

# **DANGEROUS/THREATENING PERSON PROCEDURES**

## **Code Blue**

We have established the following procedure to be followed by employees and visitors in the event a dangerous/threatening person enters the facility.

The objectives of the Code Blue Plan are:

1. Protection of life and prevention of injury for all staff/clients/visitors
2. Restoration of order and protection of property
3. Identification of threatening person for possible prosecution

Duties of Safety Committee:

1. To see that the department has an approved Code Blue Plan and it is updated annually
2. Assure distribution of the Code Blue Plan to all new personnel
3. Assure annual In-Service training instructs staff on emergency procedures

Duties of Employees:

1. It is absolutely essential all employees familiarize themselves with the Code Blue Plan and be prepared to respond in an emergency
2. Respond to announcements as per Code Blue Plan procedures
3. Keep potentially dangerous items to a minimum in each office
4. Avoid disclosing plans, family activities, or business activities of themselves or other employees with clients

### **STAFF PERSON CONFRONTED:**

1. Listen attentively
2. Do everything the threatening person says to do
3. Be especially careful during the first four or five minutes. These are the most critical minutes as the person is probably as desperate and jumpy as the victim
4. Speak only when spoken to and never make wisecracks
5. Try not to show emotions openly. Threatening persons tend to play upon emotional weaknesses
6. Avoid appearing aggressive by not using aggressive body language
7. Act relaxed as this may relax the person
8. Weigh carefully any chance to escape to be sure that escape is certain and will not endanger anyone else
9. Have faith in fellow workers, negotiators and police
10. Do not make any suggestions to the person. If the victim's suggestions go wrong, the person may think that the victim tried to create problems
11. Utilize delay tactics if possible...“I'll do my best”; “I'll ask”; “I'll find out”. Never respond to demands with a “No”
12. Do not turn away from the person unless ordered to do so and try to keep eye contact without staring. People are less likely to harm someone they are looking at.
13. Be patient
14. If possible and not creating suspicion, call reception and ask for “Code Blue” to be paged if that page has not already been made

### **First Person to Recognize a Threatening Situation:**

1. Call 911 and inform the 911 Dispatcher of the following:
  - Your full name
  - Let them know you are at 400 East Thomas Street – Wausau, Wisconsin and the specific location of the incident
  - Explain to the dispatcher the type of incident. Let them also know if weapons or alcohol are involved
  - Give them the name of the person causing the incident; include the Date of Birth if known

*If you need assistance in calling 911, call the Front Desk Staff advising you need them to call 911 and provide them with the information to relay to the 911 Dispatcher.*

2. Call the Front Desk Staff to advise actions taken.

### **Front Desk Staff:**

1. Upon receiving notification that 911 was called concerning a threatening situation, take the following steps:

**IMPORTANT NOTE:** *If 911 was **not** called, call 911 immediately and provide pertinent information.*

  - a) Announce over the paging system “**Code Blue.**  
**I repeat Code Blue”**
  - b) Management will arrive immediately to assist in any way determined by the Manager in Charge

### **All Staff:**

1. Escort visitors to rooms with doors that lock. Lock the door and if the room has windows, close the drapes, shades or blinds.
2. If your visitors inquire as to the nature of the situation, inform them an emergency situation has occurred in the building and they need to wait for an all clear to be announced before routine activities can resume.
3. Once the door is locked and the drapes/shades/blinds are closed, dial “0” and let whoever answers know what room you are in and who is with you.

### **Managers:**

1. Report immediately to the Front Desk and assist in any way determined by the Manager in Charge.
2. Once Law Enforcement personnel arrive on scene, assist them if needed in resolving the situation.
3. Once the situation is under control, the Manager in Charge will direct an all clear page be given.



