

Maintenance and Operations - Working Alone or in Isolation

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Working Alone or in Isolation

1) Introduction

Employees are working alone or in isolation if they are carrying out their duties under conditions that present a risk of disabling injury and assistance may not be immediately available in the event of injury or other misfortune.

Wherever possible, buddy systems will be used, and employees will not be required to work alone or in isolation. Where a situation requires employees to work alone or in isolation, work schedules and duties will be such that the risk is minimized.

Work of a clearly hazardous nature (e.g. involving high energy, toxic, flammable or high-pressure materials, work from ladders, scaffolds, involving heavy lifting or work where there is a risk of violence) must not be conducted alone (**see Appendix C**). Such activities must be scheduled during normal working hours or performed when another employee capable of assisting in an emergency is immediately available.

Workers must report to their Supervisors prior to commencing any working alone activity in which a risk of disabling injury exists, and help will not be immediately available in the event of misfortune.

Where an employee is required to work alone, it is the responsibility of the immediate Supervisor, in consultation with the Safety Manager and affected employee, to determine the degree of risk associated with the activity (**see Appendix D**) and the frequency at which person checks must be carried out. The local safety committee will regularly review working alone situations including the frequency of person checks and the response protocols.

In all cases, the maximum time between person checks is 90 minutes.

2) Procedures for Working Alone or in Isolation

Maintenance or Operations staff who are required to work alone will use either the working alone phone app procedure (section 2.1) or the working alone call-in procedure (section 2.2) described below.

2.1) Working Alone Phone App Procedure

Workers will use a cell phone (charged and carried on their person while at working alone) with the “StaySafe” working alone app installed and activated. Employees using the “StaySafe” app must receive training from the Safety Manager on the use of the app and demonstrate their proficiency in using it prior to commencing work activities. All such training must be documented (see Appendix A).

2.2) Working Alone Call-in Procedure

Workers will check-in with the Operations department front office clerical staff (250) 338-7475 at the beginning and end of their working alone task and at least every 90 minutes (**see Appendix C**)



throughout the duration of their working activities. This procedure may only be used during normal business hours (between 08:00 hrs and 16:00 hrs). Office staff must document all contact with the employee working alone and follow the call out procedure should the worker fail to contact and respond to phone calls at prescribed times or check-in at end of shift (**see Appendix B**).

3) Limited Cell Service Areas

Workers will not be dispatched to work alone using the “StaySafe” app in areas where there is limited or no cell phone service. In such situations the worker will use either the SD71 Radio or a landline to check-in following the protocol described in Section 2.2 above.

4) Employees on Call-Out Working Alone After Hours

Employees who are called-out after business hours and are working alone must have a cell phone with the working alone app installed, be trained in it's use and have demonstrated and documented proficiency (**see Appendix A**). Employees will not work alone in areas with limited or no cell service after hours unless their immediate Supervisor carries out the function of front office staff as described in section **2.20 Working Alone Call-in**.

5) Employees Performing Hazardous Tasks

Work of a clearly hazardous nature (e.g. tasks involving high energy, work from heights, ladder work, work with toxic, flammable, or high-pressure materials) must not be conducted alone (**see Appendix C**). Such activities must be performed when another employee is immediately available and capable of helping in an emergency.

6) Annual Review

This procedure must be reviewed by the safety committee at least annually or more frequently if there is a change in work arrangements which could adversely affect an employee's well-being or a report that the system is not working effectively.

Legislative References

Occupational Health & Safety
Regulations:

Part 4, Section 4.21, Working Alone or in
Isolation

Appendix A Training

COMPLETE THIS FORM FOR EVERY WORKING ALONE ACTIVITY

Procedures for checking on well being of an employee working alone.

Workers name: _____ Workers Cell Phone number: _____

Work location: _____

Notes about work location and work activity:

Contact person: _____

Frequency of Check-in: 90 minute 60 minute 30 minute

Using StaySafe App Using simple call-in procedure

- Contact person (above) will initiate a call to the worker at the predetermined time intervals.
- Worker will call within 5 minutes if they were unavailable to respond to contact person at the predetermined contact time.
- In areas with limited cell phone service workers will use either a land line or the School District VHF radio to conduct their check-ins.
- If contact person can not reach worker at predetermined time a second attempt will be made within in 5 minutes. If the contact person still can not reach the worker on the second attempt the contact person will do the following:

1, Dispatch Supervisor to check on workers well being

If unable to contact supervisor or if supervisor unable to immediately respond to check on workers well being then:

2, Contact Safety Manager to check on workers well being

If unable to contact Safety manager or if Safety Manager unable to immediately respond to check on workers well being then:

3, Dispatch Prices Alarm personnel to check on workers well being.

