
TOWN OF SAINT ANDREWS

P-24-05 Work Alone Code of Practice and Policy

DECEMBER 2, 2024



TOWN OF SAINT ANDREWS

1. PURPOSE

The Purpose of this Code of Practice is to inform Town Staff of the steps to follow when working alone.

2. DEFINITIONS

- Working Alone – If an employee is the only employee at the workplace and is working in circumstances where help is not readily available in the event of an injury, ill health, or emergency.
- Code of Practice - A requirement under New Brunswick's *Occupational Health and Safety Act* that outlines procedures for employees to follow when working alone. It includes the responsibilities of the employer and employees and provides details on how employees can readily access help in case of an emergency.
- Employer – A person who employs one or more employees or the person's agent.
- Employee – A person employed at a place of employment.
- Check-in Designate – Refers to the person responsible for checking in on a worker working alone or in isolation. In most cases this is would be the supervisor.
- Risk Assessment – The process whereby hazards are identified, their risk evaluated, and controls for the risk are determined to eliminate the hazard or minimize the risk.
- Supervisor – Refers to the person directly responsible for overseeing the tasks of a worker and is often the person who assigns the worker to work alone or in isolation.
- Town – Means the Town of Saint Andrews, New Brunswick
- IDLH – Immediately Dangerous to Life or Health.
- PPE – Personal Protective Equipment
- SCBA – Self Contained Breathing Apparatus
- SDS – Safety Data Sheet



3. BACKGROUND

Circumstances, where a Code of Practice could be required, include:

- Travelling alone; for example, Public Works staff, Water and Wastewater technicians, Recreation staff etc.
- Working in isolation; for example, By-Law Officer or Public Works staff.
- Meeting clients away from the office; for example, Water Technicians, Public Works Employee, Management.
- When entering a resident's home

The regulations also specify situations when working alone is prohibited.

It is not permitted to work alone:

- In confined spaces.
- When operating a chainsaw, brush saw, or clearing saw.
- Where there is a risk of drowning unless the employee wears a life jacket.
- When working with, or changing bottles, drums, or jugs of the following chemicals: Chlorine gas, Sodium Bisulphate, Sodium Hypochlorite.

The Employer must:

- Develop and implement a code of practice that will protect the health and safety of an employee from risks arising out of, or in connection with work assigned to employees who work alone.
- Develop and implement a training program for each employee who works alone.
- Assess the employee's competency to work alone.
- Assess the level of risk associated with the work. If the risk is identified as high or extreme, the employer may develop a policy that prohibits working alone in certain circumstances.



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- Train supervisors and employees on the Code of Practice and other related procedures.
- Develop and implement a training program for supervisors who are responsible for employees who work alone.
- Provide equipment to an employee who work alone so they can protect themselves from hazards and risks.
- Identify all jobs/tasks that may be conducted by the employee while working alone.
- Provide procedures to follow to minimize the risks identified in the sections above.
- Develop a communications strategy.
- Have an emergency response activation and set of procedures.
- Communicate the Code of Practice.
- Confirm employees follow the Code of Practice.
- Review the Code of Practice for working alone periodically and revise it as necessary.

While the employer is ultimately responsible for all the provisions mentioned above, the supervisor has a vital role to play in the safety of their team.

A Supervisor must:

- Acquaint their employees with the hazards and control measures associated with their work.
- Provide information and instruction necessary to ensure their health and safety.
- Enforce Town safety rules, programs, Codes of Practice, and procedures, including ensuring employees comply with the requirements below.

An Employee must:

- Participate in the training offered by the Town that may be required to complete a task.



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- Know and follow the Town's Code of Practice.
- Be aware of the hazards of working alone.
- Report any incidents to their supervisor.
- Report any hazardous situation/conditions to their supervisor.
- Report any workplace injuries and illnesses to their supervisor.
- Help identify hazards and control measures.
- Ensure their own health and safety.
- Wear and maintain personal protective equipment (PPE) as required.
- Understand they have the right to say no to a job they do not feel is safe or appropriate.
- If they have a health condition that could impact their health and safety when working alone, they should discuss it with their supervisor.

