

## Determine When and How to Get Help - Long-Term Home

**Setting:** Long-term care home

**Characters:** Dimtri, Care Aide (*he/him*); Hayden, Resident (*he/him*)

Dmitri is a worker in a long-term care home.

Hayden is a young resident with an acquired brain injury.

Hayden is in the dining room for supper.

When Dmitri serves him, Hayden starts threatening to punch the workers if they do not provide him with the meal he wants.

Dmitri's attempts to de-escalate the situation are unsuccessful.

Hayden continues to escalate, shouting obscenities and pacing.

Workers feel unsafe.

When should Dmitri call for help?

Text on screen:

A: Dmitri should call for help as soon as Hayden threatens violence and de-escalation attempts are unsuccessful.

How should Dmitri call for help?

Text on Screen:

A Dmitri should initiate Code White procedures specific to his site.

Since a code white response team is available at Dmitri's site, he will work with the team to manage the situation.

Many long-term care homes may not have readily available in-house advanced team response.

In that case, workers would need to call 911.