

## WORKING ALONE OR IN ISOLATION POLICY

<b>Policy Section:</b>	Safety	<b>Effective Date:</b>	May 19, 2026
<b>Policy Owner:</b>	Executive Director, People & Culture	<b>Last Revised:</b>	April 28, 2026
<b>Policy Administrator:</b>	Manager Health and Safety	<b>Review Scheduled:</b>	Every 4 years
<b>Approver:</b>	Executive Leadership Team		
<i>The official controlled version of this document is held with the Legislative Compliance / Policy &amp; Procedure Coordinator.</i>			

### A. POLICY STATEMENT

Keyano College is committed to maintaining a healthy and safe working and learning environment for employees, students, contractors, volunteers and visitors.

The College recognizes that working alone or in isolation may create unique risks and therefore requires that hazards associated with working alone be identified, assessed, and controlled before such work occurs. No employee, student employee, or authorized worker shall be assigned to work alone unless an appropriate hazard assessment has been completed and a documented Working Alone Plan including communication procedure and escalation protocols, is in place in accordance with the Occupational Health and Safety Act, Regulation, and Code, including Part 28 (Working Alone).

This policy applies to work conducted on campus, off-campus, during field activities, after hours operations, approved remote work agreements, and research environments where assistance may not be readily available. The College will ensure, as far as reasonably practicable, the health and safety of all workers who may be required to work alone.

#### 1. Guiding Principles

- 1.1 To ensure the health and safety of employees, faculty, student employees, contractors, volunteers, and students engaged in work activities while working alone, departments must:
  - a. Identify working alone situations before work begins. Conduct documented hazard assessments. Develop working Alone Plans where hazards cannot be eliminated. Establish communication intervals appropriate to the level of risk. Establish escalation procedure if scheduled contact is not achieved. Provide training and appropriate safety equipment. Ensure supervisors approve working alone arrangements prior to implementation. Where working alone arises within academic research, scholarly activity, or instructional practice, controls shall be proportionate to risk and shall not unreasonably interfere with academic freedom, research integrity, or scholarly independence.
  - b. Faculty engaged in research, fieldwork, laboratory instruction, or scholarly activity shall have discipline-specific hazards considered in the assessment.

- c. Where working alone arises as a function of academic research, scholarly activity, or instructional practice, controls should be proportionate to risk and shall not unreasonably interfere with academic freedom, research integrity, or scholarly independence.

## 2. Responsibilities

### 2.1 Management:

Management is responsible for:

- a. Ensuring working alone hazard assessments are completed and documented.
- b. Ensuring documented Working Alone Plans are established where required.
- c. Ensuring appropriate resources, communication systems, and equipment have been provided/in place at no cost to the employee.
- d. Ensuring supervisors receive training regarding work alone risk assessment and monitoring requirements.
- e. Ensuring communication procedures include defined contact intervals appropriate to hazard level.
- f. Ensuring escalation procedures exist when scheduled contact is missed.
- g. Reviewing working alone procedures annually and this policy every 4 years.
- h. Providing summary reports of working alone risk assessments and incident trends to the Joint Health and Safety Committee (JHSC).
- i. Ensuring contractor compliance with College working alone requirements.
- j. Supporting workers who raise safety concerns without reprisal.

### 2.2 Supervisors

Supervisors are responsible for:

- a. Identify working alone situation within their area of responsibility.
- b. Completing and documenting hazard assessment prior to authorizing working alone activities.
- c. Approving Working Alone Plans before work begins.
- d. Establishing communication methods and contact intervals appropriate to risk level.
- e. Identifying a designated contact person responsible for monitoring check-ins.
- f. Ensuring escalation procedures are allowed when contact is not established.
- g. Ensuring workers are trained prior to working alone.
- h. Ensuring workers are competent to perform assigned tasks safely while working alone.
- i. Reviewing Working Alone Plans when conditions change.

### 2.3 Employees and Student employees:

Employees and students are responsible for:

- a. Taking responsible care to protect their own health and safety and that of others.
- b. Participating in working alone hazard assessments when required.
- c. Following established Working Alone Plans and communication procedures.

