1.0 PURPOSE

Interior Health (IH) will foster a safe and healthy workplace and commits to eliminating or minimizing the risk of harm to Workers Working Alone or In Isolation.

The purpose of this policy is to establish and communicate the process and assignment of responsibilities to the workplace parties, including Workers, Managers/Supervisors, Senior Leadership, and others to develop, implement and use effective procedures that ensures the health and safety of Workers assigned to Work Alone or In Isolation. The specific requirements for meeting the WorkSafeBC Occupational Health and Safety Regulation (OHSR) are outlined in Part 4, General Conditions, Section 4.20.1 to 4.23.

2.0 DEFINITIONS

<table>
<thead>
<tr>
<th>TERM</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hazard</td>
<td>A thing or condition that may expose a person to injury or occupational disease.</td>
</tr>
<tr>
<td>Hazard and Risk Control Measures</td>
<td>Methods to eliminate or reduce risk from identified hazards to the lowest level practicable through the hierarchy of controls before assigning a Worker to Work Alone or In Isolation.</td>
</tr>
<tr>
<td></td>
<td>Control hazards using the following methods (in the following order from the most effective to the least effective):</td>
</tr>
<tr>
<td></td>
<td>• Elimination (including substitution): remove the hazard from the workplace.</td>
</tr>
<tr>
<td></td>
<td>• Engineering Controls: includes designs or modifications to buildings, equipment, ventilation systems that reduce the source of exposure.</td>
</tr>
<tr>
<td></td>
<td>• Administrative Controls: controls that alter the way the work is done, including timing of work, policies and other rules, and work practices such as standards and operating procedures (including training, housekeeping, and equipment maintenance, and personal hygiene practices).</td>
</tr>
<tr>
<td></td>
<td>• Personal Protective Equipment: equipment worn by individuals to reduce exposure to the hazard.</td>
</tr>
<tr>
<td>High Risk Activities</td>
<td>These activities require shorter time intervals between checks. The preferred method of contact is either visual or two-way voice contact. If neither method is practicable, the acceptable method is a one-way system which allows the Worker to call or signal for help.</td>
</tr>
<tr>
<td>Manager/Supervisor</td>
<td>A person who instructs, directs and controls Workers to perform their duties.</td>
</tr>
</tbody>
</table>
**AV0200 – WORKING ALONE OR IN ISOLATION**

<table>
<thead>
<tr>
<th>TERM</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Providing Assistance in a Timely Manner</strong></td>
<td>In order to determine what a timely manner would mean for each worker, complete the Hazard Identification/Check-in Frequency Worksheet to identify the level of risk and check-in frequency each worker must follow.</td>
</tr>
<tr>
<td><strong>Risk Assessment</strong></td>
<td>A risk assessment is a process to identify hazards (things, situations, processes, etc.) that may cause harm. Evaluate the likelihood and severity of risk presented by an identified hazard and then decide what measures should be in place to effectively prevent or control the harm from happening.</td>
</tr>
<tr>
<td><strong>Time Intervals</strong></td>
<td>Refers to the frequency of checking on a Worker working alone or in isolation. A designated person must establish contact with the Worker at predetermined intervals and record the results of their contact with the Worker at all intervals. Checking a Worker’s well-being while working alone or in isolation must be developed in consultation with the Joint Occupational Health and Safety Committee (JOHSC) or the Worker health and safety representative, as applicable and in consultation with the Worker. In addition to checks at regular intervals, a check at the end of the work shift must be completed.</td>
</tr>
<tr>
<td><strong>WAP</strong></td>
<td>Working Alone Program</td>
</tr>
<tr>
<td><strong>Worker</strong></td>
<td>Refers to all IH employees (contract and non–contract), physicians, volunteers, students, and contractors</td>
</tr>
<tr>
<td><strong>Working alone or in isolation</strong></td>
<td>“To work alone or in isolation” means to work in circumstances where assistance is not readily available to a Worker:</td>
</tr>
<tr>
<td></td>
<td>(a) in case of an emergency; or</td>
</tr>
<tr>
<td></td>
<td>(b) in case the Worker is injured or in ill health.</td>
</tr>
<tr>
<td></td>
<td>If a worker cannot be seen or heard by persons capable of providing assistance in a timely manner, then regard them as working alone or in isolation.</td>
</tr>
</tbody>
</table>

### 3.0 POLICY

#### 3.1 Scope

This policy applies to all sectors and Workers of IH. If a Worker cannot be seen or heard by persons capable of providing assistance in a timely manner, then they must be considered as working alone or in isolation.
3.2 General

All IH workplaces will identify hazards, assess levels of risk, and implement hazard and risk control measures appropriate for the level of risk, according to the definition and requirements outlined in BC OHSR Regulation Section 4.20.1 to 4.23. All workplaces will implement effective, written procedures for checking the well-being of all Workers as per the BC OHSR Regulation, Section 4.21.

