

# Working Alone

## A Community Perspective



# Working Alone

- **Definition:**

- **Working Alone** – means the performance of any work function by a worker who:

- Is the only worker for that employer at that workplace at any time
    - Is not directly supervised by the employer, or another person designated as a supervisor by the employer, at any time.

# Working in Isolation

**Working in Isolation** – means working in circumstances where assistance is not readily available in the event of injury, ill health or emergency.



# Working Alone

- Workplace Safety and Health Regulation 217.206
- Visit [www.safemanitoba.com](http://www.safemanitoba.com) to view the regulation and bulletins.



# Working Alone

- The WRHA Community Health Services Management Team along with Family Services and Housing is committed to providing a safe and healthy working environment for all staff.
- We want our workers to feel safe and be safe.



# Working Alone

The key concepts contained in the Working Alone Operational Procedures are:

1. The necessity of assessing all working alone situations to determine the conditions or circumstances which may result in misfortune to a worker working alone,

# Working Alone

2. Designing procedures to eliminate or reduce the probability of misfortune
3. Systems to monitor a worker's safety status
4. Methods to provide assistance for workers in the event of injury or other misfortune when working alone.



# Working Alone

WRHA/FSH employees may work alone in one of three situations:

1. Those who have regularly scheduled appointments to deliver service, but do not regularly attend the office, such as Home Care Visiting Nurses, Home Care Direct Service Workers, Mental Health Proctors, Midwives, FSH Respite Workers



# Working Alone

2. Those who have client visits and regularly attend the office such as Home Care Case Coordinators, Resource Coordinators, Family First Home Visitors, Public Health Nurses, Community Mental Health Workers, Employment and Income Assistance Case Coordinators, Children's Special Service Case Workers



# Working Alone

3. Those who work alone after hours at the office such as Administrative staff, Managers other office workers and educators.



# Working Alone

- Operational procedures were designed specific to each type of working alone situation.



# Working Alone

- For those visiting client homes, A Safety Assessment Form Tool (SAFT) is used to determine what hazards may be present and the likelihood of them presenting
- A Safe Visit Plan is established, documenting responses to identified hazards and noting special safety concerns or procedures



# Working Alone

- The Safe Visit Plan must be available to all WRHA and FSH staff who have a “need to know” by virtue of providing a “working alone” service.
- The Safe Visit Plan information is also provided to health care partners where the information is necessary for provision of care in a safe manner for client, family and staff.



# Working Alone

- The operational procedure also outlines the responsibilities of all employees involved in providing care to the client:

Intake

Case Coordinator

Resource Coordinator

Direct Service Care Provider

Service Recipient (Client)

After Hours Service

Team Managers

Community Area

Managers



# Working Alone

- The operational procedures also specify that training will be provided:
  - SAFT and Safe Visit Plans
  - Employee Hazard Assessment Guideline
  - Procedure for Responding to Notification of Unknown Whereabouts of a Worker
  - Personal safety awareness and tips



# Working Alone

- Operational Procedures for Responding to Notification of Unknown Whereabouts of a Worker:
  - If the worker has not:
    - Attended to client visits
    - Returned to office or logged out
    - Returned home at the regularly scheduled time





# Working Alone

- Current employee contact & vehicle information must be maintained and accessible
- Fridge magnet with slot for emergency contact card provides family with after hours contact information



# Working Alone

- After Hours service will:
  - Record time staff member is reported missing
  - Record details of when staff last heard from
  - Attempt to contact employee
  - Report to employee's supervisor or Team Manager

# Working Alone

- Supervisor/Team Manager will contact the missing employee's significant other (without creating undue alarm)
- Community Area Director will be notified to discuss further steps



# Working Alone

Please visit

[www.wrha.mb.ca/staff/safety](http://www.wrha.mb.ca/staff/safety)

For further information

