

STANDARD II-130.STND.8	Working Alone Standard	DOMAIN People and Teams
<b>Sponsor:</b> Corporate Director, Occupational Health and Safety  <b>Lead(s):</b> Manager, Occupational Health and Safety	<b>Date Approved:</b> August 22, 2025	
	<b>Date Effective:</b> August 22, 2025	
	<b>Date of Next Review:</b> August 2028	

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NOTE: The first appearance of terms in bold in the body of this document (except titles) are defined terms – please refer to the Definition section

## Purpose Statement:

To provide a strategy for development of a ‘working alone’ plan. It acts as a resource for supervisors/managers to assess hazards, eliminate / minimize risk, and establish an effective means of communication, train and educate staff, physicians, **students, volunteers**, and **contractors**, investigate **incidents** and evaluate the program.

## Parent Policy:

II-130 [Occupational Health and Safety Policy](#)

## Applicability:

All Covenant Health facilities, staff, medical staff, students, volunteers and any other persons acting on behalf of Covenant Health.

## Responsibility:

Covenant Health’s administrative and medical leaders demonstrate commitment to the safety of all staff, physicians, volunteers, students and contractors through provision of hazard assessment, control, training/education and communication systems to eliminate/control risks to individuals working alone or in isolation, as defined in Alberta’s Occupational Health and Safety Code.

Staff, physicians, students, volunteers and contractors shall demonstrate commitment to their safety, and the safety of their co-workers, by complying with safe work practices and adhering to any area-specific policies and procedures for employees who work alone.

### Covenant Health departments shall:

- Ensure effective working alone plans are based on an assessment of risk or potential risk considering hazards specific to their work site.
- Implement corrective action to prevent hazards or incidents from occurring.
- Involve affected workers in the hazard assessment, control and elimination/control of hazards identified.
- Train and educate employees to perform their job responsibilities safely.
- Investigate incidents and establish measures to prevent reoccurrences.
- Evaluate safety programs and procedures on a regular basis to ensure their effectiveness.

**Supervisors/Managers shall:**

In situations where a worker is required to work alone, the employee's supervisor/manager will conduct a hazard assessment as outlined by the Covenant Health [Occupational Health and Safety Program](#) requirements, and;

1. review past incidents where working alone was a factor
2. identify measures or actions needed to correct those hazards, and
3. create a documented working alone plan

**Employees shall:**

- Participate in safety in the workplace (ie. following health and safety rules, etc).
- Be accountable for themselves as well as co-workers.
- Report incidents to their direct supervisor/manager, as well as, Occupational Health and Safety by calling the Incident Reporting and Information Line at 1-855-342-8070 or 780-342-8070, in accordance with III-135 [Reporting of Incidents, Injuries, Illness and Near Misses](#).

**Occupational Health and Safety shall:**

- Support departments in the development of Working Alone Plans

**Standard:****1. Identification**

1.1. On an ongoing basis, supervisors/managers shall, in collaboration with workers, identify employees or groups of employees who may be at risk because they work alone in one or more of the following categories:

- a) Employees who handle cash when working alone.
- b) Employees who travel away from base offices to meet clients.
- c) Employees who do hazardous work alone and have no routine interaction with customers or public.
- d) Employees who travel alone and have no routine interaction with customers or the public.
- e) Employees who are at risk of a violent attack because their work site is isolated from public view.
- f) Employees who work from home.

**2. Hazard Assessment**

2.1. Assess all areas where staff work alone or in isolation. Conduct assessments:

- a) at reasonably practicable intervals to prevent the development of unsafe and unhealthy

working conditions,

- b) when a new work process is introduced,
- c) when a work process or operation changes, or
- d) before the construction of a new work site.
- e) Review records and past incidents where working alone, or in isolation, was a factor.

### 3. Working Alone Plan

- 3.1. Each Covenant Health department is responsible for developing a Working Alone Plan, as per the definition of “working alone“, that provides for effective radio, telephone, cellular phone, or other electronic communication between an employee who works alone and persons capable of assisting the worker in an emergency, or if the employee is injured or ill while on the job.
- 3.2. The worksite's Working Alone Plan must be documented and include a designated contact person responsible for establishing contact with the employee at predetermined intervals. There must be a process for recording regular communication.
- 3.3. Where electronic communication is not practicable or readily available at the worksite, the Working Alone Plan must ensure a designated employee visits the worker who is alone, or the employee contacts the designated contact or another employee at predetermined intervals.

### 4. Training and Education

- 4.1. Ensure that employees are aware of potential risks of working alone and are trained to perform their job safely and be proactive in reducing or eliminating/controlling risk and also implementing the working alone plan.

### 5. Reporting Incidents

- 5.1. Report any injuries or incidents to the direct supervisor/manager and to Occupational Health and Safety Incident Reporting and Information Line by calling 780-342-8070 or 1-855-342-8070. All incidents will be investigated.

### 6. Evaluate the Program

- 6.1. Ensure the preventative measures are effective and adequate to meet any changes in business operations with an emphasis on continuous improvement.

### Definitions:

**Contractor** means any affiliate, third party, non-employee, consultant, or agent or employee to the contractor, outsourcer, service provider, contract provider or business partner engaged by Covenant Health to perform services for or on behalf of Covenant Health.

**Incident** means an undesired event which has the potential to or does result in an injury, illness, unintended harm to a person or property. This includes near miss incidents.

**Student** means secondary or post-secondary students (excluding Medical Students) enrolled in a program which includes a requirement to build skills and apply theoretical knowledge in a clinical, non-clinical, or corporate setting.

**Volunteer** means anyone who performs a task at the direction of and on behalf of Covenant Health without receiving payment.

### Relevant Covenant Health Policy and Policy Support Documents:

<b>A.</b>	<b>Policies:</b> III-135 <a href="#">Reporting of Incidents, Injuries, Illness and Near Misses</a>
<b>B.</b>	<b>Procedures:</b>
<b>C.</b>	<b>Guidelines:</b>
<b>D.</b>	<b>Job aids:</b> <a href="#">Working Alone FAQ</a> <a href="#">OHS Program   CompassionNET   Covenant Health</a>
<b>E.</b>	<b>Standards:</b>

### Keywords:

Isolation, remote work

### References:

References Working Alone Safely: a Guide for Employers and Employees, Government of Alberta. Employment and Immigration, WA003, September 2000.

Workplace Health and Safety Bulletin - Working Alone (Part 28 of the Occupational Health & Safety Code) – Questions and Answers, Government of Alberta. Employment and Immigration, WA001 – Revised August 2009.

Alberta's Occupational Health and Safety Code – An Explanation of the "Working Alone" Requirements. Government of Alberta. Employment and Immigration, WA002 – Revised August 2009.

[Occupational Health and Safety Code | Alberta.ca](#)

### Past Revisions:

June 27, 2022 – *previously II-140 Working Alone policy and procedure*

March 1, 2019

October 9, 2015

July 3, 2012