



Miawpukek First Nation

Conne River Health and Social Services Centre (CRHSSC)

Code White (Violent Situation) Mock Exercise

December 4, 2014

Functional/Mock Disaster Exercise Overview

Functional /Mock Disaster Exercise

A Functional/Mock Disaster Exercise is a method of exercising plans in which participants perform some or all of the actions they would take in the event of plan activation to respond to a specific scenario. These exercises are designed to test specific plan components or agencies in response to a scenario that is only described, not simulated. Communications systems may be used to pass exercise information (or inputs). Participants may be in different locations, using their actual procedures and staff complements.

Exercise Purpose

- The exercise purpose should be captured in a broad statement which clearly identifies the aim.
- It should communicate the intent of the exercise.
- It does not contain detail on how the aim will be achieved.

Exercise Objectives

- An objective is a description of the performance expected from participants.
- Objectives provide a framework for the scenario.

Possible objectives

- To introduce or validate a plan or policy.
- To analyze or validate a decision-making process.
- To train or practice staff in emergency procedures.

Exercise Scope

- The scope identifies exactly what the exercise is to cover.
- It defines the composition and number of exercise participants.
- It limits the exercise by time, hazard type, plans to be exercised, etc.
- It must be kept manageable –neither too broad nor too complex.

Exercise Scenario

- The scenario is the “story line” on which an exercise is based. It must be:
 - realistic (believable);
 - threat-based; and
 - directly related to the exercise purpose.
- The scenario must be carefully designed to engage participants in a way that approximates real-world responses.
- It should be demanding but not overwhelming.

Exercise Participants

- There are three principal categories of exercise participants:
 - players;
 - evaluators; and
 - observers.
- It is important to maintain the distinction between “players” and “observers” (the terms are self-explanatory).

Post Exercise Requirements

- Debriefing should be held at the conclusion of the exercise to capture immediate feedback from participants.
- An After Action Report (Debriefing Report) should be published approximately 4 weeks after the exercise, to identify:
 - what went well;
 - areas for improvement;
 - recommendations; and
 - action plan.

FUNCTIONAL/MOCK EXERCISE

PURPOSE of EXERCISE

To better enable staff at the CRHSSC to prepare for and manage a Code White (Violent Situation) response.

AIM of EXERCISE

The aim of the Code White functional/mock exercise is:

- To exercise and test CRHSSC's response procedures during a Code White event.

The exercise is being held in order to:

- Train personnel.
- Assess performance.
- Evaluate procedures.
- Identify and correct procedural deficiencies.

OBJECTIVES of EXERCISE

To identify and prioritize emergency response activities (e.g., activate paging of Code White, utilization of appropriate de-escalation practices).

To identify/confirm roles and responsibilities related to the response.

To familiarize participants with notification protocols and decision making processes.

To assess the ability to coordinate and disseminate information in a collaborative and timely manner during the response.

To test components of the CRHSSC Code White Plan.

SCOPE of EXERCISE

How to coordinate and manage a site-specific Code White response event?

NEEDS

To understand the emergency response procedures, roles and responsibilities involved in a Code White response.

EXERCISE SPECIFICS

Execution

The exercise will include four phases:

Phase 1 - Review of the CRHSSC Code White plan and assignment of exercise roles-players/observers (0900-1000hrs).

Phase 2 - Conduction of the Exercise as overseen by the Exercise Director.

Phase 3 - Set up room for debriefing.

Phase 4 - Exercise Debriefing

Exercise Timeline

In order for the CRHSSC to fulfill its respective Code White exercise objectives the following timeline of event triggers has been developed to activate specific response protocols:

- **1000 hrs** Melissa Drake, client of the CRHSSC, meets with Cynthia Drew re travel advance to attend a medical specialist appointment for herself in St. John's on December 8, 2014.
- **1006 hrs** Staff hear Ms. Drake shouting and uttering threats at Ms. Drew as it appears that the client is not being approved to get a travel advance for her medical appointment.
- **1010 hrs** Ms. Drake storms out of Ms. Drew's office while continuing to shout, utter threats, and bang on the wall opposite Ms. Drew's door. Since these behaviors are very disruptive Ms. Drew leaves her office and tries to calm the client down, however this does not work. She then signals a co-worker to page a Code White.

Players

Players are exercise participants who are responsible for taking whatever actions are necessary to respond to a simulated emergency.

Directing Staff

Exercise Director will be Betty Moulton, DEM-NL Consulting.

Observers

Approximately four-six staff as well as visiting Health Canada staff will be invited to be exercise observers.

Evaluator

The Director of the CRHSSC will act as an exercise evaluator.

Exercise Volunteer/s

Ms. March, presenting client, will be briefed on her role by the Exercise Director prior to the commencement of the exercise.

Debriefing

A post exercise debriefing will be held at **1045 hrs** in the CRHSSC Boardroom.

Communications

Commencement of **"Exercise Code White"** will be preceded by the wording, **"Exercise, Exercise, Exercise"**.

The Exercise Director will start the exercise once the education/review of site-specific Code White plan is completed and then maintain a listening watch throughout the exercise.

Directives for Emergency Call-Off:

If deemed appropriate the Exercise Director, in consultation with the Director of the CRHSSC, may suspend, cancel or re-schedule the exercise.

Site Safety

The safety and security of the clients/patients/visitors/staff is paramount and measures are to be taken to mitigate any issues. The Director of the CRHSSC will act as the Safety Officer for this exercise and will therefore be present at all times during the exercise.

The Safety Officer may stop the exercise at any point to remove a volunteer/staff member/observer/participant/visitor from any danger or to correct any hazardous condition that may develop. The Safety Officer cannot terminate the exercise except through the Exercise Director.

Note:

Any deviation required from the preceding instructions, previous to and during the exercise, will be authorized by the Exercise Director in consultation with the Director of the CRHSSC.

SCENARIO

1000 hrs –Melissa Drake, client of the CRHSSC, meets with Cynthia Drew re travel advance to attend a medical specialist appointment for herself in St. John’s on December 8, 2014.

1006 hrs - Staff hear Ms. Drake shouting and uttering threats at Ms. Drew as it appears that the client is not being approved to get a travel advance for her medical appointment. This non approval is due to the client not following policy and bringing in receipts for the advance she was given on November 21, 2014 for a medical appointment in St. John’s scheduled for November 24, 2014.

1010 hrs - Ms. Drake storms out of Ms. Drew’s office while continuing to shout, utter threats, and bang on the wall opposite Ms. Drew’s door. Since these behaviors are very disruptive Ms. Drew leaves her office and tries to calm down the client, however this does not work as Ms. Drake continues to shout and refuses to leave the building. At this point Ms. Drew realizes that the situation is escalating and that she requires assistance. She signals for a co-worker to page a Code White.