

INDIAN BAY RESIDENCE

STAFF RESPONSE TO LIFE THREATENING EMERGENCIES

Purpose

Ensure the safety of staff, residents and visitors and appropriate, immediate staff response in life-threatening emergencies that involve violence or potential violence.

Application

All employees are responsible for notifying other staff of an emergency situation, the location, and type of assistance needed.

Procedure

1. Whenever possible Indian Bay staff will ask for assistance from another staff member when conducting business with a resident demonstrating behavior(s) indicating a high risk for violent behavior as indicated on the NAPPI (Non-Aggressive Psychological and Physical Intervention) Behavior Scale.
2. Any Indian Bay staff member observing a resident demonstrating actual or potentially violent behavior will immediately alert other staff and request assistance needed.
3. All staff involved in an emergency situation will use their NAPPI skills training during the response.
4. Indian Bay staff may notify other staff of actual or potential violent behavior by using any of the following devices:
 - a. Using a cell phone
 - b. Verbally calling to other staff in the building
5. Indian Bay staff will request assistance from other staff by asking "Toby Close" to come to a specified location, i.e. "Toby Close to the living room".
6. Indian Bay staff will request assistance from the police by asking "Doctor Toby Close" to come to a specified location, i.e. "Dr. Toby Close to the living room".
7. All available staff will respond to any and all "Toby Close" requests for assistance and immediately proceed to the identified location.
8. If a request is for "Dr. Toby Close", it means police assistance is needed and any staff (or on-duty RCS if outside of regular business hours) is to immediately call 9-1-1 and explain the need, location of the emergency and recommend a safe point of entry.
9. The first responding staff member who arrives at the specified emergency location becomes the response team leader. Medical staff, RCS or clinical member may assist by phone if necessary. The response team leader is responsible for giving instructions to other responders including whether to call for police or other emergency assistance and may give directives for assistance such as:
 - a. Clearing immediate area of other consumers
 - b. Waiting at the side door for police/ambulance to arrive
 - c. Retrieving medical supplies and/or PPE kit
 - d. Other assistance as needed
10. All staff involved in any violent or potentially violent incident are responsible for using NAPPI skills training during an emergency response.
11. Staff in a violent or potentially violent situation without access to an office alarm button or phone will use NAPPI skills and remove residents and themselves from the potentially violent situation as possible.

12. The Brinks clinical on-call or on-call nurse may be called for backup assistance to manage a situation until emergency police/ambulance arrives. Additional staff will assure other consumers are safe and provided debriefing.
13. The Program Supervisor will make arrangements for a debriefing within 24-48 hours of any situation that requires the use of this procedure.