**Working Alone or in Isolation Procedure Template**

**Purpose**

The purpose of the Working Alone or in Isolation Procedure template is to comply with the Occupational Health and Safety Regulation (OHSR) 4.21 and provide a documented record for checking the well-being of a worker assigned to work alone or in isolation. It is the supervisor’s responsibility to confirm that workers understand and follow this procedure.

**Scope**

This procedure template applies to all UBC employees (faculty, staff, and paid students) who have been assigned to work alone or in isolation under the [OHSR Section 4.20.1-4.23](https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation/part-04-general-conditions#SectionNumber:4.20.1).

**Definitions**

Check-in Designate

* Refers to the person responsible for checking in on a worker working alone or in isolation. In most cases, this is should be the worker’s supervisor.

Risk Assessment

* The process where hazards are identified, their risk evaluated, and controls for the risk are determined to eliminate the hazard or minimize the risk

Supervisor

* Refers to the person directly responsible for overseeing the tasks of the worker and often is the one who has assigned the worker to work alone or in isolation

Worker

* Refers to all employees of UBC including faculty, staff, and paid students

Working Alone or in Isolation

* Means to work in circumstances where assistance would not be readily available to the worker

1. in case of an emergency, or
2. in case the worker is injured or in ill health

**Training Requirements**

* Both the Worker and the Check-in designate must be trained in the written procedure for checking the worker's well-being

**Working Alone or in Isolation Procedure Template #1:**

**For situations where WorkAlone Feature in the UBC Safe App IS used**

*Note: This procedure applies if you are using the WorkAlone Feature in the UBC Safe App and the worker working alone is on UBC Vancouver Campus or working remotely. Steps in this procedure are based on the UBC Safe App- Work Alone feature and are not subject to change.*

1. Conduct a [Risk Assessment](https://srs.ubc.ca/health-safety/safety-programs/personal-safety/6969-2/) to determine the risks associated with working alone or in in isolation and check-in time interval. The check-in interval is: Click or tap here to enter text.
2. The Worker and Check-in Designate review the [WorkAlone Feature Step by Step Guide](https://srs.ubc.ca/health-safety/safety-programs/personal-safety/workingalone/#What%20is%20the%20WorkAlone%20Feature?)
3. The Worker enters the following details into the WorkAlone Feature located in the UBC Safe App in order to start a WorkAlone Session:
   1. Worker Name
   2. Worker Phone Number
   3. Check-in Designate Name (Preferably the worker’s supervisor)
   4. Check-in Designate Contact Number
   5. Building Name or Working Remotely
   6. Building or Remote Location Address
   7. Room Number (write N/A if working remotely)
   8. List Identified Hazards at the location
   9. Other Important Location Details
   10. How often the App check in on you? (Based on the risk assessment from step (1))
   11. Duration of Working Alone session
   12. Personal Emergency Contact Name
   13. Personal Emergency Contact Number
4. Upon successfully starting a session, the Worker is encouraged to contact their Check-in Designate to verify that they received a text indicating that the worker has begun their working alone session.
5. The Worker will be notified by push notifications from the WorkAlone Feature to check-in at the frequency they have selected as per the risk assessment findings.
6. If the Worker does not check in within 5 min after receiving the automated notification, the WorkAlone Feature will notify the Check-in Designate via a phone call and text message and instruct them to make contact with the worker to check on their wellbeing
   1. If there is a serious incident or immediate assistance is required, the “Emergency” button can be used by the worker which will immediately contact Campus Security

*If the worker is working on Vancouver campus, follow the instructions in Step 7. If the worker is working remotely, jump to Step 8.*

1. The Check-in Designate will contact the worker directly to verify that the worker is safe
2. If contact is made, and the worker is okay no further steps have to be taken
3. If contact is made, and the worker is in distress or unwell, the Check-in Designate will call 9-1-1 if it is an emergency situation and then Campus Security. The Check-in Designate can contact First Aid if it is not an emergency situation.
4. If the Check-in Designate cannot make contact with the worker, they will contact Campus Security.
5. If the Check-in Designate misses the alert notifying them that the worker has not checked in, the WorkAlone Feature will attempt to contact the check-in designate again 2 min later. If the check-in designate misses the alert again, 3 minutes later, the Work Alone feature will notify Campus Security.
6. The Check-in Designate will contact the worker directly to verify that the worker is safe
   1. If contact is made, and the worker is okay no further steps have to be taken
   2. If contact is made, and the worker is in distress or unwell, the Check-in Designate will call 9-1-1 if it is an emergency situation. If it is not an emergency, the Check-in Designate will ask for the name and number of the Emergency Contact, contact them and inform them of the worker’s condition and request that they conduct a wellness check and report back
   3. If the Check-in Designate cannot make contact with the worker, they will contact Campus Security and ask for the name and number of the Emergency Contact. The check-in designate will contact the Emergency Contact and ask them to reach out to the worker and report back on the status.
   * If contact is made, and the worker is okay no further steps have to be taken
   * If the Emergency Contact is not able to reach the worker, the Check-in Designate will call 9-1-1. When calling 9-1-1, the Check-in Designate will need to communicate that the person is not just missing. The Check-in Designate and employee have already taken all the precautions before making this call:
     + Check-In Designate and Worker have been trained with a focus on enforcing check-in/check-out procedures.
     + Effectively communicating the inherent risks associated with the worker’s tasks.
     + The employee successfully checked in at the commencement of their shift; however, their current status is unaccounted for.
     + Multiple attempts to establish direct contact with the employee have been unsuccessful.
     + We have contacted the worker’s emergency contact to locate the employee, but also unsuccessful.
   1. If the Check-in Designate misses the alert notifying them that the worker has not checked in, the WorkAlone Feature will attempt to contact the check-in designate again 2 min later. If the check-in designate misses the alert again, 3 minutes later, the Work Alone feature will notify Campus Security.

