

Working Alone

What you need to know.



Agenda

- Legislation
 - The Act W210
 - The Regulations 217/2006
 - Part 9: Working Alone
 - Part 10: Violence
 - Part 11: Harassment
- Internal Responsibility System
- Policy Statement
- Working Alone Plans

The Workplace Safety and Health Act W210

- Shared Responsibilities of employer, supervisors, and workers
- Specific Information about general duties
- Outlines role/power of government
- Outlines penalties for non-compliance

Workers Rights

- The Right to Know
- The Right to Participate
- The Right to Refuse Unsafe Work
 - MB Clause: Free from discrimination

The Workplace Safety and Health Regulations 217/2006

- States how to meet responsibilities as laid out in the Act W210
- Example: Act requires the employer to protect workers when they are required to work alone and Part 9 of the Regulation 217/2006 states how to do this.

MR 217/2006

- 44 Parts to the Regulation
- Came in to effect February 2007
- NEW to the Regulation: **Part 10 Harassment** and **Part 11 Violence**

Creation of the Regulation

- At approximately 8:45 p.m., on December 23, 1981, 16-year old **Barbara Gayle Stoppel** was found strangled in the woman's washroom of the donut shop where she worked as a waitress after school.



Definition: Working Alone

- 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; AND
 - is not directly supervised by the employer, or another person designated as a supervisor by the employer, at any time.

Definition: 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.

Part 9: Working Alone or in Isolation

- Must **Identify** Risks arising from the conditions of the workplace and take steps to **Eliminate** or **Reduce** the risks

Part 9: Working Alone or in Isolation

- Must Develop and Implement **Safe Work Procedures/Working Alone Plans**

Part 9: Working Alone or in Isolation

- Establish an Effective **Communication System** including a system of **Regular Contact** by the employer

Harassment

- Abusive and unwelcome conduct or comments that are inappropriate, demeaning or otherwise offensive behaviour that creates an uncomfortable, hostile, or intimidating work environment.
- That is known or ought reasonably be known to be unwelcome

Part 10: Harassment

- Develop and Implement a written Policy
- Every worker is entitled to work free from harassment (commitment)
- All complaints will be investigated

Violence

- Any act that results in injury or threat of injury, real or perceived, by an individual



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Part 11: Violence

- Identify and Assess the risks
- Development and Implement a Policy
- All complaints and incidences will be investigated. Must include a process for corrective action.

Internal Responsibility System

- All levels in an organization play an integral role in the success of the safety system
- Employers have the greatest responsibility
- Health and Safety Committee monitor the system



The IRS Includes:

- Right to Know
- Right to Participate
- Right to Refuse
- Non-discrimination
- Duties of Employer
- Duties of Supervisor
- Duties of Employees
- Role of Committee



Responsibilities of the IRS

- Identification of hazards.
- Analysis of the risks posed by those hazards.
- Communication of information throughout the workplace about the risks.
- Control of those risks.

To be effective...

- All parts of the system must be working simultaneously towards the same goal
 - if a group, party, or person does not do their part, the system will be ineffective.

Policy Statement

- Statement of Commitment
- Outlines Responsibilities
- Rights of all Employees
- Reporting and Investigation
- Corrective Actions

Why do we need a Policy?

- Proactive Approach
- Identify Risks
- Identify Control Measures
- Assign responsibility

Zero Tolerance

- Strong message towards Violence and Harassment
- Communication and Check In
- Non-Violence Crisis Intervention Training

Working Alone Plans

- Circumstances
- Risk/Hazards specific to task
- Safe Actions
- Means of Communication

Circumstances

- Detail the work process from beginning to end where the worker is required to work alone

Specific Risk/Hazard

- Identify the potential risks and hazards that are specific to that task or working condition.
 - Risks/Hazards can be quite different in performing the same task, depending upon work location, type of work performed, members of the public, exchange of money, etc.

Things to Consider....

- Facility/Surrounding Area
 - Lighting
 - Entrances/Exits
 - Stairwells
 - Layout of Building
 - Demographic of Clientele

- Let's do a risk assessment together!

Safe Actions

- The Working Alone Plan must discuss how the individual will keep themselves safe while performing a task alone.
- Example: Panic Buttons

Things to Consider...

- Outside Assistance
 - Building relationships with local authorities
 - Police and Other nearby emergency measures organizations
 - Nearby Businesses

Means of Communication

- Specific Intervals for contact
- Establish who will contacting who
- Procedure to follow if contact cannot be established
- Method for recording employee contact

Things to Consider...

- Emergency Contact List/Phone Numbers posted and available to employees required to work alone.

Responsibilities

- Procedure for Emergency Rescue
 - Checking and ascertaining the worker's well-being while he/she is working alone
 - The ability to summon assistance in the event of some unforeseen misfortune.

Emergency Procedures

- The action required in the event of an emergency will be influenced by the location of the worksite, job factors, and the event which necessitated calling the emergency.

THANK YOU

- Questions?

