



WorkAlone Feature Step by Step Guide:

Note: Prior to following the steps below, faculty and staff must have been directed by their supervisor to conduct work alone or in isolation as defined by [section 4.20.1](#) in the Occupational Health and Safety Regulation. This must be followed by a [completed risk assessment and a written check-in procedure](#).

Logistics of using the WorkAlone Feature

1) Download the app

The feature is embedded within the UBC Safe App entitled “UBC Safe Vancouver.” This app can be downloaded from the Google Play store or Apple App Store.

2) Set up your profile

Once you have the app downloaded, click, “Sign in to WorkAlone”, enter your CWL Credentials, complete the 2-factor authentication and then click continue. Fill out all the required fields and you can begin your session. *Note: This feature is not intended for use on shared devices.*

3) Check the settings on your phone

The Worker and Check-in Designate must ensure their cell phone:

- Notifications are turned on, allowed and enabled
- Notification volume is turned up
- Connection to a broadband (3G, 4G, LTE or WiFi network)
- “Do Not Disturb” feature is turned off
- Always kept with them during a working alone session

4) Provide your Check-in Designate with the required information

Your check-in designate should:

- Know that you have designated them as your check-in designate and agree to it
- Add the following contacts to their phone contact list. Notifications will be sent via the following names and phone numbers:
 - UBC Security, 604-822-2222
 - UBC Working Alone Notification, 1-888-519-4933
- Adjust their phone settings as indicated in (3)



Starting a Working Alone Session using the WorkAlone Feature

1) Complete the information required to start a session

Begin by clicking “start or view your WorkAlone Session.” The information you will need to provide is:

- Worker Name
- Worker Phone Number
- Check-in Designate Name
- Check-in Designate Contact Number
- Building Name or Working Remotely
- Building or Remote Location Address
- Room Number (write N/A if working remotely)
- List Identified Hazards at the location
- Other Important Location Details
- How often the App check in on you?
- Duration of Working Alone session
- Personal Emergency Contact Name
- Personal Emergency Contact Number

The details you enter above will be remembered between sessions, review before starting each session.

2) Confirmation that your session has started

Your Check-in Designate will receive a text indicating you have begun your working alone session. You are encouraged to contact your Check-in Designate to verify that they received this text.

Checking-in using the WorkAlone Check-in Tool

1) How will I know when I need to check in?

You will receive a notification at the set interval chosen. You must check-in within 5 min of your notification. If you don't, see below “What happens if I don't check-in”

Once you click “Check-in,” you are done checking-in until your next scheduled check-in which is according to the frequency chosen when the work alone session started.

Choosing “Emergency” will call Campus Security.

2) What happens if I don't check-in?

If you miss your check-in within 5 min of your notification, your Check-in Designate will receive a:

- Text
- Phone Call
 - The phone call will be an automatic recording that will inform the Check-in Designate that the worker did not check in and they should contact the worker to make sure



everything is alright. The worker's phone number will be read out loud followed by the instruction to press "1" to immediately contact the worker

3) What happens if my Check-in Designate does not follow the instructions provided?

If the Check-in Designate misses the alert notifying them that the worker has not checked in, the WorkAlone Feature will notify Campus Security. Campus Security will contact the worker and follow up with a site visit if there is no answer.

Cancelling/Extending/Finishing a Working Alone Session on the WorkAlone Feature

1) How do I cancel a working alone session midway?

Click "Start or view your WorkAlone Session," followed by "Cancel WorkAlone." Your Check-in Designate will receive a text indicating that you have cancelled your working alone session

2) How do I extend my working alone or in isolation session?

Your last "check-in" notification based on your initial working alone duration will look the same and you will be asked to check-in. This will be followed by two options, "Check in and Extend" or "Check in and Finish." "Check in and Extend" will extend your work alone session by 5 min and you will be required to check-in at the 5 min mark. You can continue to extend your WorkAlone Session by 5 min increments if you need to spend more time working alone or in isolation. You do not have an option of how long you can extend your session – it is 5 min by default.

3) How do I finish my working alone session?

Your last "check-in" notification based on your initial working alone duration will look the same and you will be asked to check-in. This will be followed by two options, "Check in and Extend" or "Check in and Finish." Choose the "Check in and Finish" option and your session will be finished. You will see a statement that reads "Thank you. Your WorkAlone session is now complete"

Frequently Asked Questions about the WorkAlone Feature

Can I use this feature for UBC spaces outside of the UBC-V campus?

No, at this point the feature is set up to be used on UBC-V campus and for remote work situations only. Currently the escalation process has UBC-V Campus Security (CS) involved in the process and an equivalent group has not been identified at all the other UBC sites outside of the UBC-V campus borders to aid in the escalation process.

Can I change how often the app checks up on me during a working alone session?

No, once a frequency is chosen, it cannot be changed during a session. If you would like to change your time you end and restart another session.



What if I have had an injury and I don't check-in?

Your Check-in Designate will try to contact you and if you don't respond, a member of Campus Security will arrive at your location. Based on the situation, Campus Security will act and notify any emergency response required.

Does my Check-in Designate have to be the same for each working alone session?

No, you can go into your profile and change this information. Remember to change it prior to starting a new session.

I wanted to check-in but accidentally clicked "Emergency." Now what?

Clicking "Emergency" contacts your Check-in Designate. Don't hang up. Stay on the phone and simply explain what happened.

How does my designated Check-in Designate know when I am "working alone"?

The Check-in Designate will be notified via text once the worker begins a working alone session in the app. However, at any point, the Check-in Designate can contact the worker directly (outside the automated features of the app) to speak with them. Your Check-in Designate must be aware of your upcoming session and understand their responsibilities in this role.

What happens if the worker forgets to finish their session?

If a worker forgets to finish their working alone session, this means they forgot their last check-in. This would then follow the missed check-in protocol as outlined in under the "Checking in using the WorkAlone Check-in Tool" section of this document.

Can Campus Security track a worker's location through the app?

The app does not track a worker's location. Campus security is only aware of the worker's location to the based on the fields a worker fills out when they start their session (ie. building name, building address, room number, other important location details).

Can this App be used on a shared work phone?

Unfortunately, due to the personal information required to use the WorkAlone feature (eg. CWL) personally owned or UBC assigned phones can only be used.

My area of work is not an option in the list of buildings, what do I do?

Indicate the nearest building and provide a detailed description of your outdoor location(s) in the "Other important location details" section.

How do we specify a building when staff are required to move from location to location?

The worker should specify the first building where they will be present. Then, under "Other important location details," outline all the other areas/buildings where the worker will move around. Provide a rough estimate where possible regarding where the worker will be during the beginning, middle and end of the working alone session.