

WORKING ALONE OR IN ISOLATION

Background

In order to provide for the safety of our workers the District has developed a number of procedures related to working alone or in isolation.

Definition:

Work alone or in isolation (section 4.20-4.23 of Occupational Health and Safety Regulation OHSR)

Working alone or in isolation is defined as working in circumstances where assistance would not be readily available to the worker in the case of an emergency, or in case the worker is injured or in ill health.

The requirements of sections 4.20.2 apply when a worker is assigned to work alone or in isolation. Being assigned to work alone or in isolation means that the worker is directed or expected to work during a scheduled or predetermined period of time, such as a specified work shift or a specified portion of a work shift.

A worker of the district is considered to be working alone or in isolation if working in an area out of visual or verbal contact with another worker and working after 18:00 hrs. on weekdays or assigned as working alone on any shifts on the weekend.

Worker Responsibilities

All workers covered by this procedure must adhere to it as it is a legislated safety requirement.

Procedures – worker group specifics

1. Caretakers:

1.1 Weeknight Phoning

All caretakers working alone at schools and other sites must follow this procedure nightly.

- 1.1.1. A Working alone or in isolation, weekday check-in telephone log (F 426-1) must be clearly posted in the caretaker's room of each school.
- 1.1.2. Calls made or received are to be documented nightly on the Caretaker's Weekday Check-in telephone call log. (see form: F 426-1)
- 1.1.3. All calls must be made using the school's landline; cell phones cannot be used for this task. Except for the site calling the Caretaker Supervisor's work cell phone.
- 1.1.4. Caretakers in the "School A" column always calls the caretakers in the "School B" column. Caretakers in the "School B" column always receive the calls.
- 1.1.5. If a caretaker supervisor leaves their shift early, they must leave a message on their cell phone advising their zone whom to call Supervisor/Manager and leave the cell phone number in the message.

1.2 Using the Log Sheet

- 1.2.1 Each elementary school, as well as the Board Office, Continuing Education, Winslow and Maintenance, will keep a log sheet of calls made and received. The log sheets will be kept in a clear and accessible place in the main caretaker room.
- 1.2.2 At the time the first designated call (ex. 19:00 hours) each caretaker will write down the date (YYYY-MM-DD).
- 1.2.3 Every weeknight at the designated times (19:00, 21:00 and 22:55 hours) the calls will be made. Each caretaker will write their initials in the appropriate column whether contact was made (“**Contact Made**” column) or not (“**Contact Not Made**” column).
- 1.2.4 If contact is **not made** the caretaker will call their zone caretaker supervisor to report the no-contact and indicate that by writing their initial in the “**Supervisor/Manager Advised**” column and the time of the call.
- 1.2.5 The last call of the shift (the “closing call”) is to be made 5 minutes before the end of the shift. This will also allow for calling the zone Caretaking Supervisor in the event contact is not made. ***Once this last call is made there should be no other duties to be done other than closing, setting the alarm and locking the gate.***

1.3 Non-Contact and Emergency Situations

- 1.3.1 If a caretaker does not make contact with their partner school (either the caller or receiver) they are to call their zone Caretaker Supervisor immediately and report the non-contact incident. The Caretaker Supervisor will respond by going to the school that has not made contact (either the caller or receiver) to check on the well-being of the caretaker. In the event the caretaker only reaches the voice-mail of the Caretaker Supervisor/Manager and that Supervisor/manager is still on duty, the caretaker must leave a message indicating their name, school, the time of the call and the nature of the call.
- 1.3.2 This is the extent of the caretaker’s responsibility for no-contact, once contact with the Supervisor/Manager has been made or a message has been left and a second call, other than the next scheduled check-in call, does not need to be made.

1.4 Weekend Phoning

- 1.4.1 Every Friday a weekend working alone schedule will be distributed to caretakers working alone with direction on whom to call. On Saturdays between the hours of 08:00-16:30 the working alone calls go to the Caretaker Supervisor. After 16:30, workers on shift working alone are required to call the Security Runner at **604-830-9318**.
- 1.4.2 The Caretaker supervisor/Security Runner will confirm on their log that the calls were received and turn the log into the Custodial Services Department for archiving.
- 1.4.3 Any missed working alone calls will be followed up by the Caretaker Supervisor/Security Runner who is designated to receive the call and to check on the well-being of the worker.

