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WSC Safety Check In

Procedures

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Revision History

Ver#	Date	Initials	Description/Rationale of Changes
1Dv1	2014-03-05	CJT, PN,DM, MM,HW,	Document creation team M. Maslen, D. Moncur, P. Nystrom, C. Thomson, H. Wills
1Dv2	2014-04-17	NetOpS	Reviewed and modified
1Dv3	2014-04-28	OMC-H	Initial review and modified
1Dv4	2014-05-29	NT	Reviewed by National OHS Team Lead West and comments applied.
1A	2014-06-05	OMC-H	Approval for implementation.
3Dv1	2015-01-22	SFS	OMC-H requesting clarity on some points
3A	2015-04-16	OMC-H	
4Dv	2015-09-15	OMC-H	Reviews and edits by OMC-H, NetOpS, SFS-H.
4A	2015-09-15	OMC-H	Approval for union/management consultation and implementation.

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Mandatory Requirements

Training
- OHS Orientation for Employees
- Introduction to WSC Safety Check In Procedures in use at Water Survey of Canada (WSC)
- Itinerary Monitor requirements and user guidelines

Personal Protective Equipment
- Communication Devices (including but not limited to) cell phone, satellite phone, SPOT
- Active accounts with service providers (each device)

In this document the Itinerary Monitor is SafetyLine.

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Procedure

This protocol is complementary to the EC Safety Check-In Directive; in all circumstances the directive takes precedence.

Administration

- Administrator
  - Employee registered with Itinerary Monitor – set up accounts
  - Ensure that the information for each communication/location unit issued to employee is entered into the appropriate locations in the service providers' web sites. For example: the SPOT unit has its own website that needs to be updated so that it connects with SafetyLine and the SPOT ESN number must be entered into SafetyLine.
  - EC Contact communication options or EC Contact "number" are entered into Itinerary Monitor web site.
  - Call Out Structure established and verified with Itinerary Monitor – each group must identify the EC Contact.

- Employee
  - Personal information may be voluntarily completed in employee account with Itinerary Monitor: home address and home phone, next of kin, personal cell phone, driver's license #, physical description (height, weight, eye colour, tattoos, birthmarks, piercings, pertinent medical information)
  - Ensure the following departmental information is entered in the employee account with Itinerary Monitor:
    - vehicle information – fleet number, make, model, colour, license plate number
    - sat phone, work cell phone, e-mail address
  - Itinerary Monitor mobile application installed and operational on cell phone.
  - Staff must know the active EC Contact phone number – on call number.
  - Minimum check in time – 4 hours

- Manager or head of operations
  - Ensure that manager or head of operations has access to private employee information including next of kin, home address, etc.

- **Safetyline User Guides and Help: https://safetyline.zendesk.com/home**

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Call Out Structure

- The Itinerary Monitor will contact the following people in the order and time frame listed.

	Cumulative	
240 minutes after last check in	0 minutes	Start timing Contact employee
System Grace Period	10 minutes	Contact Employee
WSC Delay – 5 minutes	15 minutes	Contact EC Contact (on call phone)

System will continue to attempt contact to all listed contacts until resolved.

Employee procedures and responsibilities for pre-field, in-field and post-field operations.

Pre-field duties:

1. The field lead fills out the trip itinerary. The approved itinerary shall include:
- All dates while in the field (travel status);
- Who is on the trip (including more than one person), identifying the field lead;
- Names of hotels/motels where the field person/crew will be staying with the appropriate dates and phone numbers;
- Field cell and / or satellite phone numbers of everyone on the trip;
- Verify vehicle details are current as entered into Itinerary Monitor's web site;
- The name and number of the air charter company if chartering a plane or helicopter;
- The name and number of Park Warden / Mine site office or equivalent if employees are traveling in a controlled area;
- Estimated daily work schedule or itinerary (that includes date, station name, number and location, expected length of time at station, work being done).
- The itinerary will be input into the Itinerary Monitor web site where it is accessible to the employees and EC Contact
- A day trip to the field also requires a trip itinerary, the process will be the same as above;
- It is highly recommended that employees take a copy of their itinerary with them, as it would have end of day time, hotels, EC Contact phone number and Itinerary Monitor contacts in case changes need to be made to the work schedule / itinerary.
- All field itineraries shall be reviewed and approved by employee's immediate supervisor.

