appropriate.
 - 7.3.5. Provide follow-up information to all communications, including after the incident is concluded.
8. **When notified of CODE SILVER, Clinical Leader on Call will:**
 - 8.1. Call the ENS2 Conference Bridge. Do NOT respond to CODE SILVER location.
 - 8.1.1. Extension will be provided in the Emergency Notification System ENS2 page.
 - 8.2. Gather information related to the incident.
 - 8.3. Provide support as required.
 - 8.4. Speak with clinical care areas after CODE SILVER is resolved, provide assistance as required.
 - 8.5. Speak with leaders of the area if appropriate.

DEFINITIONS

Administrator on Call (AOC) – A member of the Senior Leadership Team responsible for leadership and decision making after regular hospital hours, including weekends and statutory holidays, as well as during emergencies and other situations.

Affiliates – Individuals who are not employed by the organization but perform specific tasks at or for the organization, including appointed professionals (e.g., physicians, dentists), students, volunteers, researchers, contractors or contracted staff who may be members of a third-party contract or under direct contract to the organization and individuals working at the organization but funded through an external source (e.g., research employees funded by Western).

Emergency Notification System – The Emergency Notification System is an in house, proprietary automated system which is operated from the Security Control Centre (SCC). This system is utilized when a caller dials 55555 to report an emergency, or the SCC is notified of through the Community. The ENS system is also activated when an internal monitoring system (i.e., Fire Alarm System) indicates an emergency.

The ENS System is based upon two levels of notification. The first notification is for assigned first responders. The second level of notification is an escalated notification for leadership (on-call) to respond to provide additional support.

ENS1:

- Upon notification, the SCC notifies “first responders” by radio, pager and overhead announcement to respond and assess, mitigate or prevent the emergency from escalating and conduct response activities. Depending on the situation, the SCC will also notify key external responders (i.e. local fire, police, and ambulance) as required.
- Responders at the scene determine if the incident can be maintained safely. As well, responders determine if the emergency has reached thresholds of risk where additional leadership is required.

ENS2:

- ENS 2 means that an emergency has reached thresholds of risk where leadership must be notified to ensure a consistent and organized action planning.

- ENS 2 is immediately activated for Code Green, Code Black, Code Grey, Code Orange, Code Purple, Code Silver and Critical Incident.
- In an emergency which meets the criteria of an ENS 2 emergency, leaders are paged, and a telephone conference call occurs. A person from the emergency scene will be asked to provide a briefing to this telephone conference call.
- Dependent on the scope, intensity and duration of the emergency, the Administrator on Call (AOC) or another senior leader or official may activate the opening of an Emergency Operations Centre (EOC)

ENS2 Conference Bridge – A teleconference extension which is activated by the Security Control Centre when an emergency is elevated to ENS2. This teleconference is used for predetermined On-Call staff to gather information related to an emergency and to discuss an action plan to resolve the emergency with minimal impact.

Staff – An individual who is hired and paid by the organization.

REFERENCES

Related Corporate Policies

Health and Safety

Workplace Occurrence Reporting for Staff/Affiliates

First Aid Response for Staff/Affiliates

Critical Injury

Code Green Emergency Response Procedure

Code White Emergency Response Procedure

Legislation

Occupational Health and Safety Act

Other Resources

Workplace Occurrence Reporting System

Patient Safety Reporting System

Workplace Injury Checklist for Person Injured

Workplace Injury Checklist for Leader

Initial Investigation Report of Workplace Violence Occurrence

Workplace Violence and Prevention Program

St. Joseph's Occupational Health and Safety Figure 1: Critical Injury General Procedure Flowchart (Rev. 2021-05)

St. Joseph's Occupational Health and Safety Process for Responding When Occupational Health and Safety Services (OHSS) is Closed Flowchart (Rev. 2021-05)

St. Joseph's Critical Injury to Staff/Affiliate or Critical incident to Patient/Visitor Flowchart (Rev. 2021-05)

St. Joseph's Critical Injury Report (Rev. 2021-05)

[London Police Service – Run Hide Defend: Surviving an active attacker](#)