



1. PURPOSE

The purpose of this document is to outline measures necessary to ensure the safety and security of Facilities Management staff who may be working alone or in isolation under conditions which could present a risk of disabling injury, and where assistance would not be readily available.

2. DEFINITIONS

Working alone:

When a 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 and during that time it is anticipated that the worker will be working alone or in isolation.

Note: Workers who work alone or in isolation for a short or intermittent period of time without be directed to do so are not considered to have been assigned to work alone (i.e. someone deciding to come in early or work late). Accordingly, the provisions of sections [4.20.2 to 4.23](#) would not apply. Nonetheless, in these situation, the employer still has obligations to ensure the health and safety of these workers, which includes conducting a risk assessment of injury from hazards and potential threat of violence associated with the work, as well as first aid provisions.

Assistance readily available:

The following criteria will determine whether assistance is readily available to the worker, based on a reasonable expectation:

- Presence of other people in the vicinity
- Awareness of other people to the employee's need for assistance
- Willingness of other people to provide assistance
- Timeliness of other people to provide assistance

Worksite:

Means any place where work is performed, including locations such as offices, or field work.

Office Hours:

Means the hours of the University of Victoria when there are people available to help in the case of an incident, generally between 7:30 am to 5:00 pm, Monday to Friday.

3. POLICY

- All attempts will be made to eliminate working alone or the hazards in so doing, by implementing alternative controls before relying on a written procedure—See Section 8.
- Facilities Management does not permit high risk activities during times when a worker is working alone (e.g. work on high voltage equipment, confined space entry)
- Workers who may choose to work alone by coming in late/early or a holiday, must get approval of their supervisor and ensure the hazards associated with the work, the potential for violence and first aid provisions are addressed.
- Supervisors shall review working alone requirements as a component of the new worker orientation.

4. ROLES & RESPONSIBILITIES

4.1. Facilities Management Leadership (Executive Director/Directors) will:

- Direct supervisors in their areas to develop and implement a site-specific plans and appropriate preventive and response procedures for working alone or in isolation; and
- Monitor to ensure this Protocol and its measures are communicated, enforced and effective.

4.2 Managers/Supervisors will:

- Identify individuals required to work alone;
- Identify hazard(s) and assess risk(s);
- Take any necessary steps to eliminate the hazard(s);
- Eliminate the hazard(s) and minimize the risk(s) from the hazard(s) by using engineering controls, administrative controls or a combination of the two controls;
- Develop a site-specific Working Alone Plan to address the risk(s);
- Communicate the site-specific Working Alone Plan to all workers under their responsibility;
- Ensure understanding and compliance with the Working Alone Plan;
- Review the procedures at least annually or sooner in the event of a change; and
- Maintain documentation of the site-specific Working Alone Plan within each department.

4.3 Individuals required to work alone or in isolation will:

- Comply with the site-specific Working Alone or in Isolation Protocol;
- Advise the supervisor of arising concerns.

4.4 Environmental Health and Safety will:

- Provide guidance and act as a resource in the assessment and development of Working Alone Plans; and,
- Facilitate associated training.

5. UVIC CAMPUS RISK ASSESSMENT FOR WORKING ALONE

	Low risk Assistance is readily available and work environment/activities are low hazard	Moderate risk Assistance may not be readily available and work environment / activities are moderately hazardous	High risk Assistance is not readily available and work environment/activities are high hazard
Work Environments/ Activities (examples)	Office, Clerical, Administrative	Custodial, Grounds, Trades and Security, particularly after-hours work or when in non-public or isolated areas of campus	Any activities involving the use of hazardous materials (e.g. chemicals, biohazards, radioactive materials) High hazard work including confined space entry, high voltage, working from heights, diving, boating, etc.
Classification	Working Alone requirements do not apply; <u>however, the employer still has obligations (see Definitions)</u>	Working Alone requirements apply	Special Category
Next Steps	Review “ <u>Best Practices and Resources</u> ” with employees in your department	Review work procedures and implement a written <u>Working Alone Plan</u> for your department	Working alone is not permitted due to risk level OR Steps must be taken to eliminate risks or reduce them to a moderate risk level.

