

## AV0200 – WORKING ALONE OR IN ISOLATION

Interior Health would like to recognize and acknowledge the traditional, ancestral, and unceded territories of the Dākelh Dené, Ktunaxa, Nlaka'pamux, Secwépemc, St'át'imc, syilx, and Tšilhqot'in Nations, where we live, learn, collaborate and work together.

Interior Health recognizes that diversity in the workplace shapes values, attitudes, expectations, perception of self and others and in turn impacts behaviors in the workplace. The dimensions of a diverse workplace includes the protected characteristics under the human rights code of: race, color, ancestry, place of origin, political belief, religion, marital status, family status, physical disability, mental disability, sex, sexual orientation, gender identity or expression, age, criminal or summary conviction unrelated to employment.

### 1.0 PURPOSE

To provide a safety program, including assignment of responsibilities, to ensure the health and safety of Workers assigned to Work Alone or in Isolation. The specific requirements for meeting the WorkSafeBC Occupational Health and Safety (OHS) Regulation are outlined in Part 4, General Conditions, [Section 4.20.1 to 4.23](#).

The Working Alone or In Isolation Program consists of hazard identification and risk assessment, controls, safe work procedures, and training. For brevity, the Working Alone or In Isolation Program is referred to as the "Working Alone Program" in this policy.

### 2.0 DEFINITIONS

TERM	DEFINITION
<i>Control Measures</i>	<i>Methods to eliminate or reduce risk from identified Hazards to the lowest level practicable through the <a href="#">hierarchy of controls</a> before assigning a Worker to Work Alone or In Isolation.</i>
<i>Hazard</i>	<i>A thing or condition that may expose a person to injury or occupational disease.</i>
<i>Hazard Identification and Risk Assessment</i>	<i>A Working Alone or In Isolation Hazard Identification and Risk Assessment is a <a href="#">tool used to identify Hazards</a> (things, situations, processes, etc.) that may cause harm, to evaluate the likelihood and severity of risk presented by an identified Hazard, and then to decide what measures should be in place to effectively prevent or control the harm from happening.</i>
<i>Joint Occupational Health and Safety Committee (JOHSC)</i>	<i>An advisory group consisting of employer and Worker representatives working together to improve occupational</i>

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	<i>health and safety in their workplace. WorkSafeBC requires a JOHSC in place in workplaces with 20 or more Workers.</i>
<i>Manager/Supervisor</i>	<i>A person who instructs, directs, and controls Workers to perform their duties.</i>
<i>Time Intervals</i>	<i>Refers to the frequency of checking on a Worker working alone or in isolation. Time intervals should be based on the level of risk the Worker is exposed to, with lower risks allowing for longer intervals between checks.</i>
<i>Worker</i>	<i>Refers to an IH employee (contract and non-contract), medical practitioners, contractors, volunteers, and students.</i>
<i>Working Alone or in Isolation</i>	<i>Refers to working in circumstances where assistance is not readily available to a Worker: (a) in case of an emergency; or (b) In case the Worker is injured or in ill health.</i>
<i>Worker Health and Safety Representative</i>	<i>WorkSafeBC requires workplaces with more than 9 but fewer than 20 Workers to have a Worker Health and Safety Representative in place of a JOHSC.</i>
<i>Workplace</i>	<i>Refers to all IH owned or operated facilities/sites, as well as any off-site work as directed by the employer, and synonymous with the term 'Workplace' as defined by British Columbia's Worker's Compensation Act, Part 2: "Any place where a Worker is or is likely to be engaged in any work and includes any vessel, vehicle or mobile equipment used by a Worker in work."</i>

### 3.0 POLICY

#### 3.1 Scope

This policy applies to all department/units and Workers of IH, which must implement effective, written procedures for checking the well-being of all Workers per BC OHS Regulation, [Section 4.2](#). This includes working remotely, away from an IH owned or operated facility.