# Workplace Personal Safety

Prepared for Social Services Board Meeting – June 13<sup>th</sup>, 2017





# PERSONAL SAFETY/ACTIVE SHOOTER TRAINING

\*\*Countywide training, factoring in courthouse security measures, will be forthcoming in 2017 based on training being developed by the Countywide Standardization Safety & Security Committee.\*\*





## Personal Safety Measures at the Workplace

- New Hires complete Workplace Safety & Security Training and All Staff required to attend annual Workplace Safety & Security Training
- Maintain a Secure & Safe Facility
  - ✓ Badge Access Required
  - ✓ Visitors Escorted by Employee, including In & Out of Facility
  - ✓ Assist *any* wandering visitors/clients to the Front Desk
  - ✓ Maintenance ensures no unauthorized person(s) remain in building and entry/exit doors secured
  - ✓ Working at Night - move car near to the building
  - ✓ Meeting at Night - move car close to building & exit with other people
- Reporting Safety & Security Deficiencies & Incidents
  - ✓ Report to a supervisor immediately any security/safety deficiency
  - ✓ Call 911 to report medical emergencies &/or a fire
  - ✓ Practice facility evacuation, including gathering in designated location by unit/section to ensure safety and report to emergency personnel to address safety needs
  - ✓ Practice weather warning drills to ensure everyone's safety into the lower level storm shelter areas with no windows & no glass





# Safety Concerns



## Home Visits

- ✓ Check Client's Background and Significant Other or Family Members
  - Law Enforcement
  - In-House
- ✓ Other Options:
  - Consult with a Supervisor to review concerns
  - Request a police officer accompany you on visit or co-worker or supervisor
  - Park vehicle in a way to make a quick exit
  - Keep valuables back in the office or locked in vehicle trunk
  - Position yourself nearest to the door – be aware of exits
  - Keep your keys & cell phone on you and not in your bag
  - Social Worker Self-Safety Plan – Buddy System:
    - [Let your buddy &/or supervisor know where you are going: Give location, name of client, license plate of your vehicle, and time you are expected to leave location with a supervisor or co worker – Follow the Social Worker Self-Safety Plan. See a Social Worker Supervisor for more details.](#)
  - Use of Check-In/Check-Out Board – [show details per unit guidelines](#)
    - [Front Desk Staff contacts SW Supervisor @ 4:15 pm daily to report any concerns for further handling](#)
  - Consider meeting client at the Wausau Police Department-Interview Rm.
  - Vehicle Accident – Notify a Supervisor & complete "Marathon County Public Accident/Incident Report" & submit to Risk Management within 48 hours after incident



## Escalated Client Situations



- Prepare for potentially escalated client situations.
- Discuss with Supervisor
- Arrange to have a co-worker with you or near by to listen/observe
- Meet in location where you can be positioned to be closest to the door ensuring door is unlocked and remains open
- Arrange to have co-worker knock on door to advise you to take an immediate phone call to get you to step out of the room - a check-in to ensure all is o.k.
  - *Be aware of "Mother's Ears" – should a co-worker choose to knock on the door to advise you to take an immediate phone call, please step out of the room to allow a check-in to ensure all is o.k.*
- Remain calm and avoid any actions to further upset the client



# Panic Alarm System



- Staff should work with the Front Desk Staff to sign-out & use a portable panic alarm (looks like a garage door opener & each are programmed for a specific floor).
- Provide necessary information to the Front Desk Staff to notify law enforcement if panic alarm is activated.
- If a panic alarm is activated, the Front Desk Staff will call 911 and then call the applicable program staff Manager &/or Supervisor letting them know the location of the alarm and the names of the Worker(s) and Client(s) involved. Front Desk Staff will inform the Manager &/or Supervisor that they have contacted 911 and will escort law enforcement to the location of concern upon their arrival.
- The Manager &/or Supervisor will knock on the door and notify the worker that he/she needs to take an immediate phone call to get the worker out of the room.
- Employees should keep in mind the availability of interview rooms at the Wausau Police Department.
- *Note: A panic alarm situation will result in a 911 call. The situation involves a person(s) that is contained and not a threat to the building and large group.*



## Dangerous/Life Threatening Person Procedures "CODE BLUE"

CODE BLUE  
ALERT

**We have established the **Code Blue** procedure to be followed by employees/visitors/clients when there is a very dangerous life threatening event to the building and a large group of people.**

- Duties of Safety Committee ensure procedure exists, annual training & new employee training
- All Employees have a duty to be familiar with procedure to respond in an emergency
- Duties of Staff Person Confronted
- Duties of First Person Recognizing a Life Threatening Situation- CALL 911
- Duties of Front Desk Team
- Duties of All Staff
- Duties of Managers
- Good Practice to Involve Key Personnel



# Questions



**SAFETY FIRST**



**Safety  
Starts  
Here**

**Think Safe...  
Work Safe...  
Be Safe**



# Thank You