Lone Worker Monitoring

Employer Responsibilities & How We Can Help

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What is a Lone Worker?

A worker is considered to be working alone, or in isolation, if the worker works:
(a) by his/herself
(b) at a worksite where help is not readily available

To determine if help is “readily available”:
• Are other people in the vicinity?
• Are those people aware of your worker’s need for assistance?
• Are they willing to provide assistance?
• Are they able to provide assistance in a timely manner?
Types of Lone Worker

1. **Workers away from the public completing hazardous work**

   *Such as Field Service Operatives*

   These workers may be completing tasks in remote locations, working with machinery, working in confined spaces, or physically separated from coworkers by barriers. Assistance may not be readily available for these workers.
Types of Lone Worker (continued...)

2. **Those who work outside of the office and interact with the clients**

   *Such Home Care Workers and Social Service Workers*

   These workers are at increased risk of experiencing workplace violence or injury when interacting with new or hostile clients and while traveling to and from the office.
Types of Lone Worker (continued…)

3. **Workers who travel alone with no client interaction**

   *Such as truck drivers or those traveling for meetings/conferences*

   These workers are at risk of accidents, injury, or sudden emergencies that could be dangerous if no response is given.
Types of Lone Worker (continued...)

4. **Workers that handle money**

*Such as gas attendants and store clerks*

These workers are at risk for work violence, threats of bodily harm, robberies or hostile clients requiring emergency response
5. **Workers alone at an isolated site**

Such as *Security Guards, Environmentalist Technicians, or Forestry Workers*

Because these workers are alone and isolated, they are at increased risk of animal attack or violent attacks by people. They are also at increased risk for accidents or injuries that may require emergency response.
What are my responsibilities?

If you have employees working alone or in isolation, you are responsible for the following as stated by WorkSafeBC:

1. Identify any work hazards and assess the risks with assigned jobs, and inform your worker about them
2. Eliminate or minimize any hazards
3. Develop and implement a **written** procedure for checking on the well-being of workers (A person check procedure)
4. Train workers in the person check procedure
5. Maintain a record of employee check-ins
6. Review written procedures at least annually, or more frequently if there is a change in work arrangements or the procedures are not effective.
The Workers Compensation Act requires employers to provide a workplace that is as safe as possible for their workers. Specific Regulations regarding Work Alone Safety are described in section 4.20.1-4.23 in the Occupational Health and Safety Regulation for British Columbia.

The Legislation regarding Work Alone Safety is the Westray Bill or Bill C-45, enacted on March 31st, 2004. This bill established new legal duties for Health and Safety, and imposed serious penalties for violations that result in injuries or death.
What is BC SafetyLink?

The BC SafetyLink Monitoring Centre utilizes Aware360’s WorkAlone technology to offer a progressive approach to safety by providing world-class, real-time solutions that protect lone workers, teams in isolation, and company assets through leading edge technology and 24/7 live monitoring.
What is Exception-Based Monitoring?

Exception-based monitoring allows users to communicate efficiently with their monitors without the requirement to call into a center. This automates the entire process and only requires monitors to intervene in the event that a user requires assistance.

Our solutions are designed to make lone worker monitoring easy and intuitive by incorporating the following features:

- Check-Ins
- Hazard Timers
- SOS and Assist Alerts
- GPS Tracking Functionality
- 24/7 Live Agent Support
Can this system be used anywhere?
Smartphone App

- Timed Check-Ins
- Hazard Timers for periods of increased risk
- Assist Alerts
- SOS
- Comments, Pictures, Videos
Satellite Devices

- Inreach
- SPOT
- Same functionality as the App
- Seamless switch between App & Satellite
What other services does BC SafetyLink provide?

• **Journey Management**
  With pre-trip risk assessments and a personal touch, we keep your people safe while traveling.

• **Emergency Response**
  We’re trained to expect the call you never want to get.

• **Asset Risk Management**
  From Vehicle and Asset Tracking to Equipment Health Monitoring and Video Analytics, our monitor services expand beyond your people, to managing your assets as whole.
The Benefits of BCSL Lone Worker Monitoring

- Costs
- Reliability
- Regulatory Compliance
- Ease of Use
- Emergency Response Times
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