Reference: amended from OHSE website, http://ohs.uvic.ca/risk_assessment.php

6. BEST PRACTICES & RESOURCES

6.1. Campus Alone

Individuals who are working alone after-hours may utilize the services of Campus Security's (CSEC) Campus Alone program by calling 250-721-6683. This program is particularly useful as a check-in strategy for office staff that work evenings, weekends or on a holiday. Please note that Campus Alone is not a substitute for departments who require a Working Alone Plan.

CSEC also provides a SafeWalk service for individuals who would like to have someone escort them to a building, parking lot or any other location on campus. Please contact 250-721-7599 to request this service.

6.2. Sign-Out/Check-in System

As a best practice, departments should consider implementing a sign-out system for staff that work on campus, but who are required to leave their primary work area periodically. Although these individuals may not be working alone, it is an important mechanism that allows managers and supervisors to know the whereabouts of their employees and be capable of following-up to ensure their well-being.

A similar strategy should also be implemented for employees that leave campus on a short-term basis or are attending an out-of-town business trip (e.g. daily check-in, cell phone contact number, etc.).

6.3. Occupational Health, Safety and Environment (OHSE)/EHS Coordinator

OHSE Consultants and the FMGT EHS Coordinator are available to provide advice and answer questions about working alone, as well as assist department managers/supervisors with their Working Alone Plans.

7. WORKING ALONE PLAN

UVic requires department activities that fall into a moderate risk category to develop and implement a written Working Alone Plan that addresses the following information:

- Name of individual or job positions that are required to work alone.
- Identification of the hazards and risks associated with the work activities and/or the environment where the work is to be performed.
- Identification of which type of activities may be conducted while working alone, and stating any limitations and/or prohibitions on certain activities.
- Procedures to control (minimize) the identified risks. This will involve implementing engineering and/or administrative controls.
- Methods of communication by which employees can secure emergency assistance and how emergency assistance will be provided in the event of an incident or accident.
- Establishing the frequency of regular communications and identifying who is responsible for establishing contact.
- Procedures to follow if contact cannot be established.

8. CONTROL MEASURES

Departments are required to implement control measures to eliminate or minimize the risk of injury for those employees who are required to work alone or in isolation. The measures will typically involve a combination of engineering or administrative controls and will focus on enhancing communication systems and supervision. Some examples are provided below.

8.1. Engineering controls

The physical arrangement, design or alteration of workstations, equipment, materials, production facilities or other aspects of the physical work environment:

- Communication systems (e.g. cell phones, 2-way radios, intercoms)
- Location systems (e.g. closed-circuit cameras)
- Alarms or personal emergency call devices
- Workstation/area redesign (e.g. line-of-sight and access/egress improvements)

8.2. Administrative controls

The provision, use and scheduling of work activities and resources in the workplace, including planning, organizing, staffing and coordinating:

- Establish a check-in procedure to ensure the well-being of the worker is known
- Schedule moderately hazardous work during regular business hours so that other people are more likely to be in the vicinity
- Implement a “buddy system” for certain activities where workers are more isolated
- Restrict the amount of time young or inexperienced workers are permitted to work alone
- Increase the frequency of direct supervision for young or inexperienced workers.

9. FACILITIES MANAGEMENT WORKING ALONE PLANS

Facilities Management has prepared Working Alone Plans for common work activities outlined below. The Plans for each of the identified activities listed below are located in Appendix A.

9.1. Mechanical Shop – Shift Engineer

9.2. Paint Shop – Early Morning Shift Painters

9.3. Trades - After Hours Call-Out

9.4. Janitorial - Night Service Workers

9.5. Grounds - Operation of Chainsaws

9.6. FMGT – Occasional Work or Unaccounted for Situations

Occasional work identified may include: Grounds turf crew on campus/Cedar Hill property, Grounds weekend work for playing fields and trades work in unoccupied electrical/mechanical spaces.

As a resource, Facilities Management is equipped with a radio communication system that is programmed with a Campus Security channel. This channel is monitored by Campus Security dispatch at all time. In addition, this setting has a one hour default, that requires acknowledgement of the prompt by the user, or an alert is sent to Campus Security for follow-up.

