



## CODE WHITE – Post-incident Wellness Check

*This brief process is to be completed by the Code White Leader or designate immediately following the incident.*

### Ensure that you check-in using the following principles when listening to others:

- Be calm – when approaching the team, make sure that you’re in-check, regulated and are self-settled.
- Be open – when asking if you can help, be open to listen to the team’s experiences.
- Be present – truly commit to listening, rather than jumping straight to solutions or questions.

### How to develop a psychologically safe environment:

- Encourage staff to speak up – certain staff on the team might be more vocal than others. Allow space for others to contribute.
- Acknowledge those who take a risk – show your appreciation for members of the team that offer ideas, own up to mistakes, or ask a challenging question.
- Watch out for unhelpful behaviour – negative comments like “That won’t work” or “That’s a stupid suggestion” need to be dealt with, especially when they are directed at another team member who has just offered an opinion or idea. Intervene on their behalf.

Code White Feedback	<ol style="list-style-type: none"> <li>1. Find a quiet place to check in with the team immediately after the incident, away from the eyes and ears of patients. You want this environment to feel incredibly safe for staff to share and be honest.</li> <li>2. Ask the team: Does anyone need First Aid?</li> <li>3. Ask the team: How are you feeling? (Watch for stress reactions such as: averted gaze, crying, rapid breathing, angry outbursts, withdrawn, focus on self-blaming or blaming others, etc.. Impacted staff may need managerial support post-wellness check)</li> <li>4. Ask the team: Do you need anything? Are you ready to go back to work?</li> <li>5. Before dismissing the team, remind the team members that they have access to EFAP if they require further support (1-800-663-1142 or homeweb.ca).</li> </ol>
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