4. FACTORS TO CONSIDER WHEN WORKING ALONE

- Remoteness of the location. (Also consider situations not normally associated with 'remoteness'. For example, a By-Law Officer who patrols by themselves or the Receptionist who is not in direct sightline with any other employee.)
- Characteristics of the location (wilderness, industrial area, etc.).
- Transportation means.
- Availability of emergency assistance.
- Response time in emergencies.
- Time needed to complete the task.
- Time of day the job/task is performed.
- Type of work.
- Weather conditions.
- Potential for exposure to aggressive or violent behaviour.



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- Potential for critical injury.
- Communication means.
- Employee's physical and psychological fitness for working alone.

5. RULES TO CONTROL HAZARDS WHEN WORKING ALONE

It is the Town's duty to identify reasonable measures to take to protect the health and safety of an employee working alone. Examples of steps to take can include:

- Using controls such as barriers and enclosures between the employee working alone and the public, rooms with two exits, reception rooms with windows so that somebody from the outside can see what is going on, security cameras, buzzers to unlock doors, etc.
- Employees are not permitted to conduct highly hazardous work when they are alone.
- Using administrative controls, such as planning hazardous work during the daytime while others are present.
- Establishing means of communication such as cell phone, email, text or in-person visits.
- Establishing the frequency of communication i.e. contact each hour.
- Following the communication protocol.
- When entering a building immediately noting where the emergency contact information is located and where the emergency exits are located
- Planning an emergency response (consider scenarios such as communication failure).
- Ensuring that a first aid kit is available at a work location (such as a personal first aid kit carried by an employee, etc.).
- Keeping communication and emergency equipment in good order and testing periodically.
- Testing the reliability of the emergency response procedure.
- Paying attention to your surroundings.



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- Avoid handling large amounts of cash.
- Learning how to recognize signs of potential violence.
- Learning how to avoid or diffuse violent situations; do not fight or respond back.
- Employees carrying a personal first aid kit in their vehicles and restocking it regularly

Some jobs are by nature too hazardous to be performed by a person working alone. The Town has the duty to take precautions to protect the health and safety of its employees and may implement internal policies that may include other situations, specific to the workplace, where working alone is not allowed.

6. CODE OF PRACTICE

A. RISK ASSESSMENT

1. Extreme, 2 Very High, 3 High, 4 Moderate, 5 Slightly Possible

Hazard	Worst Probable Injury	Likelihood of Accident	Likelihood of Disabling Injury	Likelihood of help Available < 30 mins.	Frequency
Slip/Fall	Head injury / Broken bones	2	5	3	4
High Forces, Push, Pull, Lift	Muscle	4	5	3	3
Fire/Explosion	Burns / Injury	5	4	3	5
Noise	Hearing loss	3	5	3	5
Vibration, contact stress		5	5	3	5
Temperature exposure, heat cold stress	Frostbite	4	5	3	5
Traffic	Broken bones, etc.	3	3	2	5
Compressed gas	Impalement, IDLH	4	4	2	4



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Fumes, vapours, gases i.e. Chlorine	IDLH, skin irritation, Eye irritation	1	2	3	3
Flammable	Burns	4	5	2	5
Toxic	Asphyxiation	3	3	2	3
Electrical	Electrocution	4	4	4	5
Ultraviolet	Eye, Skin Irritation	5	4	3	5

Depending on the task it is recommended that an employee and the employer/supervisor make contact at a minimum of 0.5 hours, and at a maximum of 2 hours.