#### 3.2 General

Hazards, risk-level assessments, and implementation of Control Measures appropriate for the level of risk must be identified within all workplaces, according to the definition and requirements outlined in the BC Occupational Health and Safety (OHS) Regulation, [Section 4.20.1 to 4.23](#)

### 4.0 PROCEDURES

#### 4.1 Senior Leadership

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- Support the implementation and sustainability of the Working Alone Program by :
- Ensure all Managers/Supervisors are aware of the Working Alone or in Isolation requirements.
- Designate responsibility and direct human and fiscal resources as required to meet legislated requirements.

### 4.2 Managers/Supervisors

- Identify Hazards and appropriate Control Measures to reduce any risk **before** the Worker is assigned to Work Alone or in Isolation. Follow the [Managers' Guide to Working Alone or In Isolation Procedures](#)
- Communicate any risk and the appropriate Control Measures to be followed, including the required check-in procedures to Workers that work alone.
- Ensure procedures are developed, reviewed, and communicated to all Workers that work alone.
- Consult with the JOSH/Worker Health and Safety Representative when developing a site/department specific program, including appropriate Time Intervals between checks.
- Establish appropriate time intervals for well-being checks in consultation with workers
- Ensure Workers who Work Alone or in Isolation and any person assigned to check on the Worker are provided with and attend appropriate education and training as outlined in the [Managers' Guide to Working Alone or In Isolation Procedures](#).
- Ensure Workers that work alone receive an orientation prior to the start of their first shift alone.
- Ensure training is documented and maintained by the site/department.
- Ensure the site/department specific [Working Alone or In Isolation Process](#) is reviewed.
- Report and investigate all incidents according to the [Managers' Guide to Incident Reporting and Investigation](#).

### 4.3 Workers

- Participate in applicable education and training prior to the start of work.
- Follow all written procedures as required for work/task risk assessments. If unclear on any procedures, ask your Manager/Supervisor for direction prior to working alone or in isolation.
- Notify your Manager/Supervisor if there are any concerns regarding the effectiveness of the procedures, identified Hazards, or if conditions change.
- Maintain communication equipment in good working order and report any issues/malfunctions to your Manager/Supervisor.
- Report incidents and near misses to your Supervisor/Manager immediately and follow incident reporting procedures.

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- Provide feedback regarding the Working Alone Program to your Manager/Supervisor. This feedback could include developing and implementing site/program specific Hazard identification, risk assessments and check in/check out procedures.
- 4.4 Joint Occupational Health and Safety Committee / Worker Health and Safety Representatives
- Be familiar with Working Alone Program requirements.
  - Promote the site-specific implementation of the Working Alone Program procedures where required.
  - Assist the Manager/Supervisor in assessing risk and establishing appropriate Control Measures for the program/site Working Alone Program procedures.
  - Monitor effectiveness of the Working Alone Program procedures through review of incident reports and investigations and make recommendations to management, as required, to improve the program.
- 4.5 Workplace Health & Safety (WHS) Department
- Provide guidelines and tools that assist Managers/Supervisors with the development of program/site Working Alone Program procedures to ensure the safety of Workers and compliance with regulatory requirements.

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### 5.0 REFERENCES

1. WorkSafeBC, Occupational Health and Safety Regulation, [Part 1: Definitions](#)
2. WorkSafeBC, Occupational Health and Safety Regulation, [Part 4.20.1-4.23: General Conditions](#)
3. WorkSafeBC, Occupational Health and Safety Regulation, [Working Alone or In Isolation](#).
4. [“Working Alone: A Handbook for Small Businesses.”](#) WorkSafeBC, 2012.
5. Working Alone Program, Fraser Health Authority
6. [AV0100 – Occupational Health and Safety Program](#)
7. [AV1100 – Employee Incident Reporting and Investigation](#)
8. [AV2500 - Violence Prevention Program](#)
9. [Code White Response Plan – Procedural Guideline](#)
10. [Working Alone or In Isolation Process](#)
11. [Manager's Guide to Implementing Working Alone or In Isolation Procedures](#)
12. [Managers' Guide to Working Alone or In Isolation](#)
13. [Managers' Guide to Workplace Safety Action Items](#)
14. [Flexible Work Location Guidebook](#)

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