

ISOLATED WORK and WORKPLACE VIOLENCE PREVENTION POLICY AND PROCEDURES



Employees and volunteers regularly work alone in the rental shop and lodge and while considered to be a low risk activity, the following procedures are intended to prevent an incident or as a response to a threatening or potentially harmful behaviour.

A risk assessment has determined that the only identified risks from working alone is sustaining an injury and being unable to call for help or threatening behaviour from a customer, trail user, member or trespasser.

To enhance the safety of all workers and comfortable working environment at the club, determine who your designated check-in person every shift before starting work. This may naturally be a family member but in lieu of a personal contact, a member listed on the emergency procedures will serve as your contact for the shift. Ensure your designated contact person has the club emergency contact people and phone numbers and knows the procedures.

Designated Contact Procedures:

Inform the designated person that you will be contacting them at the beginning of the shift if you have no overlap with another attendant, manager or director and that you will make contact when leaving at the end of your shift. Failure to contact them means that the person who is your contact must:

1. attempt to contact you and if not successful,
2. contact a person from the club's emergency contact list to inform them of the failure to check in.
3. if unable to reach anyone and unable to physically check on you the emergency contact must call 911.

To prevent an incident:

- Visually check the area upon arrival for anything out of the ordinary like damage, doors left open or ajar, tire tracks or footprints around the lodge in fresh snow.
- If something appears strange or criminally suspect (ie. a break-in) then leave the area and once safely in your vehicle and away from the site, stop and use your cell phone to call someone on the club's emergency call list.
- Without the presence of suspicious activities, use your cell phone and call your pre-determined designated check-in person **at least every four hours**.
- If you feel unsafe at any time, call a member on the emergency contact list and call your designated contact to inform them you are locking up the rental shop and lodge and leaving the site.



Should Violent or Threatening Behaviour Occur:

In case of a threatening, suspicious or violent activity,

Lock yourself in the office and use your cell phone to call 911 and then an emergency contact on the club’s emergency list.

- Consider calling the tenants or if outside of the lodge when the violent act occurs, run to the tenant’s trailer to protect yourself and call 911 and then a club emergency contact.

Closing up Procedure:

- Visually check the area for anything out of the ordinary before leaving.
- Use your personal cell phone and call the designated contact person to let him/her know you are locking up and leaving.
- If you feel unsafe call and ask the on-site tenants for a walk to the parking lot or a club member from the emergency contact list.

Rachel Stefan Cell# 250-991-8064

Randy Stefan Cell # 250-983-9788

Email: randystefan@hotmail.com

Emergency contact numbers:

AMBULANCE - 911	
Rental shop/Lodge	Tania 250-991-6906 (also First Aid/skidoo)
Jim Crellin – first aid/skidoo	250 747-1728 or 250 991-9259 (cell)
Brian Black – snow mobile operator	250 983-2810 (cell)
Brian Kennelly- snow mobile operator	250-991-8709 (cell)
Jim Capan- snow mobile operator	250 991-9423 (cell)
Mike Mc Laughlin- snow mobile operator	250 747-2442 or 250 255-1718 (cell)
Bruce Self	250-747-2119
Greg Strebel	250-747-3586

- tell the emergency responders that you are at the **Hallis Lake Ski Lodge - 10 kms on Hydraulic Road (4427 Hydraulic Rd)**