If Price's Alarms unable to immediately respond, then:

4, Call police 911

Signatures bellow verify that the worker has received training and understands the procedures detailed in Section 2.1 and 2.2 of this document and if using the StaySafe phone app has demonstrated competency with the use of the software.

Employers signature: _____ Workers signature: _____

Note: All records of training and check-in logs must be kept on file in the Safety Office for a minimum of one year. Forward this form to Safety Manager once working alone session complete.

Appendix B Check-in Log

COMPLETE THIS FORM FOR EVERY WORKING ALONE ACTIVITY

Designated person to establish contact and record results: _____

Frequency of Check-in (select one): 90 minute 60 minute 30 minute

Using StaySafe App Using simple call-in procedure

	Time (Use 24-hour clock)	Check in status (ok / no response)	Notes
Start of work working alone Session	:		
1	:		
2	:		
3	:		
4	:		
5	:		
6	:		
7	:		
8	:		
9	:		
10	:		
11	:		
12	:		
13	:		
14	:		
15	:		
16	:		
End of working alone session	:		

All records of training and check-in logs must be kept on file in the Safety Office for a minimum of one year. Forward this form to Safety Manager once working alone session complete.

Appendix C Prohibited Activities Working Alone

	HAZARD	NOTES – Safety Requirements
<input type="radio"/>	Working from heights, including ladders, scaffolds, on roofs, or on any raised work area	Prohibited – do not work alone
<input type="radio"/>	Working with Controlled Substances (toxic, corrosive, poisonous chemicals)	Work with standard custodial chemicals only 60 minute checks required
<input type="radio"/>	Security concerns intruders, lack of access control, exterior security checks	Interior security checks only 30 minute checks required
<input type="radio"/>	Working with hazardous machinery or tools	Prohibited – do not work alone
<input type="radio"/>	Electrical Systems work	Prohibited – do not work alone
<input type="radio"/>	Working in areas with poor housekeeping, clutter or tripping hazards, hap-hazardously stored items	30 minute checks required
<input type="radio"/>	Biological hazards, sharps or infections materials (sewage)	Prohibited – do not work alone
<input type="radio"/>	Manual handling, frequent lifting, pushing pulling or lifting heavy loads, awkward positioning	60 minute checks required
<input type="radio"/>	Slip trip fall hazards, adverse weather conditions, ice / snow	60 minute checks required
<input type="radio"/>	Poor driving conditions	60 minute checks required
<input type="radio"/>	Poor lighting	Prohibited – do not work alone
<input type="radio"/>	Shovelling snow	30 minute checks required
<input type="radio"/>	Working in crawl or ceiling spaces or remote service areas	Do not work alone after hours
<input type="radio"/>	Working with Asbestos	Prohibited – do not work alone
<input type="radio"/>	Working with or in proximity or with lab chemicals	Prohibited – do not work alone
<input type="radio"/>	Working with or in proximity or with compressed gasses	Prohibited – do not work alone
<input type="radio"/>	Broken glass clean-up, securing access	30 minute checks required
<input type="radio"/>	Propane or natural gas powered equipment indoors	Prohibited – do not work alone

Appendix D Risk Assessment

<p>Working alone protocol must only be followed for "Low or Medium" risk activities</p>			Potential Consequences				
			L6	L5	L4	L3	L2
			Minor injuries or discomfort. No medical treatment or measureable physical effects.	Injuries or illness requiring medical treatment. Temporary impairment.	Injuries or illness requiring hospital admission.	Injury or illness resulting in permanent impairment.	Fatality
			Not Significant	Minor	Moderate	Major	Severe
Likelihood	Expected to occur regularly under normal circumstances	Almost Certain	Medium	High	Very High	Very High	Very High
	Expected to occur at some time	Likely	Medium	High	High	Very High	Very High
	May occur at some time	Possible	Low	Medium	High	High	Very High
	Not likely to occur in normal circumstances	Unlikely	Low	Low	Medium	Medium	High
	Could happen, but probably never will	Rare	Low	Low	Low	Low	Medium

Appendix E Flow Chart

