Minimal Staffing Level

Department: Health & Safety

Approved By: Planning Team

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Policy

There will be an established minimum staffing level at Gateway of Hope and Aldergrove Thrift Store and procedures for the safety of all staff and volunteers when temporarily working alone in a work area.

Procedure

There will be a minimum of 2 staff on duty at all times at the Gateway of Hope and Aldergrove Thrift Store. At Gateway of Hope, specifically, this minimum level will be maintained in the Emergency Shelter program.

Staff Working Alone Temporarily

“Working alone” as defined by the Canadian Center of Occupational Health and Safety means: *“All staff who may go for a period of time where they do not have direct contact with a co-worker. A person is "alone" at work when they are on their own; when they cannot be seen or heard by another person and when they cannot expect a visit from another worker.”*

Staff may be required to work temporarily alone in a work area for the following reasons:

* + - * A co-worker is on a break elsewhere in the building.
      * A co-worker is attending to a situation in another part of the building.

In these circumstances, staff will ensure they maintain a regular communication link by two-way radio with all check-ins or other communication being logged. Staff may check-in more frequently if there is an operational or safety related need. If contact is lost the co-worker will contact their immediate supervisor or call 911 if the situation warrants.

All other staff working outside of normal working hours will check-in with Emergency Shelter staff at their time of arrival and prior to leaving.

Extreme Weather Operations

During the Extreme Weather season (November 1 – March 31) there will be an additional 2 staff working in the Extreme Weather Response program – raising the Gateway of Hope minimum staffing level to 4 for those nights the program is operated.

In the unexpected event of a staff absence in the EWR program, one emergency shelter staff member will float between the Amenities room and the Emergency Shelter office. Priority will be given to supporting the EWR program staff member. The shelter worker left in the shelter office should remain within the safety of the shelter office while working alone. All staff will carry push to talk radios during their shift as per policy.