Note: WorkSafeBC Guidelines indicate that providing workers with electronic means of communication, such as a phone, radio, or personal alarm, does not guarantee that the condition of "assistance that is readily available" has been met. A "person check" system alone is also unlikely to meet the "readily available" test.

10. TRAINING & EDUCATION

The contents of this Protocol will be reviewed with all new Facilities Management hires during their orientation period. The necessity of a refresher session for staff on the topic will be assessed periodically by the Facilities Management Joint Health and Safety Committee and department management. In the event of changes to the Protocol resulting from incidents, legislative changes, new information, etc., the training needs will be addressed accordingly.

11. PROTOCOL REVIEW

The Working Alone or In Isolation Protocol will be reviewed annually by:

- FMGT Management;
- EHS Coordinator for FMGT; and
- Facilities Management Joint Health & Safety Committee

The EHS Coordinator, in conjunction with FMGT management will review the Protocol forthwith, in situations where, as implemented, it may not protect workers or be in non-compliance with legislative requirements.

WORKING ALONE/IN ISOLATION ASSESSMENT FORM

The purpose of this form is to document the process for assessing and determining "working alone or in isolation" procedures as required under Part 4.20.1 - 4.23 of OHS Regulation.

9.1 Mechanical Shop – Shift Engineer

Name of Work Activity	Description of Work Activity
Shift Engineer	-monitor physical plant operations, equipment -undertake minor preventative maintenance and demand activities -FMGT contact for assessing minor operational concerns arising overnight and on weekends on campus
Worker(s) Performing Work Activity	
6	
Frequency of Activity	
Daily	

Reviewers

Supervisor's Name <i>John Beaulac</i>	Signature <i>John Beaulac</i>	Date 4/10/18
Manager's Name <i>Scott Kellar</i>	Signature <i>SCOTT KELLAR</i>	Date 04. OCT. 2018
Facilities Management Safety Committee Review		Date

Part B – Risk Evaluation

Complete the row that identifies a hazard that may pose a risk of injury related to the work described on the first page. Next, identify the applicable control measure(s) needed to eliminate or minimize the risk of injury, favouring engineering controls. Once hazards have been eliminated or controlled to the extent practicable, determine necessary check-in procedures.

HAZARDS	ENGINEERING CONTROLS Anything that is designed constructed or operated to protect the worker from the hazard or factor that is not worn on the person.	ADMINISTRATIVE CONTROLS The use of work process, procedures, safety rules or other administrative measures to protect workers from the hazard.
Review 2012 Risk Assessment for Mechanical Shop Staff		
CHECK-IN PROCEDURES (time interval, procedure to follow-up if no contact, designated person, end of shift check).—Section 4.21		
<ul style="list-style-type: none"> • Shift Engineers are provided with radios that are to be set to the Campus Security channel. • Night Shift Engineer will relieve Day Shift Engineer and report to Campus Security Dispatch at the beginning of their shift (7:00 pm) and every hour thereafter. The radio will prompt you within an hour of last communication, as a reminder. • Provide your name, location at time of call and anticipated locations over next hour. • In the morning, Night Shift Engineer will do final safety check with pass off to Day Shift Engineer and inform Campus Security Dispatch. • Failure to report and respond to prompt will result in CSEC initiating a call back or investigating locations given by workers. • Records of adherence to the check-in will reside with Campus Security. 		
Restricted Activities:		
Confined space entry, excavation work, work at height requiring fall protection, danger of equipment/machinery start-up and no lockout.		

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9.2 Paint Shop – Early Shift

Name of Work Activity	Description of Work Activity
Painting	One worker initiates his shift at approximately 4 am weekdays in the Graphics Shop. He may paint classrooms and areas that are not accessible during the day.
Worker(s) Performing Work Activity	
1	
Frequency of Activity	
Daily	

Reviewers

Supervisor's Name <i>DAVE WILLIAMS</i>	Signature <i>[Signature]</i>	Date <i>OCT 4/18</i>
Manager's Name <i>BRENT MANNES</i>	Signature <i>[Signature]</i>	Date <i>OCT 4, 2018</i>
Facilities Management Safety Committee Review		Date

Part B – Risk Evaluation

Complete the row that identifies a hazard that may pose a risk of injury related to the work described on the first page. Next, identify the applicable control measure(s) needed to eliminate or minimize the risk of injury, favouring engineering controls. Once hazards have been eliminated or controlled to the extent practicable, determine necessary check-in procedures.