**NOTES:**

* Campus Security will use internal standard procedures when notified by the worker, Check-in Designate or the Work Alone system dashboard.
* A record of all automatic notifications and whether they were acknowledged or not will be recorded in the WorkAlone System Dashboard accessible by Campus Security.

By signing, you have participated in the development of this written check-in procedure, have been trained on the procedure, and understand its purpose/content. If this check-in procedure applies to several workers, please ensure all workers understand and sign this check-in procedure document.

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| Supervisor | Supervisor (Print Name) |
|  |  |
| Check-in Designate | Check-in Designate (Print Name) |
|  |  |
| Worker | Worker (Print Name) |

**Working Alone or in Isolation Procedure Template #2:**

**For situations where WorkAlone Feature of UBC Safe App is NOT used**

*Note: This procedure applies if you are NOT using the WorkAlone Feature in the UBC Safe App. This is a template procedure and can be modified but the procedure must outline a process for checking the worker’s well-being and include the time interval between checks and the procedure to follow in case the worker cannot be contacted. Do not assign a role to Campus Security/other UBC groups/other Non-UBC groups outside of what is listed in this procedure template without consulting with them first.*

1. Conduct a [Risk Assessment](https://srs.ubc.ca/health-safety/safety-programs/personal-safety/workingalone/#What%20do%20you%20need%20in%20place%20if%20a%20worker%20is%20working%20alone%20or%20in%20isolation?) to determine the risks associated with working alone in the workplace and check-in time interval. The check-in interval is: Click or tap here to enter text.
2. Complete the Working Alone or in Isolation Form in Appendix A.
3. The Check-in Designate will check in on the worker at the frequency identified by the risk assessment findings and keep a record of it using the Check-in Record in Appendix B.
4. If the worker is not available at the predetermined check-in time, the Check-in Designate will attempt to check in with the worker within 5 minutes of the predetermined time.
5. If the Check-in Designate is not able to make contact with the worker, they will make another attempt within 10 minutes of the predetermined time.
6. If the Check-in Designate is still unable to make contact with the worker after the second attempt, they will follow Step 7
   1. NOTE: If the worker working alone is not available at the determined check-in time, the worker will attempt to call the Check-in Designate within 5 minutes of the predetermined check-in time.
7. The Check-in Designate will call UBC Campus Security at 604-822-2222 (or equivalent if the work location is off UBC-V campus, see below) and provide the following information about the worker as per the Working Alone or Working in Isolation Form:
   1. Name of worker
   2. Worker Phone Number
   3. Location where the worker was working alone
   4. Last time of contact
   5. Potential hazards where the worker was working alone

If the work location is outside the jurisdiction of UBCV Campus Security (for example, UBC hospitals located outside the Point Grey campus), indicate the location name and telephone number in the box below, after confirming at that location that they have a process to respond to working alone calls:

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**NOTE:** On UBCV Campus, Campus Security will use internal standard procedures when notified by the worker, check-in designate.

By signing, you have participated in the development of this written check-in procedure, have been trained on the procedure, and understand its purpose/content. If this check-in procedure applies to several workers, please ensure all workers understand and sign this check-in procedure document.

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| --- | --- |
|  |  |
| Supervisor | Supervisor (Print Name) |
|  |  |
| Check-in Designate | Check-in Designate (Print Name) |
|  |  |
| Worker | Worker (Print Name) |

**Appendix A: Working Alone or in Isolation Form**

**NOTE:** This form does not need to be completed if you are using the WorkAlone Feature in the UBC Safety App

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| --- | --- |
| 1. **GENERAL INFORMATION** | |
| Worker Name |  |
| Worker Title |  |
| Worker Phone Number (specify: work, mobile) |  |
| Supervisor Name |  |
| Supervisor Title |  |
| Check-in Designate Name |  |
| Check-in Designate Number (specify: work, mobile) |  |
| Department |  |
| Building Name |  |
| Building Address |  |
| Room Number |  |
| Hazards at Location |  |
| Location Details (i.e. the back corner of the room, at a cubicle, etc.) |  |

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| 1. **METHOD OF COMMUNICATION (CHECK ONE THAT APPLIES)** | | |
|  | In person – identify location for Visual check-in |  |
|  | By Telephone | See Worker and Check-in Designate Numbers above |
|  | By other method (please specify) |  |

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| 1. **FREQUENCY OF CHECK-IN (Choose the shortest time interval identified in your Risk Assessment):** | | |
|  | Beginning of scheduled work each day (mandatory). Indicate the time: |  |
|  | Every 30 minutes to 3 hours (Potentially High Risk). Indicate exact interval to be used: |  |
|  | Every 2 hours to 5 hours (Potentially Moderate Risk). Indicate exact interval to be used: |  |
|  | Every 4 hours to 8 hours (Potentially Low Risk). Indicate exact interval to be used: |  |
|  | Completion of scheduled work each day (mandatory). Indicate the time: |  |

**Appendix B: Check-in Record**

**NOTE:** This form does not need to be completed if you are using the WorkAlone Feature in the UBC Safety App

|  |  |
| --- | --- |
| Check-in Designate Name |  |
| Worker Name |  |
| Check-in Interval |  |
| Start Time of Working Alone or in Isolation Session |  |
| End Time of Working Alone or in Isolation Session |  |

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| --- | --- | --- | --- | --- |
| **Date** | **Check-in Time** | **Method of Communication** | **Check-in Designate Initials** | **Comments** |
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