

Title:	Working Alone	Date of Original Board Approval:	November 2013
Approved by:	Mark Runciman	Revision Date(s):	March 2016
Reviewed By:		Date of Next Review:	
Location:	All RBG Properties	Ref. No:	HS-016

Purpose

To ensure that all Royal Botanical Gardens employees and volunteers who may be required to work alone while carrying out their assigned duties are monitored on a regular basis to ensure their safety and well-being.

Scope

This policy and procedure applies to all employees and volunteers of RBG.

Policy Statement

This policy is intended to provide RBG managers, employees and volunteers clear guidelines on the procedure to follow in the event they are required to work alone.

Roles & Responsibilities

Manager

- Be aware of all scheduled and unscheduled work hours for all those working under their supervision.
- Advise employees/volunteers of working alone policy and procedures.
- Ensure employees/volunteers are aware of the potential for increased risk when working alone.
- Provide training on the procedure to those working alone and those assigned to check on the employee/volunteer working alone.
- Ensure that accurate records are kept.
- In the event of an incident, ensure an appropriate investigation takes place involving a representative from the Joint Health & Safety Committee, and take corrective measures to ensure the incident is not repeated.
- Ensure appropriate safeguards are established for employees/volunteers who are required to work alone or in isolation (for example, secure entrances/exits, good outdoor lighting at doors and parking lots, access to cell phones, radios, emergency numbers posted).
- Ensure employees /volunteers are aware of all available resources.

Employees and Volunteers

- Follow all established procedures and policies when working alone.
- Report to their manager or team lead any incidents that occur while working alone or outside regularly scheduled hours.
- Participate in the completion of any risk assessments when requested by the Joint Health & Safety Committee.
- Co-operate with safety check-in calls (e.g. from a manager, co-worker, team lead, security, etc.)

Procedure

During Regular Work Hours

- Review work schedules of all employees/volunteers
- Identify the employees and volunteers who are working alone and determine the hours and location where they will be working alone
- Designate the person responsible for checking on the employee/volunteer (e.g., support staff, immediate manager, alternate manager, team lead, security).
- Establish method of contact (e.g., by phone, radio, in person).
- The designated person is required to contact the employee/volunteer to perform a check-in every (1) hour.
- Hourly contact must be logged on the "Working Alone Check In Sheet". Sheets are to be submitted to the Manager, Customer & Facility Services/Security, and kept in a log book in case future reference is needed.
- If employee/volunteer cannot be contacted the manager or team lead must be contacted and directed to drive to the work-site immediately.
- If emergency assistance is needed, the Manager or team lead will contact 911.
- The employee/volunteer is required to call the designated person and notify them when they have returned to the main centre, or have completed their shift.

Outside Regular Work Hours

- Employees/volunteers working alone after regular operating hours are to check in at predetermined intervals with security staff at RBG Centre.
- Security staff must be provided with the following information which is to be recorded on the Working Alone – After Hours Log Sheet:
 - Location of the work being performed
 - The timeframe that work will be performed alone.
 - A cell or radio number to contact
- **If staff member/volunteer does not check in with security as arranged, the following steps will be taken by security:**
 - Call the cell/radio number given
 - Contact the Manager, Customer & Facility Services/Security if on weekend.
 - Contact the Manager or team lead of the employee/volunteer for further instruction.
 - If unable to reach the employee/volunteer the Manager or team lead is to call 911 after 30 minutes

Specific Work

- The following functions cannot be performed by any employee or volunteer working alone:
 - Operation of a chainsaw, a chipper, or a backhoe,
 - Any work performed on ice,
 - Transportation of cash from garden kiosks to RBG Centre.

Appendices

- Working Alone - Check-In Sheet
- Working Alone - After Hours Log Sheet

Working Alone – After Hours Log Sheet

Date of Work		Garden Area	
Employee Name		Specific Location	
Shift Start Time		Shift End Time	
Call Frequency			
Employee Cell phone #		Employee radio call number	
Emergency Contact Name:		Emergency Contact Phone #:	
Supervisor Name		Supervisor Cell #	

Staff Check- In Log

Date	Time	Response		Date	Time	Response		Date	Time	Response