HAZARDS	ENGINEERING CONTROLS Anything that is designed, constructed or operated to protect the worker from the hazard or factor that is not worn on the person.	ADMINISTRATIVE CONTROLS The use of work process, procedures, safety rules or other administrative measures to protect workers from the hazard.
Review 2012 Risk Assessment for Paint Shop Staff		
CHECK-IN PROCEDURES (time interval, procedure to follow-up if no contact, designated person, end of shift check).—Section 4.21		
<p>While working in the sign-shop, a check-in process is not required. The worker must have a phone on hand, capable of calling for assistance.</p> <ul style="list-style-type: none"> • If the worker is assigned painting or work on campus whereby he is isolated or alone, use of the radio will be required. The radio channel will be sent to the "Security" channel. • The worker is requested to check in with Security and provide his name and location at time of call. The radio has a prompt every hour for that the worker must acknowledge, or Campus Security dispatch will be advised and will initiate contact attempts and/or a physical verification. • The worker is to sign off with Campus Security Dispatch when the working alone procedure terminates (e.g. arrival of other staff, students, supervisor, etc.) • Records will reside with Campus Security for any check-ins initiated. 		
Restricted Activities:		
Confined Space Entry Work in Labs Work at height greater than 10ft		

WORKING ALONE/IN ISOLATION ASSESSMENT FORM

The purpose of this form is to document the process for assessing and determining “working alone or in isolation” procedures as required under Part 4.20.1 - 4.23 of OHS Regulation.

9.3 Trades – After Hours Call-Out

Name of Work Activity	Description of Work Activity
FGMT Operation	Workers receive a call-out by Campus Security to perform emergency work within their discipline.
Worker(s) Performing Work Activity	
Various Shops	
Frequency of Activity	
Frequent	

Reviewers

Supervisor's Name	Signature	Date
Manager's Name	Signature	Date
Facilities Management Safety Committee Review		Date

SCOTT KELLAR *[Signature]* 10.02.2018.

Part B – Risk Evaluation

Complete the row that identifies a hazard that may pose a risk of injury related to the work described on the first page. Next, identify the applicable control measure(s) needed to eliminate or minimize the risk of injury, favouring engineering controls. Once hazards have been eliminated or controlled to the extent practicable, determine necessary check-in procedures.

HAZARDS	ENGINEERING CONTROLS Anything that is designed, constructed or operated to protect the worker from the hazard or factor that is not worn on the person.	ADMINISTRATIVE CONTROLS The use of work process, procedures, safety rules or other administrative measures to protect workers from the hazard.
Review Risk Assessment for respective shop		
CHECK-IN PROCEDURES (time interval, procedure to follow-up if no contact, designated person, end of shift check).—Section 4.21		
<ul style="list-style-type: none"> • Cell phone reception is limited in certain isolated areas of campus (i.e., mechanical or electrical rooms). If working in an area with limited cell phone coverage, acquire FMGT radio from docking station and turn dial to Campus Security (CSEC) channel in order to maintain regular contact. • Initiate contact with CSEC dispatch and inform of presence on campus to attend to emergency. • Provide your name, phone number, location at time of contact and anticipated duration and location(s) of work. If working for longer than one hour, discuss frequency and method of check-in with dispatcher. • Radio (if used) will prompt the user within an hour of last radio communication to contact CSEC. If using a cell phone, provide updates to CSEC as necessary. • Check in with CSEC prior to departure. • Failure to report with CSEC dispatch in the pre-arranged time interval will result in follow-up measures by CSEC—such as contact to determine if oversight, or physical check on last reported location. 		
Restricted Activities:		
Confined Space Entry Work beyond training Work on high voltage		