- d. Reporting hazards, unsafe conditions, or missed contact situations immediately.
- e. Participating in required training.
- f. Exercising their right to refuse unsafe work in accordance with Alberta Occupational Health and Safety legislation. No worker shall experience reprisal for reporting hazards or requesting additional protective measures.

#### Health and Safety Advisor:

Health and Safety Advisor is responsible for:

- a. Supporting departments in developing Working Alone Plans.
- b. Ensuring alignment with applicable legislation and College policy.
- c. Monitoring legislative updates affecting working alone requirements.
- d. Providing guidance on hazard assessments and communication procedures.

### **3. Working Alone Requirements**

When working alone hazards are identified, a documented Working Alone Plan must be established and include:

- a. Work location.
- b. Nature of tasks.
- c. Identified hazards.
- d. Control measures.
- e. Communication method.
- f. Communication intervals appropriate to risk level.
- g. Designated contact person.
- h. Escalation procedures if contact fails.
- i. Duration and review requirements.

### **4. Communication Requirements**

Communication systems must ensure workers can obtain assistance appropriate to the hazard level within a reasonable timeframe. Communication procedure must:

- a. Identify contact intervals based on hazard level.
- b. Identify a designated monitoring contact.
- c. Include escalation procedures if contact is missed.
- d. Include after-hours contact procedures where applicable.

Escalation procedures may include:

- a. Repeat contact attempts.
- b. Alternate contact attempts.
- c. Notification of supervisor.
- d. Notification of campus Security.
- e. Activate emergency response (9-1-1) when required.

## 5. When Working Alone Is Prohibited

The following operations must not be performed while working alone:

- a. Confined space entry.
- b. Installation or operation of equipment with a nominal voltage of 300 volts or more.
- c. Use of quick acting acutely toxic substances identified in Safety Data Sheets (SDSs).
- d. Operations requiring supplied air respiratory protection or self contained breathing apparatus.
- e. Work near energized power lines requiring a traffic control person.
- f. Operations involving mobile equipment that require the presence of a traffic control person.
- g. Welding requiring a fire watcher.
- h. Any work identified in safe work procedures as requiring a safety attendant.

## 6. Application of Policy to Contractors, & Subcontractors

The College's accountable Project Coordinator must ensure contractors and subcontractors:

- a. Are informed of working alone hazards associated with the work.
- b. Maintain working alone programs meeting or exceeding the College requirements.
- c. Communicate working alone procedures to their workers. Required to ensure that their own workers are made aware of and follow this Policy and safety procedures for working alone.
- d. Ensure appropriate protections are implemented for exposed workers.
- e. Where faculty members act as Principal Investigators or project leads, administrative responsibility for contractor compliance shall remain with the designated College Project Coordinator or Dean unless otherwise formally assigned in writing.

Administrative responsibility for contractor compliance remains with the designated College Project Coordinator unless formally reassigned in writing.

## 7. Remote Work and Home Office Environments

Approved remote work arrangements where assistance may not be readily available must include:

- a. Completion of a working alone hazard assessment
- b. Establishment of communication procedure.
- c. Identification of emergency contact processes.
- d. Alignment with Remote Work Guidelines and agreements where applicable.

## 8. After Hours Work

Work conducted outside normal operating hours requires:

- a. Supervisor awareness and approval.
- b. Communication procedure appropriate to the level of risk.
- c. Identification of designated contact personnel.

