



Document #:	 Winnipeg Regional Health Authority Office régional de la santé de Winnipeg	Standard Operating Procedure (SOP)	Status: FINAL Revised: June 28, 2024 Owner: Professional Lead, Nursing in Community and Continuing Care
Community Health Services Working Alone Process When Off-Site and After Hours			Page 1 of 2

Purpose	<ul style="list-style-type: none"> Outline of steps and responsibilities related to a Community Health Services Employee who normally works in the office but is working alone and offsite after regular business hours
----------------	--

Step	Request for Approval for Off Site After Hours Visit	
1.1	Employee	<p>To request approval to complete their off-site work outside of regular office hours provide manager with all relevant information via email for the Safe Work Plan, including:</p> <ul style="list-style-type: none"> Location of employee’s work/visit(s) – address and phone number, apartment #, buzzer number Anticipated end time of work, ie 17:30 Employees contact number (work cell, personal cell or both) Managers contact # or Manager On Call contact # Safe Visit Plan details if applicable Other key information pertaining to the visit (i.e. client will only text, client will not answer phone, client lives in a locked block (I get into the locked block by...)) <p>SAMPLE EMAIL:</p> <p>Hello,</p> <p>I would like to request approval to complete a home visit outside of office hours this evening. Please see the following information below:</p> <ul style="list-style-type: none"> Location: 7 Roslyn Road, apartment 10 Anticipated completion time: 1800 Work cell: 431 xxx xxxx Personal cell: 204 xxx xxxx Managers contact number: 431 xxx xxxx Manager On Call #: 204 479 1042 SVP: no concerns This client lives in a locked apartment block, the buzzer is 310 – this is not a new client, I am familiar with the client and have provided services here before outside of office hours. <p>Thanks!</p>
Step	Approval Process	
2.1	Manager	Reviews and approves or declines request
2.2	Manager	<p>If approved, the manager decides on the best option for the Safe Work Plan. Plans will be based on the tasks and risks involved.</p> <p>Option 1:</p> <ul style="list-style-type: none"> Manager responds to email and personally accepts responsibility to receive confirmation of employee’s wellbeing. <p>Option 2:</p>

Document #:	 Winnipeg Regional Health Authority / Office régional de la santé de Winnipeg	Standard Operating Procedure (SOP)	Status: FINAL Revised: June 28, 2024 Owner: Professional Lead, Nursing in Community and Continuing Care
Title: Community Health Services Working Alone Process When Off-Site and After Hours			Page 2 of 2

		<ul style="list-style-type: none"> - Reply all to the email, Manager advises the employee to report to the Manager on Call after completion of work and copies the “Manager on Call” on the email. -Manager on Call reply all to the email and confirms plan. -The email must be sent to and confirmed by Manager on Call by 1530. Option 3: <ul style="list-style-type: none"> - Manager works with the employee to create an individualized Safe Work Plan that includes a “check-in or communication process”.
Step	Confirmation at Completion of Work – for Option 1 or 2	
3.1	Employee	Calls Manager or Manager on Call to let them know they are finished work and safe *text confirmation is not acceptable
3.2	Manager/Manager on Call	Receives call or voice mail. If a voice mail is left the Manager will return call to the employee within 30 minutes.
3.3	Manager/Manager on Call	If no call from employee received after 30 minutes of anticipated end time, Manager will call the Employee to confirm safety and whereabouts.
3.4	Manager/Manager on Call	If there is no response when calling Employee, Manager proceeds to following Responding to Notification of Unknown Whereabouts of a Worker” Operational Procedure, Community Health Services.
Step	Confirmation at Completion of Work – Option 3 from 2.2	
4.1	As agreed upon between Manager and Employee for the individualized Safe Work Plan	