WORKING ALONE/IN ISOLATION ASSESSMENT FORM

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9.4 Janitorial – Night Service Workers

Name of Work Activity	Description of Work Activity
Cleaning	-regular scheduled cleaning and waste removal services for buildings on campus
Worker(s) Performing Work Activity	
15	
Frequency of Activity	
Daily	

Reviewers

Supervisor's Name	Signature	Date
Manager's Name <i>Lawrence Lu</i>	Signature 	Date <i>12/04/18</i>
Facilities Management Safety Committee Review		Date

Part B – Risk Evaluation

Complete the row that identifies a hazard that may pose a risk of injury related to the work described on the first page. Next, identify the applicable control measure(s) needed to eliminate or minimize the risk of injury, favouring engineering controls. Once hazards have been eliminated or controlled to the extent practicable, determine necessary check-in procedures.

HAZARDS	ENGINEERING CONTROLS <small>Anything that is designed, constructed or operated to protect the worker from the hazard or factor that is not worn on the person.</small>	ADMINISTRATIVE CONTROLS <small>The use of work process, procedures, safety rules or other administrative measures to protect workers from the hazard.</small>
Review 2018 Risk Assessment for Janitorial Staff		

CHECK-IN PROCEDURES

(time interval, procedure to follow-up if no contact, designated person, end of shift check).—Section 4.21

The task assignments (runs) listed below are those whereby service workers have been identified to be working alone or in isolation:

Weekdays

Michael Williams Building
Saunders Workshops 1,2,3 and Saunders Building 5:00pm to 1:00am
ChildCare Centres A & B 6:00pm-1:00am
Campus Bookstore & Finnerty Express Cafe

Centre for Athletics, Recreation and Special Abilities 5:00pm-9:00pm
Engineering Office Wing
Sedgewick Buildings A,B,C
Harry Hickman Building 9:00pm-1:00am
University Houses 1,2,3,4
Glover Green House 5:00pm-11:00pm
Health Services Building 6:00pm-1:00am
Harry Lou-Poy Building 5:00pm-7:15pm
McPherson Library 11:00pm – 1:00am
Campus Services 5:00pm-7:30pm, 10:30pm-1:00am
David Strong Building 7:00pm – 11:00pm
Elliott Lecture Theatre 5:00pm – 11:00pm

Weekends

Centre for Athletics, Recreation and Special Abilities 5:00am-7:00am Saturdays
Campus Services & Finnerty Express Cafe 9:30am-1:00pm Sundays

All workers assigned the aforementioned runs will be provided with a radio. The channel must be placed on Channel 12 - Janitorial Night. This default requires users to acknowledge a prompt every two hours (timed from the last communication). Supervisors will use the HSW1 Radio as this is the only radio that receives "failure to acknowledge" notifications.

If the Head Service Worker receives notification of a failure to acknowledge the prompt, he/she will attempt to reach the Service Worker with the same communication device or by personal mobile phone (if available). If the worker does not respond promptly, the Head Service Worker will physically attend to that Service Worker's last known location to determine that he/she is safe. At the end of the shift, if a Service Worker does not return to Janitorial Headquarters to turn in their keys, the Head Service Worker will attempt to contact the missing worker and physically attend if radio or mobile phone contact is not possible.

Restricted Activities:

Manual handling outside of regular job requirements (e.g. heavy lifting of furniture that interferes with work).



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9.5 Grounds – Operation of Chainsaws

Name of Work Activity	Description of Work Activity
FMGR Chainsaw Operation	<p>Due to the severity of hazards associated with chainsaw use, Groundworkers working alone with a chainsaw must have a frequent (20 minute) check-in with co-workers/supervisor/Security.</p> <p>A less frequent check-in is allowed if the Groundworker is working in close proximity (ie, within line of sight) of other workers or in a populated public area.</p>
Worker(s) Performing Work Activity	
Groundworker II, Equipment Operator, Gardeners	
Frequency of Activity	
Frequent-Occasional	

Reviewers

Supervisor's Name PETER ROBERTS	Signature 	Date OCT 4, 2018
Manager's Name BRENT MANNESSE	Signature 	Date OCT 4, 2018
Facilities Management Safety Committee Review		Date

Part B – Risk Evaluation

Complete the row that identifies a hazard that may pose a risk of injury related to the work described on the first page. Next, identify the applicable control measure(s) needed to eliminate or minimize the risk of injury, favouring engineering controls. Once hazards have been eliminated or controlled to the extent practicable, determine necessary check-in procedures.