2. Trades staff on afternoon shift (15:15 - 23:45 hrs.)

- 2.1 All afternoon shift trades workers are required to check-in at start of their shift and to check-out at end of shift with their supervisor. In addition, workers confirmed to be working alone or in isolation must check-in an additional 2 times at intervals as specified herein.
- 2.2 The afternoon Supervisor for each worker group will provide a confirmation email to ‘pmtradesupervisor@sd43.bc.ca’ identifying all workers who are at work and those assigned to work alone or in isolation after 18:00 hrs. Confirmation includes the site or/and location where work is to take place.

- 2.3 Each worker assigned to work alone must contact their assigned supervisor at 19:30 and 21:30 hrs. and must also report back to the supervisor at the Maintenance Shop at 1982 Kingsway Avenue, Port Coquitlam at end of shift unless other specific arrangements have already been approved and documented by the supervisor.
- 2.4 The P.M./Afternoon Supervisor, at the start of shift, will check for email attendance and work assignment confirmation for each worker group and must retain a checklist/log specific to each day s/he supervises.
- 2.5 At the specified intervals (2 hours) the supervisor will create a broadcast text message to all 'working alone' workers as confirmed by email. The message must say "Working alone check-in required within the next 10 minutes".
- 2.6 Upon receipt of this text, workers identified as working alone must respond with "OK" and "Location". The supervisor will then mark the response on the daily Working Alone or in Isolation – Afternoon Shift Check-in Log (F426-2).
- 2.7 If the P.M./Afternoon Supervisor does not receive the email confirming the attendance and assignments (locations), supervisor will immediately contact the day supervisor responsible and request follow-up information. If s/he does not make immediate contact with the day Supervisor, s/he must contact the manager responsible or failing that, contact the Assistant Director.
- 2.8 If a worker assigned to check-in at any interval or end of shift does not do so, the supervisor must attempt to contact that person by phone.
1. If unable to make immediate contact, the supervisor will check the last known position for the worker and will immediately contact Security Runner to indicate "worker failure to report-in when working alone" and confirm the last known location.
 2. After confirming; the supervisor will either proceed to the last known location or dispatch the Security Runner to the last known location. **Note:** If the worker is not located, the procedure includes calling the worker's district cell phone and home number if available (maintenance workers), then calling the Manager responsible or 'on-call'.
 3. If unable to locate the worker within 30 minutes of first report, the supervisor must contact the Assistant-Director at **604-992-3454**
 4. If unable to reach the Assistant-Director, then have security call the on-call manager and ultimately calling 911.
 5. Continue looking for the worker or trying to make contact until the worker is located.
- 2.9 Failure by the supervisor to provide information as required herein or by the worker to check-in as required herein must be reported to the manager responsible. This applies to every incident. Report immediately to management all failures to locate a missing worker by the supervisor or Security Runner after trying cell phone and home phone numbers (and may include other workers) results in a report to management and a call to 911.
- Note: Afternoon Trades Supervisor must have a daily sheet indicating the series of interval calls and keep a record of worker contacts. The sheet must indicate contact made or contact not made as per column headings. The supervisor must initial the appropriate contact column.
- 2.10 Maintenance workers called-out for emergencies including snow removal must call the Security Runner at 604-830-9318 and confirm a schedule for contact unless specific instruction has already been provided by the manager assigning the overtime/call-out. For example: If a manager calls out several persons for snow removal, s/he remains responsible for the check-ins by staff until specific other arrangements have been made.

3. Security Runners

- 3.1 All Security Runners must always carry a School District Security cell phone equipped with the Check-Mate Application (CMAPP) when on duty.
- 3.2 Upon commencement of duty (start of shift), Security Runners must register their shift in the CMAPP to ensure they will receive the contact for response at the programmed intervals.
- 3.3 Upon receipt of the check-in notification, the Security Runner must contact the service without undue delay. This contact must occur within 5 minutes of receipt of the call.
- 3.4 Failure to make the required contact will result in follow-up to ensure the personal safety of the Security Runner. All follow-ups are recorded and reported.
- 3.5 Multiple failures to contact the CMAPP will result in follow-up by management.

Board Minutes

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Please note form F 426-3 is a school-based form and not covered by this procedure

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