If a worker is working alone or in an isolated area, they should be monitored regularly. Depending on the risk level of their location, it can be hourly, every few hours, or at start and end of task.

|  |  |
| --- | --- |
| Isolated Environment/ Working Alone Task | Recommended Check-in Frequency |
|  |  |
|  |  |
|  |  |
|  |  |

## The following are sample procedures, of what a check-in can look like

**To check the well-being of a worker working alone, the following is a sample procedure**

* The worker must be made aware of who will be checking their well-being during the isolated task.
* The supervisor must determine the frequency of check-ins in consultation with the worker.
* The supervisor must make phone contact with the lone worker according to the established frequency.
* At every check-in, the supervisor must ensure the worker is not requiring emergency assistance. The supervisor must log the check-ins.
* If no contact can be made with the worker within a reasonable time after the check-in time, the supervisor must make additional attempts to communicate with the worker, the supervisor must verify the wellbeing of the worker.
* If the supervisor cannot verify the wellbeing of the worker, they must:
  + Travel to the worker’s location to attempt to locate the lone worker (after assessing the area for hazards and deeming it safe to enter), or
  + Notify emergency services by calling 9-1-1 immediately.
* If the worker cannot be found, or is in distress, call 9-1-1 immediately.

## Training and communication

Workers and supervisors should be made aware of working alone procedures and their responsibilities related to it, including awareness of the areas of concern and how often workers/supervisors are expected to check-in.

Re-training is necessary if any of the following occurs:

* There is a change in the job task, work environment or staffing levels that prompts a change in the working alone procedure.
* There is a change in the working alone procedure.
* The supervisor of a worker-at-risk has reason to believe that a worker is performing the working alone procedures inadequately or lacks sufficient knowledge of these procedures

## Review

Working alone procedures should be reviewed annually. It may also be reviewed at any time if:

* There are changes to the regulations or standards
* A change in the work environment, tasks or equipment could introduce new working alone hazards,
* An incident involving working alone or isolation has occurred, or
* Procedures are reported to be working ineffectively.