

**No single sign alone should cause concern, but a combination of any of the following should be cause for concern and action.**

1. Direct or verbal threats of harm.
2. Intimidation of others by words and/or actions.
3. Refusing to follow policy.
4. Carrying a concealed weapon or flashing a weapon to test reactions.
5. Hypersensitivity or extreme suspiciousness.
6. Extreme moral righteousness.
7. Inability to take criticism of job performance.
8. Holding a grudge, especially against supervisor.
9. Often verbalizing hope for something to happen to the 'other' person against whom the individual has the grudge.
10. Expression of extreme desperation over recent problems.
11. Destruction of property.

**Initial handling:**

- Declare the situation early
- Use your intuition. Do what is necessary to be safe as the first priority.
- Move to an area where you can place a call,
- Goal is to activate **Code 13 and get HELP or call "911"**. If the situation prevents you from calling, if possible request this of another person in the area.

**Announce 3 times when possible: CODE 13 with LOCATION**

- Move other people/patients out of the immediate area when possible/safe.
- Move the patient/person to a quieter/more isolated location as quickly as possible.
- Minimize the number of people interacting with the patient/person to:
  - A support person – senior manager to observe and coordinate.
- Try not to confine the patient/person more than necessary:
  - Use a holding room, Keep observation window open. Keep doorway open.
  - Allow patient/person to wander and, if necessary, to leave the building.
  - Attempt to check bag/backpack/jacket for sharps/weapons/drugs.
- If a weapon or hostage is involved follow procedures outlined in the Code Silver (Shooter) by telling the operator about the weapon or hostage.
- Make mental notes or as quickly as possible write out notes to be used to pass on to a supervisor / police

**Responding staff:**

1. All available managers and responders - Do not storm the area. Most senior manager assesses and takes command. Additional responders are sent away as soon as situation assessed.
2. Approach area with caution.
3. Evaluate the environment and subjects involved.
4. If necessary initiate or continue the evacuation of staff, patients, and visitors.
5. With the assistance of the operator request law enforcement back-up if necessary by dialing 911.
6. Document as an incident report

**CODE 13 – Threatening Situation – Belligerent/Combative person**