Western Connecticut
Health Network

If you sense a situation is escalating to a point control may be lost, or if you witness a violent or offensive incident, Dial 55 and alert the Operator. Security will immediately respond and work with the involved staff to calm and resolve the issue(s).

Itûs helpful to have one staff member be the primary speaker with the upset person. In many cases it helps for the upset person to explain what the problem is, as they perceive it.

Avoid interrupting as circumstances allow, even if the personûs statements are inaccurate. When the person finishes, stress the importance of trying to accommodate their needs and reassure them the Hospital has many resources to resolve problems. Explain those solutions you feel will best resolve the issue.

Itûs important to understand not all conflicts can be resolved without the intervention of authority and physical restraint. Some situations involve criminal acts and may require police assistance.

Ultimately, in a CODE GREY situation we must balance the rights of the individual with the legal obligation of the Hospital to maintain a safe environment

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