3.3 Roles and Responsibilities

Senior Leadership:

- Support the provision of the WAP by ensuring directors, managers, supervisors, workers, physicians, volunteers, and contractors are aware of the working alone or in isolation requirements.
- Ensure the provision of preventative measures and resources, including required technologies, and education and training of employees.
- Support the implementation and sustainability of the WAP initiatives which may include designating responsibility and directing human and fiscal resources as required to meet legislated requirements.

Managers/Supervisors:

- Identify hazards and appropriate controls to reduce the risk before the worker is assigned to work alone or in isolation.
- Communicate the risks and the appropriate controls to be followed including the required check-in procedures to workers that work alone.
- Ensure procedures are developed, maintained and communicated to all workers that work alone.
- Ensure appropriate education and training is available for all workers.
- Ensure workers attend required training programs to ensure their safety and that all new workers that will work alone receive orientation.
- Consult with the JOSHC representatives when developing a department specific working alone procedure including appropriate time intervals between checks.
- Consult with the worker as to the time intervals for checking a worker's well-being
- Ensure training is documented and maintained by the department
- Participate in policy review at required intervals
AV0200 – WORKING ALONE OR IN ISOLATION

- Investigate all reported incidents

Workers:

- Provide feedback, as requested, to Manager/Supervisor on developing and implementing site/program specific hazard identification, risk assessment and check in/check out procedures.

- Participate in applicable education and training.

- Follow all written procedures as required for work/task risk assessments, related work procedures and check in/check out procedures. If unclear on any procedures will ask Manager/Supervisor for direction prior to working alone or in isolation.

- Avoid unnecessary risks and advise Manager/Supervisor if there are any concerns regarding the effectiveness of the procedures, hazards are identified or conditions change.

- Report any issues/malfunctions with necessary communication equipment

- Promptly report any injury/incident/near miss to Manager/Supervisor and to the Workplace Health Call Centre (WHCC).

Joint Occupational Health and Safety Committee (JOHSC):

- Be familiar with WAP requirements

- Promote and support the use of WAP procedures where required

- Participate with manager/supervisor in assessing risk and establishing appropriate control measures for the program/site WAP procedures.

- Monitor effectiveness of the WAP procedures through review of incident reports and investigations and make recommendations to management as required, to improve the program.

Protection Services

- Where applicable ensure the contracted security service provider is aware of their role as per departmental WAP procedures.

Human Resources Business Partner (HRBP)

- Provide support to managers/supervisors in the development, implementation and evaluation of the WAP.
AV0200 – WORKING ALONE OR IN ISOLATION

Workplace Health and Safety Department (WH&S):

- Provide guidelines and tools that assist Managers/Supervisors with the development of program/site WAP procedures to ensure the safety of Workers and compliance with regulatory requirements.
- Provide support in the development of WAP plans.
- Provide statistical information, as required, on injuries and incidents to the JOHSC for review.

4.0 PROCEDURES

The Site Managers Guide to Implementing Working Alone or In Isolation Procedures on the InsideNet will assist Managers/Supervisors to identify hazards, determine risk levels, and implement appropriate control measures that meet legislated requirements and ensure the safety of workers. Risk assessment, appropriate worker check-in procedures, and emergency response protocols will vary with services provided, location, weather conditions and a number of other local or client-specific circumstances.

If you work under the community portfolio please see the CIHS Working Alone Toolkit.

4.1 Training/Education

All workers who work alone and any person assigned to check on the worker must be trained on the written procedure for checking the worker’s well-being including the failure to check in process.

j-Learn: WORKING ALONE OR IN ISOLATION ILEARN MODULES (530-533), KNOW BEFORE YOU GO (FLEET) ILEARN MODULE (920), IF APPLICABLE.

4.2 Procedure Review

Managers/Supervisors will ensure that the procedures referred to in this policy must be reviewed at least annually or more frequently if there is:

(a) a change in work environment arrangements that could adversely affect:

   (i) the effectiveness of policy or procedures, or
   (ii) a worker's well-being or safety, or

(b) a report that the procedures, policies or work environment arrangements, as applicable, are not working effectively.
AV0200 – WORKING ALONE OR IN ISOLATION

5.0 REFERENCES

4. Provincial Health Services Authority (May 2015) Working Alone Program. working alone or in isolation
5. IH Policies AV2500 Violence Prevention
8. Interior Health (January 2016) Site Process Template