PREVENTING and RESPONDING to CHALLENGING BEHAVIOUR by a CONSUMER / PATIENT
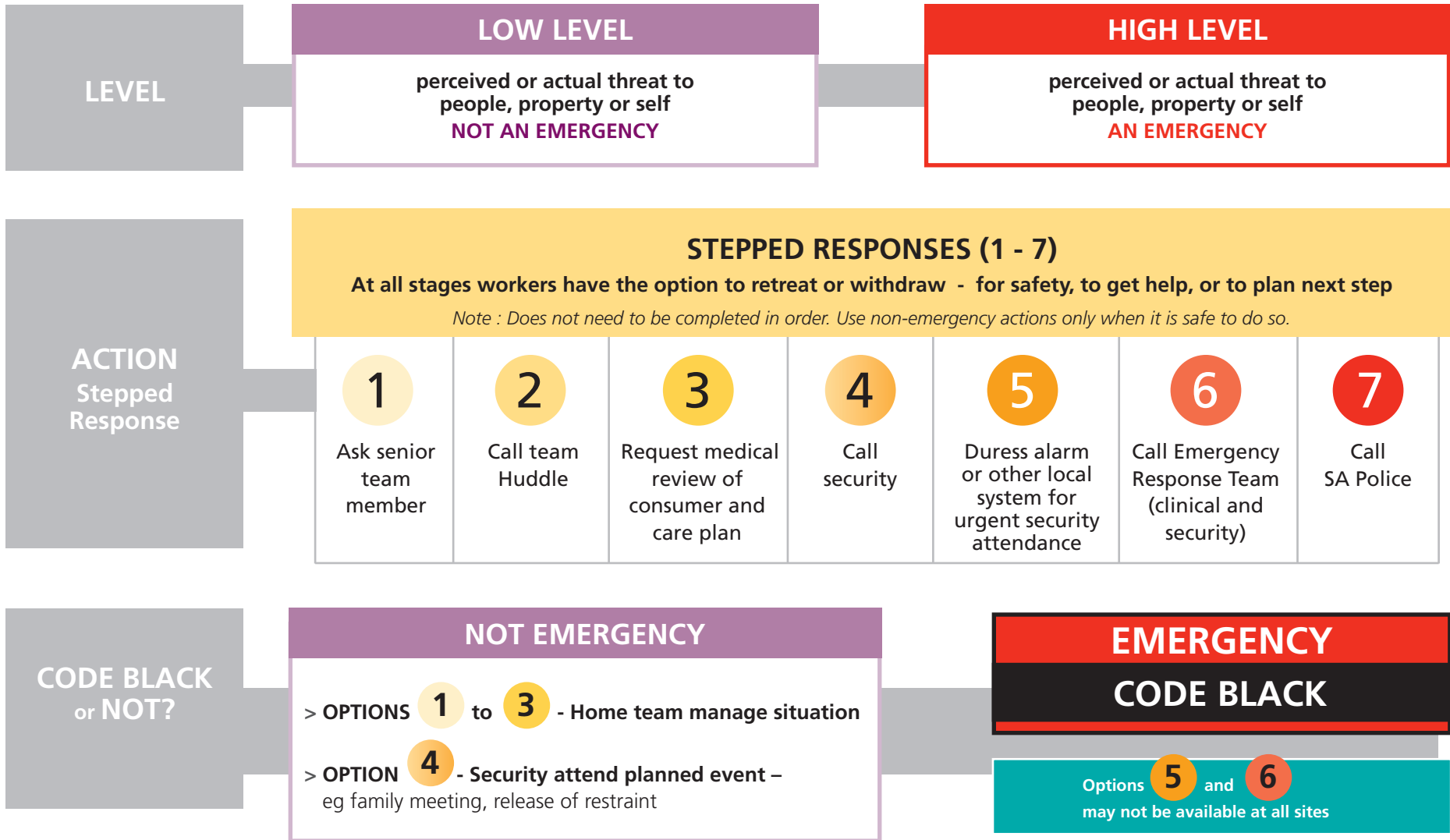
Types of threat

> Verbal threats of harm or injury
> Physical – actual or imminent
> Property – actual or imminent
> Threatening self harm

LEVEL

LOW LEVEL

perceived or actual threat to people, property or self
NOT AN EMERGENCY

HIGH LEVEL

perceived or actual threat to people, property or self
AN EMERGENCY

ACTION — Stepped Response

STEPPED RESPONSES (1 - 7)

At all stages workers have the option to retreat or withdraw - for safety, to get help, or to plan next step

Note : Does not need to be completed in order. Use non-emergency actions only when it is safe to do so.

1 Ask senior team member

2 Call team Huddle

3 Request medical review of consumer and care plan

4 Call security

5 Duress alarm or other local system for urgent security attendance

6 Call Emergency Response Team (clinical and security)

7 Call SA Police

CODE BLACK or NOT?

NOT EMERGENCY

> OPTIONS **1** to **3** - Home team manage situation

> OPTION **4** - Security attend planned event – eg family meeting, release of restraint

EMERGENCY

CODE BLACK

Options **5** and **6** may not be available at all sites

What is a Code Black call, and how is it made?

Code Black calls are made by staff who perceive that their safety, or that of the patient and/or other people, is at risk. The threating behaviours can be exhibited by a patient or by other person(s).

> A Code Black call is a request for urgent / emergency assistance.

> The Code Black signal can be triggered through a duress alarm, emergency phone number, or other local mechanism. The equivalent code for SA Ambulance Service is Code 51.

> Code Black is defined by Standards Australia as being used 'For personal threat (armed or unarmed persons threatening injury to others or themselves, or illegal occupancy.' AS 3745-2010.

What is the response to a Code Black call?

There is range of responses.

Most metropolitan services have a team (Emergency Response Team), comprising clinical and security staff, that attends rapidly in response to a Code Black call. This team works with the home team, and assist by de-escalating the situation, providing expert care and restoring a safe environment.

Many incidents require only attendance, advice or support from the Emergency Response team and/or the security officers to the home team.

In some incidents there is a range of actions taken such as restraint of the patient, or escorting a non-patient from the facility.

In extreme situations SA Police can attend.

For more information

**Government
of South Australia**

SA Health