

SAHTU HEALTH AND SOCIAL SERVICE AUTHORITY
Policy

ADMINISTRATION POLICY

**WORKING ALONE OR
IN ISOLATION**

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POLICY

Employees working at high risk, or employees working alone, who may face a potential for a personal threat, disabling injury, or who might not be able to secure assistance in the event of injury or emergency, will be tracked by a person check system.

Managers will ensure all employees required to work alone are trained and instructed in working-alone procedures and risk levels.

SHSSA Standards of **working alone or in isolation** include the following:

- Risk Level 1:** Working alone in offices, including before or after regular working hours or traveling alone in public areas.
- Risk Level 2:** Traveling alone in remote or rural areas.
- Risk Level 3:** Conducting high risk site or home visits.

Purpose:

- To provide employees with a means of notification and assistance when they are working alone under various levels of risk of violence or injury.
- To provide employees with the means to identify working-alone risk levels.

PROCEDURE

Managers

- Establish and maintain site-specific working alone, or in isolation, procedures and ensure a person check service is in place, including setting up a contracted

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telephone service if necessary, and a protocol for action if an employee does not check-in.

- Ensure all employees who work alone, or in isolation, are trained in site-specific working alone procedures.
- Provide appropriate communication equipment, considering geography, reliability, etc.

Employees

- Follow the SHSSA Health guidelines and site-specific procedures for working alone or in isolation.

Risk Levels And Required Check-In Procedures

Level 1

- Does not interact directly with clients.
- Works over the phone with clients.
- Engages in work activities which are at a low risk for violence or injury.
- Interacts with clients who are known to the program and are not predicted to exhibit aggressive behavior.
- Interacts with clients who are not known to the program, but are not predicted to exhibit aggressive behavior.
- Travel alone in public areas.

None if on SHSSA Health premises, other than regular procedures for advising manger/person check system of employee's schedule and location. This includes employees working outside regular hours on SHSSA Health premises.

Employees traveling in public areas outside regular hours are required to inform the person check system, prior to the end of regular hours, to institute **outside regular hours person check protocol**.

Employees have the discretion of utilizing the check-in system at Risk Level 1.

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Level 2

- Interacts with clients known, or not known, to the program for which it is assessed that a potential for risk of exhibiting aggressive behavior may exist.
- Travels alone in remote/rural location.
- Engages in work activities which have a potential risk for violence or injury.

Notification to person check service prior to and on completion of work activity. Depending on route, and access to location, the employee may be required to notify the service often. For example, if the employee is required to walk through a steep wooded area to get to a location, the employee should notify the service prior to entering the woods, followed by notification after exiting the location.

Level 3

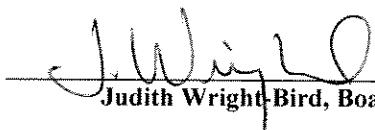
- Interacts with clients known to exhibit aggressive behavior.
- Engages in high risk work activities outside SHSSA Health Premises.

Notification to person check service prior to entering and after exiting the designated meeting. (i.e. client's residence). The employee may consider notifying the service at set time intervals (for example, every 20 minutes) while attending the meeting.

Note: Staff, carrying out duties at Risk Level 3, should be accompanied by another person (e.g. co-worker, RCMP, social worker, client) as is appropriate to the situation.

Staff has the option of refusing to carry out unsafe work activities.

Approved by:



Judith Wright-Bird, Board Chair