2. The employees and offices should always have an up to date list of the following emergency services in areas where 911 cannot be accessed,
- Emergency transportation (taxi, ambulance);
- Health services;
- Nearby fire station;
- Police station;
- Poison control centre.
- Workplace phone numbers. (desk, cell etc.)

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3. Employees may enter a prioritized list of emergency contact person(s) name and phone number(s) into the Itinerary Monitor web site. **ONLY** group EC Contact(s) and administrators have access to this information. It is **not** part of the notification (call out) structure.

4. Ensure that the person / group has various communication options based on where the trip may take them, keeping in mind cell phone coverage and satellite issues during certain seasons and locations. Also, the person / group needs to ensure that **the communication options are in good working order and are connected to the appropriate service providers prior to leaving the office** and be trained in their use.

5. SPOT – ESN number must be entered into SafetyLine and the SPOT website must reflect the SafetyLine email in the notifications. **A first response contact number must be entered for each registered SPOT; *if SOS is used by the employee, then this number will be contacted prior to emergency personnel being dispatched.***

In-field Duties:

1. In the case of lost communication equipment at any point during the field trip, priority must be given to contacting the EC Contact and discuss the options.
2. Contact the Itinerary Monitor to start monitoring.
3. SPOT must be carried on their person and must be set to tracking mode.
4. Check in with the Itinerary Monitor throughout the day before and after each field activity / visit (minimum every 4 hours)
5. If the employee(s) anticipate not being able to call in during a visit – check in earlier which then resets the 4 hour clock. Adjust frequency according to location restrictions on communication.
6. ANY changes to itinerary, including changing the order of station visits and end of day time – make changes by text, email, website, data report or voice with the Itinerary Monitor and confirm with the EC Contact if unable to connect to Itinerary Monitor.
7. An accurate itinerary is essential as it is the basis for commencing a search if required.

In the event of an emergency, employees should contact emergency services (e.g. 911) by using of any communication equipment available. Contacting the Itinerary Monitor or EC Contact may NOT be the first option.

In-field status is defined as the moment the employee(s) depart the office (or warehouse) for field work and until they check into the hotel or return to the office or home. It is recommended that the field phone be left on until they have completed the post field duties.

Use of **HELP** and **SOS** buttons on SPOT version 2 and higher - Pressing the **HELP** button sends a signal to the *Itinerary Monitor* who treats it as a "Panic" emergency and will immediately begin attempting to contact the *EC Contact .*
        Should be used when field personnel require any form of **emergency** response.

Pressing the **SOS** button sends a signal to the ***SPOT provider*** who makes one attempt to contact the number registered to the unit. If they are not successful, a full search and rescue is initiated to the location of the SPOT.
        Should be used when field personnel are in dire straits, injuries persist and require **emergency** response. Both **SOS** and **HELP** buttons should be used under these circumstances.

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Post field Duties:

1. Connect with the Itinerary Monitor to End Monitoring.

EC Contact Procedures and Responsibilities:

It is recognized that the EC Contact will be a supervisor or an acting supervisor, as a minimum level of responsibility.

1. The EC Contact must remain available for contact from the start of the field work day until the last employee checks in at the end of day.
2. The EC Contact can choose to check with the Itinerary Monitor on the status of employees at any time. The EC Contact should check the Itinerary Monitor web site at the start of the day to ensure all staff have started their field activity monitoring.
3. **The EC Contact duties shall end upon verification from the Itinerary Monitor that all field staff have ended monitoring for the day (either via notification by the Itinerary Monitor or the EC Contact logging in to the Itinerary Monitor's website to check).**
4. It is highly recommended that the EC Contact has printed copies of itineraries in case access to the Itinerary Monitor is lost.
5. The EC Contact must remain within and connected to the cellular network at all times and ensure their cell phone is adequately powered.
6. The EC Contact will receive and accept all Unconfirmed or Panic Emergency notifications from the Itinerary Monitor.
7. The EC Contact will initiate the protocols for an Unconfirmed Emergency or Panic Emergency.
8. The EC Contact will inform the head of operations and/or district manager as soon as possible in the case of a Panic Emergency or at any point the decision is made to involve emergency responders.
9. EC Contacts have the delegated authority to initiate search procedures or call emergency responders based on their assessment of an emergency situation.
10. The EC Contact shall document all decisions performed in response to an Unconfirmed or Panic Emergency. When possible, they should be captured in the Itinerary Monitor's web site emergency function. Documentation can be done on a piece of paper and entered into the web site after the fact.