HAZARDS	ENGINEERING CONTROLS Anything that is designed, constructed or operated to protect the worker from the hazard or factor that is not worn on the person.	ADMINISTRATIVE CONTROLS The use of work process, procedures, safety rules or other administrative measures to protect workers from the hazard.
Cuts/lacerations		Mandatory PPE: hearing protection, hardhat, visor, safety glasses, faller’s chaps, steel toes, gloves -Follow training
Noise exposure		Hearing Protection
Kickback	-Ensure maintenance of chain brake in good operating condition.	-Proper maintenance of equipment. -Clear area of debris -don’t cut above shoulder height -shut the saw off to remove from a bind -be aware of location of guide bar nose at all times. -Follow training
Loose chains/projectile		-Maintain proper saw chain tension so it doesn’t become a projectile.
<p>CHECK-IN PROCEDURES (time interval, procedure to follow-up if no contact, designated person, end of shift check).—Section 4.21</p>		
<ul style="list-style-type: none"> • Ensure the Groundworker has an effective communication method (i.e. radios or mic phones, frequent drive-by) with capability of calling CSEC and/or 911. The Groundworker must be trained in the equipment’s operation and aware of the hazards outlined. • The worker and supervisor/CSEC personnel will agree on a frequency for check-in. The interval between check-ins may be no greater than 20 minutes. Check-ins should be documented. • If the worker fails to respond, Supervisors and/or CSEC should be contacted immediately and a physical response/verification of worker safety initiated. 		
<p>Restricted Activities:</p>		
<p>Felling boles over six inches Bucking</p>		

9.6 FMGT – Unaccounted for Situations

- If the situation warrants, the supervisor and worker will proceed to fill out the **Working Alone or in Isolation Check-In Form**.
- The supervisor will identify potential hazards associated with the proposed or assigned work and those hazards will be discussed with the worker. If necessary, additional knowledgeable persons may be requested to participate (i.e. EHS Coordinator, manager, etc.).
- The work location will be marked on the map on the back of the form, using alphabetic notation to correspond with the times proposed to work in those locations.
- The appropriate communication method (i.e. visual check, call-in systems, etc.), approved by the supervisor for use between the worker and the designated contact person, as well as other pertinent work specific procedures, will be indicated on the form.
- The time schedule for an appropriate check-in interval will be determined between the worker and supervisor, and the contact person, if other than the supervisor, will be informed and provided the form.
- The contact person will document and initial the appropriate sections of the form each time the worker checks in.
- If the worker misses a check-in by 10 minutes, the contact person will make attempts to contact the worker and physically check on their well-being.
- If contact cannot be made, contact Campus Security for assistance and investigation into the matter.
- Upon completing work in isolation, the worker will sign-off the form with the contact person and return the form to the supervisor for record keeping.

*If this “situation” is a regular practice for workers, the **Working in Isolation Check-In Form** will be provided to the EHS Coordinator to initiate consultations and incorporation into this document.*



Working Alone or In Isolation Check-In Form

Date:	• Grounds • Janitorial • Carpentry • Paint • Electrical • Mechanical • Plumbing
Worker Name:	Title:
Supervisor Name:	Title:
Contact Person (if other than supervisor):	Title:

Location Identifier <i>A, B, C</i>	Times working in isolation at location indicated	Location Description	Description of work

Potential hazards associated with the work to be performed in isolation:

Check in Schedule: (use 24hr clock and additional sheets if more space is required.)	Check in interval established:	Communication method:			
Check in Time	comment	Initials	Check in Time	comment	Initials
Start:			5 th		
1 st			6 th		
2 nd			7 th		
3 rd			8 th		
4 th			End		

Work in Isolation Completed:

Time work completed	signed off by worker	Signed off by contact person	Signed off by Supervisor
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