

Working Alone Hazard Assessment	
Department: Library	
Position(s): C.E.O., Branch Librarians, Children's Programming Coordinator, Technology and Training Coordinator	
Job Specific Hazards (Other than working alone)	
Hazard:	Control:
Occasional travel via automobile during and outside of normal office hours.	Ensure cell phone is located on person and contact person at the office is aware of expected time of return
Handling Cash	<ol style="list-style-type: none"> 1. Keep as minimal an amount in the register as possible. 2. For large amounts, encourage the use of alternative payments such as cheque. 3. Count cash for deposits, during hours that the library is closed. 4. Ask customers for exact change or the smallest bills possible. 5. Remove all large bills (\$50 and \$100) as soon as you receive them. 6. Keep all large bills locked in an office drawer or filing cabinet
Working alone outside of office hours including late evening hours	Cell phone located on person, ensure door is closed securely and locked behind you, follow safe lock up procedures.
Contact with the public –potential for violent/threatening behaviour	Violence in the Workplace Prevention Training/Customer Service Training, cell phone on person.
Communication Tools: Telephones are located at each branch. When traveling for business reasons, employees are encouraged to carry a cell phone on their person.	
Timing & Location: Employees may be subject to working alone outside of normal office hours, and while traveling to destinations (bank, off site meetings).	

Check In Procedures (during Office Hours):

1. Workers are expected to advise their supervisor or those acting in their capacity during their absence of their destination and expected time of return.
2. If possible, in advance of working in the office alone outside of normal working hours, workers are to notify their supervisor of their intent to work and when they are expecting to be complete. Safe lock up procedures must be followed and workers are encouraged to communicate with family of their intent to work alone and when they are expecting to return.

Contact with the Public:**DO:**

- Arrange to meet clients in a ‘safe’ environment where other people are around.
- Wear comfortable, professional clothing and practical shoes which will enable you to leave quickly if necessary.
- Carry only what is necessary.
- Be alert and make mental notes of your surroundings when you arrive at a new place.
- Maintain a ‘reactionary gap’ between yourself and the client (e.g., out of reach of the average person’s kicking distance). Increase the gap by sitting across from each other at a table if possible.
- Always take your cell phone with you and keep it in a place you can access quickly.
- If you are referring to written material, bring two copies so that you can sit across from the client, not beside.
- Ask a colleague or “buddy” to come with you if something makes you feel uneasy. Tell your supervisor about any feelings of discomfort or apprehension about an upcoming meeting.
- Keep records and indicate if the client is known to be aggressive, hostile or potentially violent. Do not leave out incidents that make you feel apprehensive.

DO NOT:

- Do not enter any situation or location where you feel threatened or unsafe.
- Do not carry weapons of any type, including pepper spray. Weapons can be easily used against you and are illegal in some jurisdictions.

Other: n/a**Training Considerations:** Cash Handling Procedure, Safe Office Lock Up Procedures, Customer Service (Dealing with Difficult People) Training and Violence in the Workplace Prevention Training.