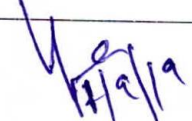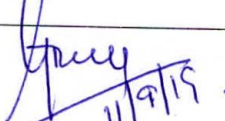|	TITLE: **SOP for CODE PURPLE**
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Standard Operating Procedure

CODE PURPLE

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Prepared By	**Reviewed By**	**Approved By**	

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1. Abbreviations & Definitions

1.1 Abbreviation

MS	Medical Superintendent
HR	Human Resource
HO	Head Operations
PRO	Public Relations Officer
CRH	Central Referral Hospital
SMIMS	Sikkim Manipal Institute of Medical Sciences
FIR	First Information Report
SMU	Sikkim Manipal University

1.2 Definition

Code Purple is an assigned safety code for the initiation of action for any kind of situation involving any individual or a group of people exhibiting or threatening violent behaviour resulting in physical assault inside the Hospital.

2. Expected Outcome

To identify and initiate immediate action from the designated personnel/team which can mitigate potentially violent situation and also to provide immediate safety against the threat to themselves, patients, staffs, and visitors.

3. Objective /Purpose

- To ensure control of any panic situation inside the hospital due violent behaviour inside the Hospital.
- Initiation of immediate safety action against such behaviour.

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4. Scope

- The scope covers all the processes involved from initiation of the activation of the Code and various actions involved.
- The Code will cover any kind of violent incident or a situation that poses a significant threat to the safety of staff, patient, visitors or employees in the hospital.

5. Process

5.1 Activation of Code Purple:

As soon as any violent incident or a situation that poses a significant threat to the safety of staff, patient, visitors or employees comes to the knowledge of any staff from any visitor/patient party they have to immediately call Security Control Room on Extension No. 118 and activate the Code Purple by saying **"I am ….*name & designation* there is Code Purple at Location…" ……pause…. "Code Purple at Location …" …pause… "Code Purple at Location…"** in both Nepali and English. The Security Staff receiving has to confirm the call by saying **"COPY … I am xyz".**

The security staff will mention the details in the 'Safety Code Register' in prescribed format.

    a. Collection of Information: The staff who called on the extension of security to activate Code Purple will collect the basic information of the situation from the informer. The basic information will consist of:
        i. Detailed description of the person/persons involved
        ii. Exact location of the incident
        iii. Information on the presence of any weapons(if any)

The staff who activated the Code by Calling Security will be the **"Activator of the Code"** and he/she will record the name of the receiver of the call and time.

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5.2 Announcement of Code Purple: Immediately the security staff who received the call will activate the Public Address System and Announce **"Code Purple at Location …"** …pause…… **"Code Purple at Location…"**….pause…. **"Code Purple at Location"** in both English and Nepali.

5.3 Response to code Purple:

5.3.1. Response team:

As soon as Code Purple is announced the "Response Team" has to reach the location within 5 minutes. Response Team which will comprise of following members:

i. Members from Security: Security In-Charge, Security Supervisor & Security Staff of the Floor
ii. Floor Manager of the Floor /MOD will be the TEAM LEAD of the Response Team. On Holidays when MOD remains on Call, Nursing Supervisor will be the team Lead till MOD reaches the hospital.

When the "Response Team" reaches the Location the "Activator of the Code" will hand over the basic details of the situation and about the individual involved to the Team Lead of the Response Team.
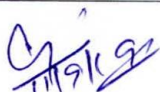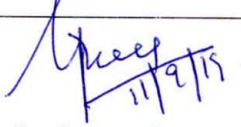
5.3.2. Action:

5.3.2.1. If only staff are involved in the Fight:-

If the situation involves an employee, and that employee was the aggressor, initially the response team will try to verbally solve and de-escalate a threatening situation.

The response team need to inform the HR Department regarding the same.

Human Resources department will look into the matter for the proper course of disciplinary action in accordance with the SMU Policy.

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5.3.2.2. If staff and visitor involved in the Fight: -

After reaching the location and the response team will try to save any kind of physical attack on the staff / visitor. The team will try to resolve the problem with verbal discussion and de-escalate any threatening situation, or if needed the local Police Station will be informed through In-charge Security.
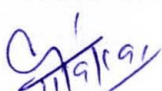
If required FIR at local Police Station will be done by the Office of the Medical Superintendent.

5.3.2.3. If Only Visitors Involved in the Fight: -

After reaching the location and the response team will try to save any kind of physical attack on the visitors and solve the problem with verbal discussion and de-escalate any threatening situation, or if needed the local Police Station will be informed through In-charge Security.
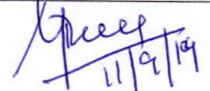
If required FIR at local Police Station will be done by the Office of the Medical Superintendent.

5.4 Declaration of the Code Over

5.4.1 If situation comes under control by verbal discussion, Team Lead will take decision to call for Code Over.

The call to Declare Code Purple over can be given only by the Team Lead. The Team Lead will call Extension No. 118 and tell **"I am *name and designation* Code Purple Over at Location..." ...pause .... "Code Purple Over at Location...".....pause ... "Code Purple Over at Location...".**

5.4.2 If the situation is beyond control of the response team, information will be given to Local Police Station through In-charge Security for seeking immediate Police Support. Till the time Police reaches the security staff will try to prevent any kind of injury to

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staff or visitor or visitor. Further action in this regard will be decided by the police as per the existing law of land.
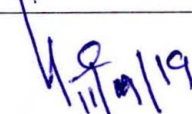
After the Police reaches and takes the situation under control the Team Lead will declare call over as mentioned in Sl. No. 5.4.1.

5.5 Incident Report: A detailed Incident Report will be made and submitted to the Office of the Medical Superintendent.

5.6 In case if the media person wants information regarding the incident then the HO / MS/ PRO/Authorised person will speak to the media and provide relevant information about the incident.

6   **Responsibilities: In Chronology:**

1. Staff activating the call
2. Security Staff At Control Room
3. Security Supervisor
4. Floor Managers
5. PRO - CRH
6. HO - CRH
7. MS - CRH

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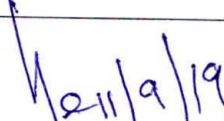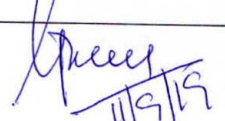|		TITLE: **SOP for CODE PURPLE**
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7   **Records & References**

7.1 Incident Report File – Location MS Office

7.2 Safety Code Register – Location Security Control Room

Date & Time	Call Received by Security Staff Name	Name of Designation of Activator of Code	Code Name	Location	Time of receiving call for Code Over	Name of Designation of De-Activator of Code	End Result in brief	Signature of Security staff in full

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