## WORKING ALONE POLICY

[Organization Name] is dedicated to its employees' health, safety, and well-being, and will ensure that all necessary protections are in place to protect personnel who are required to work alone or in isolation. This policy is in accordance with Part 28 of the Occupational Health and Safety Code of Alberta.

POLICY

If a worker works alone at a job site where support is not easily available, they are regarded to be “working alone.”

When an employee must work alone, [Organization Name] shall take the following steps:

* Conduct a hazard assessment to determine whether there are any present or potential dangers associated with the work conditions and situations;
* Establish effective means of communication between an employee and those capable of responding to his or her requirements (telephone, radio, etc.);
* [Organization Name] shall visit the worker as necessary if an adequate means of communication is not possible or available at the job site.

To ensure our employees' continued safety, [Organization Name] shall:

* Take all reasonable actions to eliminate any identified hazard(s);
* Take all reasonable measures to mitigate any hazard(s) that cannot be removed;
* Communicate the results of the danger assessment to all impacted personnel in writing;
* Provide staff training and instruction to mitigate the risks associated with working alone;
* Conduct an investigation into all accidents or events and take all possible precautions to avoid a recurrence;
* Notify the proper authorities of any instances, occurrences, or near misses in which being alone enhanced the inherent danger of the scenario, and make reasonable improvements;
* Whenever feasible, avoid scheduling working alone, especially where a distinct level of risk is recognized;
* Schedule high-risk tasks for after-hours or when another worker capable of assisting in an emergency is present.

Workplace Hazard Assessment

[Organization Name] will conduct an in-depth hazard assessment of any location or situation where an individual may be needed to work alone. The workplace hazard assessment will look at the following issues and recommend feasible remedies to safeguard an employee’s safety.

*Duration of Working Alone*

The hazard assessment must determine the following:

* how long an employee will be required to work alone and establish reasonable time limits for this type of work
* whether working alone is reasonable or safe for an employee in light of the situation or location
* the time required for an employee to complete the required task
* the legal requirements for the type of work being conducted alone, including prohibitions on working in confined spaces or executing lock-out procedures
* the time of day during which an employee will be required to work alone

*Communication*

The hazard assessment must also assess communication abilities/methods including the following:

* available modes of communication
* effective modes of communication
* if emergency communication systems are operational

*Work Location*

The hazard assessment must look into the location of work and examine or determine the following:

* if the workplace or job site location is remote or isolated
* if the location poses any physical or elemental threats
* if there are security features (e.g., security cameras, alarms, etc.) in the workplace location to protect the worker's safety and well-being.
* if, as much as possible, the employee can be in a high-visibility position
* if all windows are free of obstructions to maximize vision
* the accessibility of the workplace to any potentially required emergency services
* any transportation requirements necessary to ensure the employee arrives at the workplace or worksite safely. Ensure the following:
	+ the vehicle is in good working order (e.g., maintenance is current, fuel levels are adequate, etc. )
	+ the vehicle is properly insured equipped with emergency supplies (e.g., spare tire with tools, first-aid kit, etc. ),
	+ the vehicle has means of communication (e.g., cellular phone, GPS, etc. ),
	+ roadside assistance is available.

*Type of Work*

The hazard assessment must determine the following:

* appropriate levels of training and education required to execute the work safely
* Every [Organization Name] employee delegated to undertake work on their own has obtained the necessary training and education
* necessary personal protective equipment and verify that it is easily available, in excellent working order, and that the worker has received adequate training in its use
* whether any machinery, tools, or equipment will be required to complete the work
* amount of risk associated with the task would be safe for an employee to undertake alone
* potential sources of weariness that could jeopardise the worker's safety or the quality of their task
* whether the worker will be expected to handle money or other valuables, as well as any necessary protections

*Abilities of Employee*

The hazard assessment must also ensure the following:

* the employee has received the necessary training and knowledge to do the work independently
* the employee's health status allows him or her to mitigate potential health risks linked with working alone (e.g. pre-existing medical conditions that may increase their risk of becoming ill or injured while alone)

CHECK-IN PROCEDURE

To ensure the safety of an employee required to work alone, [Organization Name] will use a check-in procedure. Management will:

* Be accountable for developing a daily work plan outlining the location and work duration an employee will be required to work alone
* Ensure that an employee's communication device is easily available and in a convenient position
* Define the proper check-in intervals for employees working alone:
	+ Any [Organization Name] employee who is required to work alone must check-in at regular intervals, as specified in the daily work schedule, either visually or by an approved communication device.
* Assure that the visual or communication-based check-in schedule is followed by maintaining a written log for documentation purposes.
* Select an employee to serve as the primary point of contact for the employee who is working alone, as well as a backup.
* Create a code word to be used in the event of an employee requiring emergency help.
* Create an emergency action plan for use in the event that an employee working alone fails to report on time.

HANDLING CASH [REMOVE SECTION IF NOT APPLICABLE]

[Organization Name] will take all reasonable measures to safeguard the safety of an employee who is expected to work alone and is responsible for cash handling in the following manner:

* To deter robbery, cash on hand will be minimized through the use of a safe or drop safe. This policy will be prominently displayed.
* [Organization Name] will place personnel in high-visibility locations.
* Employees who are needed to handle cash alone will get robbery awareness and prevention training to ensure that they take the necessary precautions to avoid a robbery and/or act appropriately in the case of one.
* Employees must collaborate in the event of a robbery and promptly comply with the robber's demands by providing any available cash or items. Employees at [Organization Name] are significantly more precious than any sum of money or merchandise.
* When it is safe to do so, employees should call the police, necessary emergency services, and their direct manager/supervisor promptly following any robbery.
* Security systems will be maintained to ward off any possible robbery.

TRAVEL ALONE

[Organization Name] will provide the following safeguards for employees who are required to travel alone:

* A [Organization Name] employee who is required to travel alone must follow the Check-In Procedures to maintain contact with [Organization Name]
* Communication devices (e.g., cellular telephone, GPS, two-way radio, etc.) will be given to guarantee that the employee can check in at suitable intervals
* Each time an employee travels, a travel plan will be established. It will contain the desired location, projected arrival time, return time or date, contact information, mode of transport, and contingency measures in the event of inclement weather, traffic problems, etc.
* Training and instruction to guarantee that an employee travelling alone has the ability to assess and avoid potential dangers or hazards.
* Examine the vehicle (as appropriate):
	+ Ensure it is in good working order (e.g., maintenance is current, fuel levels are adequate, etc. ),
	+ Check if it is properly insured,
	+ Examine if it is equipped with emergency supplies (e.g., spare tire with tools, first-aid kit, etc. ),
	+ Confirm if it has a means of communication (e.g., cellular phone, GPS, etc.) and that it has roadside assistance available.

HAZARDOUS WORK

In case of any hazardous work, [Organization Name] will do the following:

* Wherever possible, [Organization Name] will avoid having any employee to do hazardous work alone and will schedule such work to be completed during normal work hours in the company of other employees
* Where hazardous work must be performed alone, employees will be required to follow the Check-In Procedure, and communication devices (e.g., cellular telephone, GPS, two-way radio, etc.) will be supplied to ensure the employee is able to check-in at suitable intervals
* Training will be provided to ensure that an employee is educated about safe work practices, the right use of personal protective equipment, the proper operation of all needed machinery and tools, and the proper identification and avoidance of hazards.
* Personal protective equipment, necessary tools and machinery, as well as first-aid supplies, will be provided.