

SECTION 11.7

CODE GRAY: COMBATIVE PERSON

PROCEDURES TO BE FOLLOWED IN THE EVENT A COMBATIVE PERSON
SITUATION OCCURS AT LOMA LINDA UNIVERSITY HEALTH

*For a weapon or a hostage situation please refer to the Code Protocol *

RESPONSE

When violent or assaultive behavior is witnessed, it is important to *immediately* initiate the CODE GRAY response.

The following steps are not in any particular order and should be continuous throughout the response

S.A.N.D.

SAFETY, ASSEMBLE TEAM, NOTIFY SECURITY, DE-ESCALATE

SAFETY

Ensure Life Safety of everyone involved (self, staff, visitors, patient; etc.)

- Create a space at least 1.5 – 3.0 feet (arm's length or greater)

- Remove audience and/dangerous object from the area

NOTIFY SECURITY

Notify Security Control Center by:

- Dialing 911 or ext. 44320 from any house phone
- Murrieta ext. 2222
- Pressing the panic alarm

Information given to Security Control Center should include:

- Location of the event
- Name of the individuals involved, if known
- Circumstances of the incident
- Physical description of those involved

Security officers arriving on the scene shall:

- Proceed quickly and safely to the scene
- Assess and obtain basic information
- Alert others when appropriate (e.g., Sheriff's Department, adminis on-call)
- Control the situation, make an arrest if appropriate
- Secure the scene for evidence
- Complete the required documentation

DE-ESCALATION

Immediately apply non-violent deescalation techniques:

- Listen empathetically; clarify messages
- Give directives and set limits
- Keep the situation in your control as much as possible
- Add distance and/or barriers between the victim and combative person

*For further details on Preparation, Prevention and Recovery refer to Security Department Policies and [Workplace Violence Policy I](#)

- Preventive Management of Assaultive Behaviors for Employees.
- Workplace Violence Training for Employees.
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