

Code Gray

What is a Code Gray?

- A Code Gray is used to provide an appropriate response to situations involving combative or potentially combative person(s). For example, when an aggressive or violent person is causing a problem in the hospital.
- Code Gray is called when the aggressive or violent person does not have a weapon.
- If someone has a weapon a Code Silver is used instead.
- Security is trained to handle these situations.

Code Gray



Respond, Don't React

IMPORTANT: Your safety is always our primary concern, so if you feel threatened get away from the situation.

Develop a plan for how you will Respond instead of React

Know ahead of time various things to look for (are others close by, where is the exit you should use, are patients going to be in harms way if you leave) and then have a plan on what you would do to stay safe or de-escalate the situation.

What To Do

Raising our voices or other threatening behavior on your part can escalate the situation to an unsafe level.

It is best to:

- Be calm
- Take a deep breath
- Lower your tone of voice
- Smile and ask if you can help

If you don't feel safe, don't engage!

Sources: *KP Learn* - Prevention of Workplace Violence – Vistelar Conflict Management

Watch for Behavioral Flags

Knowing signs that someone may be prone to combative behavior can help you stay safe.



- Anti-social behaviors including problems in getting along with others, harassing behaviors, or isolating behaviors.
- Vindictive tendencies including holding grudges or "evening the score."
- Seeing themselves as a victim by blaming others for their own challenges.
- Severe paranoia and/or anger.
- Violent ruminative thinking, displaying preoccupation with aggression and violence.
- Controlling tendencies. Others describe them as becoming unsettled when they are no longer in control.

Sources: <https://www.osha.gov/SLTC/workplaceviolence>

Respond, Don't React (continued)

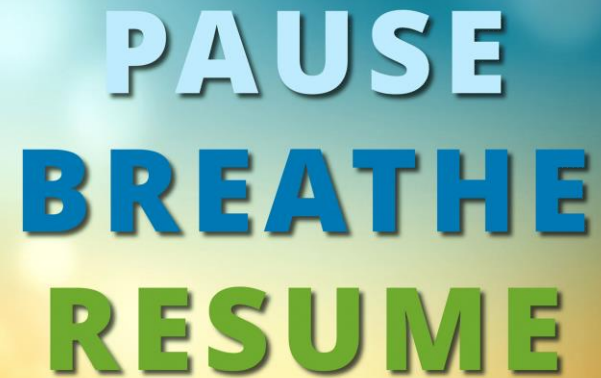
Empathize

Sometimes the person is feeling scared, attacked, loss of control or may have received hard news about either themselves or a loved one. If you see someone who is agitated but not yet combative you may be able to calm the situation down by showing compassion. **Never raise your voice in a Code Gray situation.** If you feel you cannot handle it, there is no shame in that - call the Code. Those who respond are prepared to deal with situations such as this.

Pause, Breathe, Resume

If you are triggered by another person's anger, remember to:

Pause , **Breathe** to process the situation and remember your plan, and **Resume** your interaction



PAUSE
BREATHE
RESUME



Code Gray Summary

Combative Person

Purpose

To provide an appropriate response to situations in which security assistance is needed, such as those involving a combative or potentially combative person(s).

Used For

Combative or potentially combative person(s) without a weapon.

What to do

- Get out of harms way.
- Call KSMC **31-2222** or KWMC **24-2222**.

Your safety is our primary concern. Do not confront the person.

Sources: Kaiser Internal document - Kaiser Permanente Northern California's Standardized Healthcare Emergency Codes.

