

SECTION 11.7

CODE GRAY: COMBATIVE PERSON

PROCEDURES TO BE FOLLOWED IN THE EVENT A COMBATIVE PERSON SITUATION OCCURS AT LOMA LINDA UNIVERSITY HEALTH

*For a weapon or a hostage situation please refer to the Code Silver Protocol *

RESPONSE

When violent or assaultive behavior is witnessed, it is important to *immediately* initiate the CODE GRAY response.

The following steps are not in any particular order and should be continuous throughout the response:

S.A.N.D.

SAFETY, ASSEMBLE TEAM, NOTIFY SECURITY, DE-ESCALATE

SAFETY

Ensure Life Safety of everyone involved (self, staff, visitors, patient, etc.):

- Create a space at least 1.5 – 3.0 feet (arm's length or greater)
- Position for escape; escape as soon as possible
- Be aware of your body position. Do not stand face to face in a challenging position; angle off to the side, but face the combative person
- Maintain a barrier between yourself and the combative person (e.g. bed, counter)
- Maintain non-threatening body language
- Prepare to protect yourself or provide assistance to stop/deflect blows

ASSEMBLE TEAM

Persons experiencing or witnessing a combative person shall notify staff in immediate area including Workplace Violence Prevention Advocates (Charge Nurses, Etc.). All available staff members will respond to event immediately.

Responding staff shall:

- Notify Security immediately (see response below)
- Stand by ready to support co-worker(s)
- Consider replacing or supporting the first responding staff member if the de-escalation is not successful
- Prepare to provide medical or emotional assistance to the victim(s)

- Remove audience and/or dangerous object from the area

NOTIFY SECURITY

Notify Security Control Center by:

- Dialing 911 or ext. 44320 from any house phone
- Murrieta ext. 2222
- Pressing the panic alarm

Information given to Security Control Center should include:

- Location of the event
- Name of the individuals involved, if known
- Circumstances of the incident
- Physical description of those involved

Security officers arriving on the scene shall:

- Proceed quickly and safely to the scene
- Assess and obtain basic information
- Alert others when appropriate (e.g., Sheriff's Department, administrator on-call)
- Control the situation, make an arrest if appropriate
- Secure the scene for evidence
- Complete the required documentation

DE-ESCALATION

Immediately apply non-violent de-escalation techniques:

- Listen empathetically; clarify messages
- Give directives and set limits
- Keep the situation in your control as much as possible
- Add distance and/or barriers between the victim and combative person

*For further details on Preparation, Prevention and Recovery refer to Security Department Policies and [Workplace Violence Policy I- 71](#).

PREPARATION

Education & Training

Employees are educated to provide a safe and secure environment for patients, students and visitors. Also to assist in managing and/or de-escalating the situation, to gain the cooperation of the abusive person

- Preventive Management of Assaultive Behaviors for Employees.
- Workplace Violence Training for Employees.
- In-service training (early recognition of potential violent situations progressive behaviors, response action, and self-defense).
- BLUE (Basic Learning Units for Employees) Book periodic refresher.
- Security Department Policies S-3 and S-7.

MITIGATION

Combative or abusive behavior can be displayed by anyone; including faculty, staff, students and visitors. Combative or abusive behavior can escalate into a more violent episode.

It is important to recognize any early warning signs. No single sign alone should cause concern, but a combination or any of the following should be a cause for concern and action.

- Direct or verbal threats.
- Intimidation of others by words or actions.
- Refusing to follow policies.
- Hypersensitivity or extreme suspiciousness.
- Holding a grudge.
- Verbalizing hope for something to happen to the other person against whom the employee has the grudge.
- Unable to take criticism of job performance.
- Destruction of property.

RECOVERY

Documentation of the incident shall follow LLUH policy for documenting Security and Incident Reports. Review of the event shall occur to determine how to prevent/minimize it from occurring again.

If the Code Gray represented violence or threat of violence (violence, threatening words or actions, or use of a weapon), the event must be reported as a Work Place Violence (WPV) event. Reporting must be completed within 24-72 hours, depending on the severity of the event.

Report the WPV events through the Electronic Event Reporting (EER) or

Patient Event Reporting Form (BMC, Home Health and Family Care) via the Electronic Event Reporting (EER) tab under “Frequently Used” Links on One Portal.