B. WORKPLACE LOCATIONS

- Bayside Community Hall, 3049 Route 127, Bayside, NB
- Blockhouse, 23 Joe's Point Road, Saint Andrews, NB (506) 529-4270
- Booster Station, 216 Mowat Drive, Saint Andrews, NB
- Community Youth Activity Centre, 24 Reed Avenue, Saint Andrews, NB (506) 529-4663
- Courthouse, 123 Frederick Street, Saint Andrews, NB
- Fire Hall, 80 Reed Avenue, Saint Andrews NB (506) 529-5150
- Market Wharf, 20 King Street, Saint Andrews, NB (506) 529-5170
- Public Works Yard, 95 Patrick Street, Saint Andrews, NB (506) 529-5122 and (506) 529-5123
- Ross Memorial Museum, 188 Montague Street, Saint Andrews, NB (506) 529-5124
- Sheriff Andrews House, 63 King Street, Saint Andrews, NB (506) 529-5080
- Town Hall, 212 Water Street, Saint Andrews, NB (506) 529-5120
- Wastewater Treatment Plant/Lagoons, 495 Prince of Wales Street, Saint Andrews NB
- Water Towers, 589 Mowat Drive, Saint Andrews, NB



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- Water Treatment Plant, 189 Harkness Road, Chamcook NB (506) 529-5255
- W. C. O'Neil Arena Complex, 24 Reed Avenue, Saint Andrews, NB (506) 529-5126 and (506) 529-5143

C. EMPLOYER

Town of Saint Andrews, 212 Water Street, Saint Andrews NB, E5B 1B4
(506) 529-5120, town@townofstandrews.ca

D. BUSINESS

- **Booster Station:** Liquid Chlorine injection site, and storage, 20-30 gallons of Liquid Chlorine on site, Chlorine monitoring equipment.
- **Fire Hall:** Emergency service, equipment maintenance, compressed gas cylinders for breathing air, high-pressure air compressor 6000 psi.
- **Public Works Yard:** Large equipment, regular maintenance, mechanical repairs.
- **Water Towers:** Water storage, and control building.
- **Water Treatment Plant:** Drinking water treatment plant that supplies all the drinking water to the Town of Saint Andrews. Largest chemical supply is 14 x 68 kg. bottles of Chlorine gas, 1 x 45-gallon drum of Sodium Bisulfate, 1 x 20 L. jug of 12% Sodium Hypochlorite. The Plant is supplied with 600 volts of power through the NB Power grid and has a generator backup.
- **Wastewater Treatment Plant / Lagoons:** 2 large lagoons with aeration, compressor building with 2 large air compressors 600 V. Low-pressure discharge, Ultraviolet treatment.
- **W. C. O'Neil Arena Complex:** Ice: Arena and Curling, multifunction building, Ammonia plant for making ice. 600 V. electrical.

E. RISKS

Chemical burns/exposure, Electrocution, Inhalation/Asphyxiation, UV Burns.



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- **Chemical Burns/Exposure**, Workers will wear proper PPE for any chemical, as per the manufacturer's recommendations i.e. when changing Chlorine bottles a minimum of two staff must be on-site and both wearing SCBA's during the procedure. See SDS sheets.
- **Electrocution**: Workers are not to open any electrical panel without proper lock-out tag-out procedures, workers are not to open electrical panels unless trained to do so. All Electrical repairs or connections will be performed by a qualified electrician only, all steps will be followed as per the manufacturer's recommendations
- **Inhalation**, Workers will wear proper PPE as per the manufacturer's recommendations when working with any chemical. See SDS sheets.
- **UV Burns**: Workers will wear proper PPE when working with the UV system as per the manufacturer's recommendations i.e. UV AB-rated safety glasses, long-sleeved shirt.

F. SDS Locations:

- **Booster Station**: on the wall over the workbench.
- **Fire Hall**: in the dispatch room on the desk.
- **Public Works**: in the lunchroom.
- **Wastewater Treatment Plant**: on the wall beside the main entry door.
- **Water Treatment Plant**: in the office on the wall by the entry door to the pump room.
- **W. C. O'Neil Arena Complex**: in the maintenance room adjacent to the ice plant.

G. COMMUNICATION METHODS

Communications will be through the following methods:

- Phone call either through landline or cell phone.
- Text message through cell service.
- Email.



