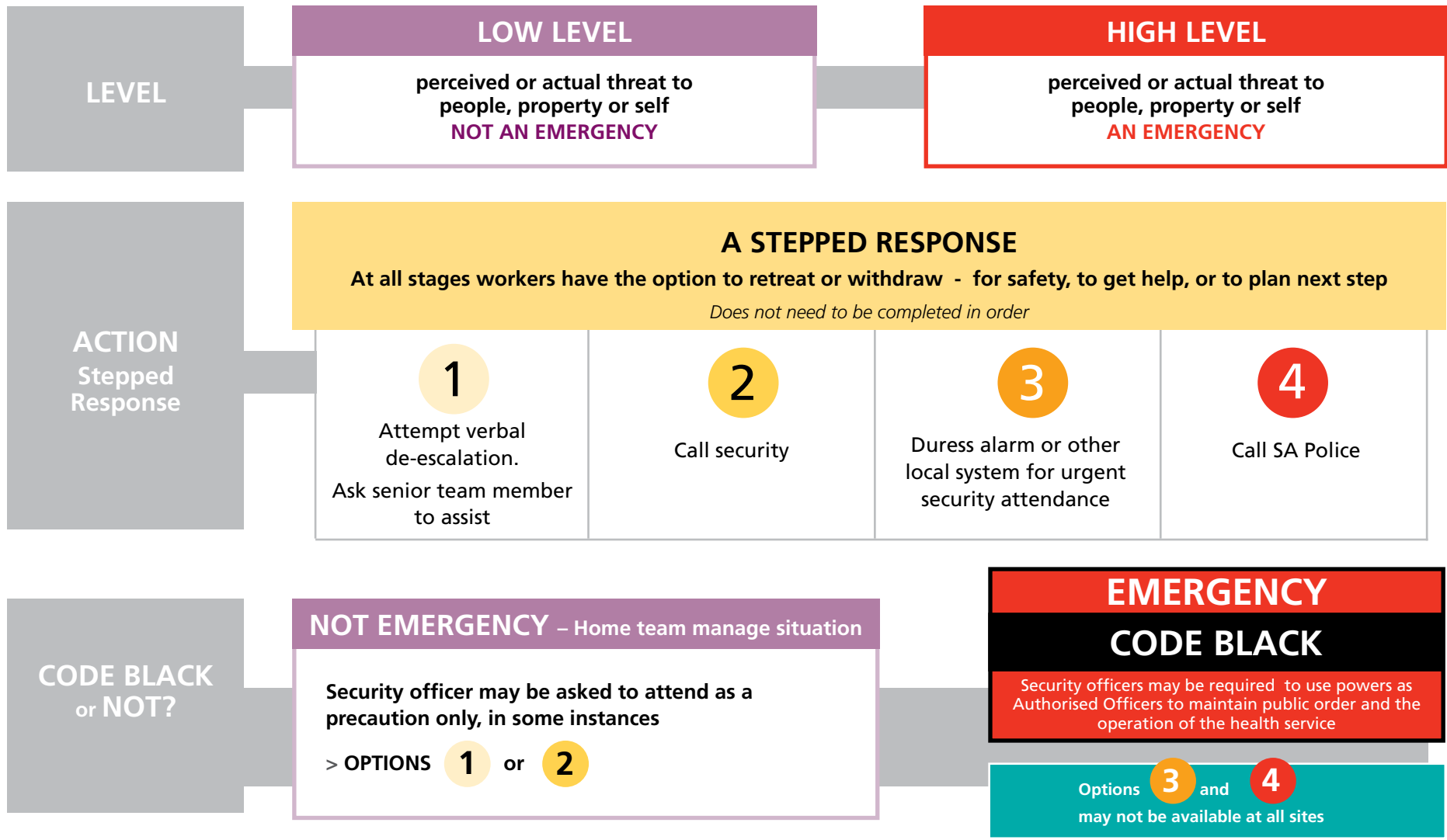


PREVENTING and RESPONDING to CHALLENGING BEHAVIOUR by a person who is NOT a current CONSUMER/PATIENT

- ### Types of challenging behaviour or threat
- > Disorderly, offensive or disruptive behaviour
 - > Verbal threats of harm or injury
 - > Physical threats – actual or imminent
 - > Actual or imminent damage to property
 - > Suspected, or in possession of alcohol, drugs or weapon
 - > Threatening self-harm



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 threatening 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

SA Health

Safety and Quality Unit,

Telephone: (08) 8226 6971

www.sahealth.sa.gov.au/challengingbehaviourstrategy

For Official Use Only: I1 - A1



www.ausgoal.gov.au/creative-commons

© Department for Health and Ageing, Government of South Australia.
All rights reserved. FIS: 15019.10-4 (CB) August 2015.



**Government
of South Australia**

SA Health