

PLAN**Title: *Work Alone Program***

Type:	Administrative Plan or Program
Authority:	CEO
Staff Presentation:	October 26, 2017 All-Staff Meeting
Associated Documents:	<ul style="list-style-type: none"> • POL-ADM.2018.47 HS3- Work Alone • Workplace Violence & Sexual Violence Program

Section I Reporting Incidents of Workplace Discrimination and Harassment

Staff at L.E. Shore will never be scheduled to work alone; while Craigleith Heritage Depot staff may be scheduled to work alone. While not alone, staff may find themselves in areas “alone”. It is also realized that libraries are seen as high-risk workplaces.

It is for this reason that the Work Alone Policy and this plan exists. Staff should review the Work Alone Policy and this plan regularly so they may best practice safety.

The CEO will have quarterly meetings where this plan and other Health and Safety issues are discussed. and a panic button has been provided for their use.

Section II L.E. Shore Opening & Closing

1. When opening the building:
 - a. Is there evidence that someone else has been in the building? If so call out. It could be other staff or maintenance.
 - b. If no one responds and you are unsure, back out and call for assistance (police or CEO);
 - c. If you are not concerned, you may enter;
 - d. Always keep the staff door closed and locked and gate locked until second staff is in the building;
 - e. When in doubt—listen to your gut!
2. When closing the building:
 - a. Announce 15 minutes and 5 minutes before closing;
 - b. Lock front and rear door;
 - c. After closing the gate inspect the building. Do not let second staff leave until this is completed;
 - d. Check stacks, bathrooms, boardroom, and hallways before leaving, announcing as you go;
 - e. Now you know no one is in the building;
 - f. Now you may proceed to cleaning and closing the building. After hours work.

Section III Craigleith Heritage Depot Opening & Closing

1. When opening the building:
 - a. Did the alarm beep when you entered? [CHD]
 - b. If not, put on the wearable panic button and then announce yourself to see if another staff is in;
 - c. If no one responds and you are unsure, back out and call for assistance (police or CEO) or push the button;
 - d. If you are not concerned, you may enter the building;

- e. When in doubt—listen to your gut!
- 2. When closing the building:
 - a. Announce 15 minutes and 5 minutes before closing;
 - b. Lock the door;
 - c. Walk the collection and rooms;
 - d. Check the bathrooms. Now you know no one is on the building and you can proceed to cleaning, closing the building, and after-hours tasks.

Section IV During Open Hours

1. In addition to the list below, the Workplace Violence & Sexual Violence Program should be reviewed for safe work practices.
2. Always be aware of your surroundings.
3. Be aware of the number and location of patrons within the building.
- 4. No CHD staff may work alone without the panic button on their person.**
5. Regularly “roam” the building. Make your presence known throughout the shift. This demonstrates to patrons and visitors that you are aware of them and you are in control.
6. When leaving the staff work spaces inform another staff (e.g. working in LES Dungeon, CHD Storage, shelf reading, etc).
7. When you have an upset patron(s):
 - a. Follow the Workplace Violence Program;
 - b. Speak to them in a confident voice. Nervous or soft tells them you are afraid and they are in control;
 - c. Do not yell at them, this may agitate them;
 - d. Always keep yourself between the door and them. This way you can escape if needed;
 - e. Be aware of who else is in the room. Do you need their help? Are they a threat?
 - f. Be aware of the fastest way to a panic button, phone or out;
 - g. Be verbal. Tell them they must leave or you will call the police;
 - h. If needed, escalate your voice. Others in the building will hear you;
 - i. If you are sitting, stand up. This makes it easier to protect yourself and it is a dominant stance.
8. If you must escape run to a room with a phone and a lock. Lock yourself in and call 911. This includes the Staff kitchen and CEO office at LES and bathrooms with panic button or cell phone at CHD. Remember, running out of the building may put you into a dark parking lot. This is not a safe option to lock down.
9. After any incident, complete an Incident Report and notify the CEO by phone, e-mail or text. Be sure to leave a number for her to respond if you have left the premises.
10. Remember, incidents do not always happen at close or when you are alone!
11. Most important—protect yourself. Your gut is your guide. When in question, be on guard.

Section V Review Cycle

This plan will be reviewed biennially or as changes to the legislation dictates.

Original Approval: _____

Amended On: _____