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- In the event staff have portable radios or vehicle-mounted CBs they may be used for regular check-ins.
- Emergency communication application for phones or devices as implemented by the Town of Saint Andrews.

H. EMERGENCY RESPONSE ACTIVATION AND PROCEDURES

In the event of an emergency, the staff member that finds the emergency will start notifications to the appropriate staff, or emergency agencies.

1. Medical Emergency if a minor emergency that staff can manage with the first aid equipment that is on hand i.e. a cut finger not requiring stitches, then the notification will be to their supervisor after the injury has been treated. The Water Treatment Plant and the Wastewater Treatment Plant each have a first aid kit located in the office.
2. Medical Emergencies of a more urgent type that will require more advanced health care require staff to call 911 and request an ambulance giving the location, their name, phone number, and nature of the injury. Once 911 has been notified and help is on the way then staff will, if possible, notify their supervisor and advise of the situation and the steps already taken.
3. In the event of a fire staff will exit the building and contact 911 advising them of the nature of the incident, location, their name, and phone number. Once the staff is done with 911 then they will contact their supervisor and report the situation.
4. Chemical Spill/Release, if a small spill, staff will remove themselves from the area to a safe location and call their supervisor requesting assistance, once assistance has arrived the spill may be cleaned up.
5. Chemical Spill/Release if a large spill or release, staff will remove themselves to a safe area, contact 911, and advise of the nature of the incident, location, their name, phone number, and if possible, wind direction, in the event evacuations may be necessary. Once the staff member has finished with 911, they will contact their supervisor for assistance. The Water Treatment Plant building has a repair kit for the 68 kg. Chlorine bottles; absorbent material and a spill kit for fuel leaks.
6. Motor Vehicle Collision, if involved in a motor vehicle collision, staff will first notify 911, then assist with first aid if required. Once help has arrived



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staff will contact their supervisor. Each town vehicle is equipped with a first aid kit and a fire extinguisher.

7. If at any time when working after hours a staff member cannot reach their supervisor, they shall contact either the on-call member of the Public Works Department or the Operations Manager.

I. WORK ALONE PROCEDURES:

Due to staff having differing start times the following may be used as work-alone procedures:

1. If an employee will be working alone at any time, they will advise their Supervisor or their designate that they are on duty and what the plan is for the first hour or two of their shift.
2. Prior to employees working alone they should discuss with their supervisor the following:
 - Who will contact them?
 - How much time will pass before contact is made?
 - What is the expected amount of time the employee will be working by themselves?
 - Employees are also required to notify their supervisor at the end of their shift to let them know that they are done with work and are going home.
3. Contact will be made through either a face-to-face meeting, cell phone call, text, or by CB radio located in some town vehicles.
4. If the Supervisor or their designate does not hear from them for a maximum of 2 hours, depending on the task being performed, the Supervisor or designate will attempt to contact the staff member.
5. If no contact is made, then the Supervisor or their designate would immediately make their way to the last known location and begin searching for the staff member.
6. Once contact has been made notification will be made to Senior Staff members. Notification will include the staff member's condition. If no issues, no action is required. If found with an injury requiring medical



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attention, call 911. *If found with a life-threatening injury, call 911 immediately, then contact senior staff.*