Unconfirmed Emergency Protocol / Overdue Employee(s)

Once the EC Contact accepts the Itinerary Monitor's Unconfirmed Emergency notification, execute the following steps. These steps involve the use of discretion combined with a management decision, where possible.

1. Initial contact attempts must include:
   - Field lead – cell phone, email, text, any other communication options, leave messages
   - Other trip participants – cell phone, email, text, any other communication options, leave messages
   - Hotel, confirm check in or any contact, leave messages
   - Check the Itinerary Monitor web site for any pertinent information i.e. messages left by employee, itinerary, GPS coordinates, SPOT activity, etc.

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2. Gathering all information:
   - Observe GPS coordinates for pinpointing the employee's location, if available.
   - Observe EPIRB or PLB signal for emergency beacon to locate the employee or confirm emergency condition. (still used in some locations)
   - If they are flying in remote areas, contact the air charter company to see if the pilot has closed his/her flight plan.
   - In the case of special projects, i.e. Parks, contact the Park Warden to see if the employees have checked in or if the wardens have heard from them that day.
   - If other personnel are in the field, contact other field personnel in adjacent field areas to see if they had made any contact with the missing / overdue employee.
   - Contact the individual's supervisor to verify any previous contact or communication.
   - If local land owners or individuals are known, try contacting them to see if they have seen the employee.
   - Gather as much information as possible, logging all call attempts and information to this point.
   - After 30 minute length of time (keeping in mind that a minimum of 10 minutes has transpired prior to the Safety Line notification to the EC Contact and there could have been a 4 hour lapse since the last check in) a risk assessment is made and a decision must be made whether to initiate a search.

3. Initiating a search:

   - When the decision to initiate a search is made, the EC Contact will attempt to discuss with a Head of Operations and/or a Manager.
   - Using discretion, an attempt to contact employee home may be considered to determine if there has been any contact that day. (Note: This is considered as a last resort: after all other probable locations have been checked).
   - Start facilitating a search based on the field itinerary and location information entered into Itinerary Monitor web site.
   - Based on all information gathered to this point, assess the situation, and review what local resources for locating the worker are available. This may include another field crew in the area checking the last known location.
   - Once all internal and local resources (landowners, etc.) have been exhausted, a decision to contact formal emergency must be made.
   - A detailed log of calls made, to whom, and times should be made once a search is initiated. Use the capacity provided by the itinerary monitor provider.
   - Your own state of mind and fatigue must be considered

Emergency Response Plan

NHS shall use the EC Critical Incident Response Guide as the protocol for emergency response (see Appendix I).

Each district shall maintain a list of local emergency response contacts (e.g. police, fire, search and rescue…).

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Appendix I

Critical Incident Response Guide: Step by Step

If you receive a call from someone in distress:

1 - Document everything that is said;

2 - Find out exact location of Accident:

3 - What are the Nature/Extent of Injuries?	Number of people injured:
Ascertain if they are able to stabilize themselves.	

4 - What Survival Equipment do they have available (list or check):		
First aid kit	Survival kit	GPS
Adequate clothing/blankets	Water / Matches	Flashlight
Food	Safe Transportation	Shelter

5 - What Communications equipment do they have available?		
Cell phone no.:	Satellite phone no.:	What phone number are they calling from?
Has other emergency help been notified? If so who? When? By whom?		

6 - Do not stay on the line if there is a chance of the battery running out. Set up a call back schedule (every ½ hour minimum)

7 - Assure them that help is on the way.

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8 - Call emergency help (Police/RCMP, ambulance, search & rescue, etc.) and advise/confirm rescue requirements per above.

9 - Provide emergency help with as much information as you have.

10 - Contact Branch Director or responsible authority, Regional Director General, and the Regional Occupational Health and Safety Manager/Coordinator.

11 - _Stay by the phone_ until you are certain or notified that emergency help has arrived.

Responder Contact Info.:

Prepared by: **Date / Time of Call:**

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