## C. DEFINITIONS

(1)	<b>Employees:</b>	means employees/workers at Keyano College that include: Administrative Support Staff, Academic Staff, Students, Volunteers, Contract (sessional) Teaching Staff, Visiting Faculty Staff, external contractors working on the College's premises.
(2)	<b>Hazard:</b>	means a condition with the potential to cause injury, illness, property damage, environmental damage, or loss.
(3)	<b>Incident Report:</b>	means a documented form to be completed and signed by employee and a supervisor that identifies hazardous conditions, tools, equipment, machinery, situations, encounters with the public or acts of vandalism either to personal or business property.
(4)	<b>Policy:</b>	means the Working Alone or In Isolation Policy.
(5)	<b>Readily Available Assistance:</b>	Means that assistance that can be summoned immediately and respond within a timeframe appropriate to the hazard level.
(6)	<b>Risk Assessment:</b>	means a documented process used to identify hazards associated with working alone and determine appropriate control measures.
(7)	<b>Supervisor:</b>	means a person with authority over assigned work and responsibility for directing or controlling workers. These include (but are not limited to): Deans, Associate Deans, Chairs, Directors, Associate Directors, Managers, and any other person in the position of authority.
(8)	<b>Working Alone:</b>	<p>means working in circumstances where assistance is not readily available in the event of injury, illness, or emergency.</p> <p>The working alone requirements apply to:</p> <ul style="list-style-type: none"> <li>- Workers who handle cash.</li> <li>- Workers who travel to meet clients.</li> <li>- Workers who do hazardous work but have no routine interaction with customers or the public.</li> <li>- Workers who travel alone but have no routine interaction with customers or the public.</li> <li>- Workers who are at risk of a violent attack because their work site is out of public view.</li> </ul>

## B. RELATED POLICIES

- Health and Safety Policy

## C. RELATED LEGISLATION

- *Occupational Health and Safety Act & Regulation (Alberta)*
- *Occupational Health and Safety Code (Part 28)*  
<https://www.alberta.ca/ohs-act-regulation-code.aspx>

## D. RELATED DOCUMENTS

- Health & Safety Manual
- Remote Work Guidelines (People & Culture – where it has been approved - [Working from Home Hazard Assessment Form](https://connect.keyano.ca/hr/Shared%20Documents/Keyano%20Working%20from%20home%20Hazard%20Assessment%20Template.pdf):  
<https://connect.keyano.ca/hr/Shared%20Documents/Keyano%20Working%20from%20home%20Hazard%20Assessment%20Template.pdf>
- Safe Job Procedure
- [Working alone \(OHS information for employers & workers-Government of Alberta factsheet\)](#)

## E. REVISION HISTORY

Date (mm/dd/yyyy)	Description of Change	Sections	Person who Entered Revision (Position Title)	Person who Authorized Revision (Position Title)
05/29/2015	New Policy was created.	All	Safety Advisor	Executive Director HR
4/28/2026	Full Policy revision. Added Related documents & Appendix. New effective date set.  Previous Policy 706 Working Alone will be rescinded.	All	OH&S Advisor	Executive Director, People & Culture

## APPENDIX A



### WORKING ALONE OR IN ISOLATION

Designated contact: \_\_\_\_\_

Contact number: (\_\_\_\_) \_\_\_\_\_ Alt. contact number: (\_\_\_\_) \_\_\_\_\_

Name of employee who will be working alone: \_\_\_\_\_

Employee contact number: (\_\_\_\_) \_\_\_\_\_ Alt. contact number: (\_\_\_\_) \_\_\_\_\_

Emergency contact numbers: \_\_\_\_\_ (\_\_\_\_) \_\_\_\_\_

\_\_\_\_\_ (\_\_\_\_) \_\_\_\_\_

\_\_\_\_\_ (\_\_\_\_) \_\_\_\_\_

Job tasks to be carried out: \_\_\_\_\_

\_\_\_\_\_

How will you be checking in on the employee that will be working alone?

Visual  Radio/Cell  Emergency call signal  Other \_\_\_\_\_

How often will the employee be contacted? Once every:

15 minutes  30 minutes  60 minutes  Other \_\_\_\_\_

	Yes	No	N/A
Has a hazard assessment been conducted on this task?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the employee trained in working alone procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has the designated contact person been trained in working alone procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the employee aware of the risks associated with doing this job task alone?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the employee, or other employees familiar with the work, involved in development of the working alone procedure?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has an equipment safety inspection been completed prior to operating this equipment alone?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have all the items that do not meet manufacturers specifications been corrected prior to operating the equipment alone?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there an emergency stop switch on the equipment to be used?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