7. Employees should report in to the following when working alone:

Position	Supervisor or Designate	Absence of Supervisor
Chief Administrative Officer	Clerk/Senior Administrator	Operations Manager
Clerk/Senior Administrator	Chief Administrative Officer	Operations Manager
Operations Manager	Chief Administrative Officer	Clerk/Senior Administrator
Public Works Supervisor	Operations Manager	Chief Administrative Officer
Public Works Staff	Public Works Supervisor	Designate
Assistant Treasurer	Chief Administrative Officer	Clerk/Senior Administrator
Accounting Clerk	Chief Administrative Officer	Clerk/Senior Administrator
Receptionist	Chief Administrative Officer	Clerk/Senior Administrator
Senior Administrative Assistant	Clerk/Senior Administrator	Chief Administrative Officer
Manager of Recreation	Clerk/Senior Administrator	Chief Administrative Officer
Youth Centre Supervisor	Manager of Recreation	Clerk/Senior Administrator
Youth Centre Staff	Youth Centre Supervisor	Manager of Recreation
By-Law Officer/Firefighter	Clerk/Senior Administrator (By-Law) Fire Chief (Fire)	Chief Administrative Officer (By-Law) Operations Manager (Fire)
Wharfinger	Chief Administrative Officer	Clerk/Senior Administrator
Wharf Staff	Wharfinger	Chief Administrative Officer
Museum & Culture Supervisor	Clerk/Senior Administrator	Chief Administrative Officer
Museum Staff	Museum & Culture Supervisor	Clerk/Senior Administrator
Visitor Centre Supervisor	Chief Administrative Officer	Clerk/Senior Administrator
Visitor Centre Staff	Visitor Centre Supervisor	Chief Administrative Officer

J. WORKING AROUND THE FOLLOWING HAZARDS

1. **Open Holes** i.e. lift station hatches - Staff will ensure all safety gates and barriers are in place when a hatch cover is open on a lift station.
2. **Electrical Hazards:** Staff will ensure all breakers are open and lock-out tag-out procedures are followed for any piece of equipment they are working on. A certified electrician only will conduct electrical work. If the piece of equipment is controlled by the plant's SCADA computer, it will be set to the off position and locked out.



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3. **Open Water:** staff will ensure all handrails are in place and in undamaged shape before going onto the dam at Chamcook Lake when checking lake height.
 - a. In the event staff need to be around the lagoons at the Wastewater Treatment Plant as a safety measure they will contact another town employee to assist them.
4. **Off-site Visits, Entering Homes:** If possible, town staff should work in pairs when going to a private residence. If they must enter by themselves, then the following steps must be taken:
 - i. They will contact the town Receptionist, or their supervisor to advise what address they are at and how long they expect to be.
 - ii. Once they have entered a home, they will ensure separation is kept between themselves and residents.
 - iii. A cell phone or portable CB radio will be carried in an easy-to-reach location.
 - iv. If the resident is agitated to a point where there could be violence, staff are to leave and not return without a second town staff member.
 - v. Once the staff member has completed the task and is out of the residence, they will recontact either the Receptionist or their Supervisor to advise them they are out of the building.
 - vi. If the staff member does not contact the Receptionist or supervisor within the agreed-upon time frame, then contact with them will be attempted. If no contact is made, then the supervisor will be notified, and they will go to the location to check on the town staff member.
5. **With Heavy Machinery or Vehicles:** Staff will use all available handrails and steps with the utmost caution, especially in wet or icy conditions. Staff will maintain contact with other staff through cell phones or CB radios located in some town vehicles.



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CONTACT LIST

LOCATION	CONTACT #
Town Hall/Town Receptionist	(506) 529-5120
Town After Hours Dispatch (St. Stephen Fire Department)	(506) 466-7779
Police/Ambulance/Fire Services	911
Town Senior Staff	
Chief Administrative Officer (Chris Spear)	(506) 529-5250 (o) (506) 469-4176 (c)
Clerk – Senior Administrator (Paul Nopper)	(506) 529-5130 (o) (705) 761-5347 (c)
Asset/Operations Manager (Terry Acton)	(506) 529-5561 (o) (506) 467-6326 (c)
Public Works	
Public Works Supervisor (Nathan McMillan)	(506) 529-5122 (o) (506) 467-1370 (c)
Water Department	
Water Technician Supervisor (Kevin Theriault)	(506) 529-5150 (o) (506) 467-6837 (c)
Water Technician (Steve Ruddock)	(506) 529-5255 (o) (506) 467-6325 (c)
Water Treatment Plant	(506) 529-5255 (o)

This policy was approved by the Council of the Town of Saint Andrews on December 2, 2024.

Brad Henderson, Mayor

Paul Nopper, Clerk – Senior
Administrator



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