



Working Alone App Step by Step Guide

Office of Safety and Emergency Management
OSEM 18.24.4D
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TRUSafe Work Alone Module 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 TRUSafe App WorkAlone Feature

Download the app

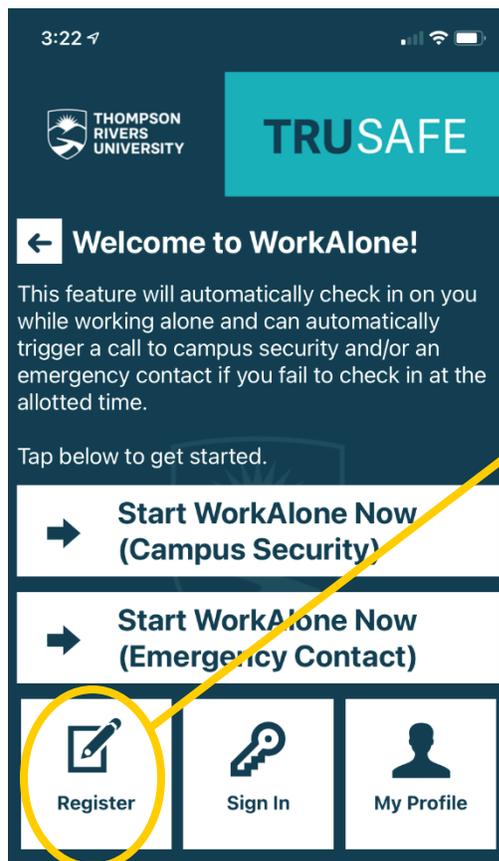
The feature is embedded within the TRUSafe App entitled WorkAlone. This app can be downloaded from the Google Play store or Apple App Store.

Registering

Register by clicking the register icon. You will need to include:

1. Your email address
2. Create a password
3. Your first and last name
4. Your phone number

Once all fields are completed click register



THOMPSON RIVERS UNIVERSITY TRUSAFE

← Register

Email Address

Password

Password (Confirm)

First Name

Last Name

Phone Number (10 Digits)

✓ Register

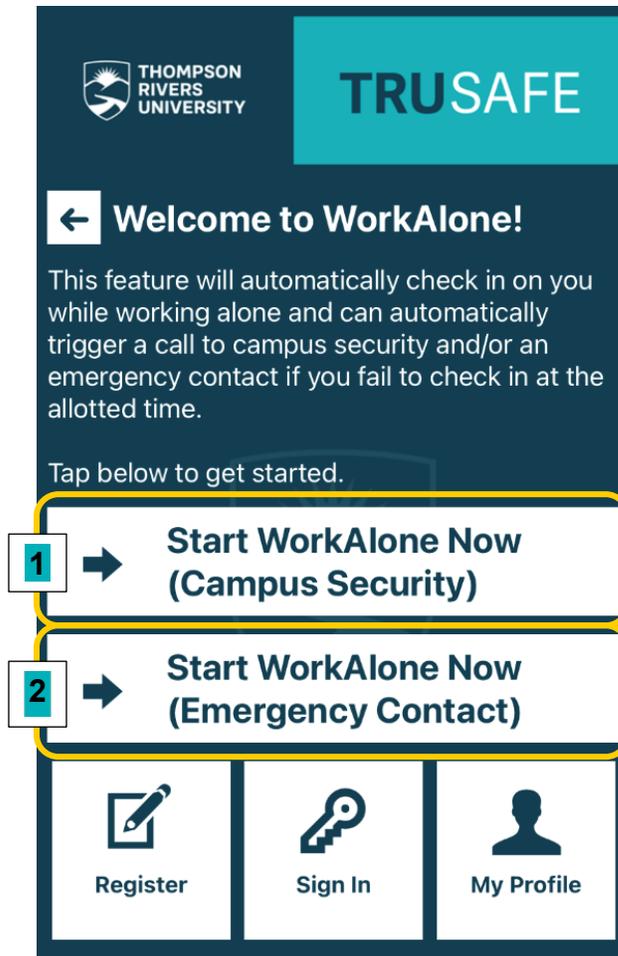


Starting a Work Alone Session

Once you have the app downloaded, click on the “WorkAlone” icon.

Choose either option:

1. Start WorkAlone Now (campus security) – for working alone on the Kamloops campus, OR;
2. Start WorkAlone Now (Emergency Contact - Supervisor) – for working alone at a remote worksite OR working alone at the Williams Lake Campus.



Regardless of what option you chose, enter the required fields which include:

For option 1:

- Location – your building and room number
- How often – what is your check in frequency
- Duration – how long are you working alone

For option 2:

- Location – building/room number or address



- How often – what is your check in frequency
- Duration - how long are you working alone
- Emergency Contact name – this is your check-in designate name
- Emergency contact number – this is your check-in designate phone number that they can and will be reached at via the app

Confirmation that your session has started

Your Check-in Designate (in Option 2) 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.

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

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:
 - **TRU Security, 250-828-5033**
- Your name (worker working alone) and phone number
- Notifications will be sent via the following phone number. Add this number to your contact list:
 - TRU Working Alone Notification, **1-888-519-4933**
- Adjust their phone settings as indicated in (3)

Checking-in using the WorkAlone Check-in Tool

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.

What happens if I don't check-in?

If you miss your check-in within 5 min of your notification the escalation process is initiated. 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 press “1” to immediately contact the worker to make sure everything is alright.

NOTE: If this automatic recording goes to voicemail, the Check-in Designate cannot use the “1” feature when listening to the voicemail

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 app will attempt to call them again 2 minutes later. If the check-in designate misses the alert again, 3 min later, the WorkAlone app will notify Campus Security. Campus Security will contact the worker and follow up with a site visit if there is no answer.

What happens if I call the WorkAlone feature back?

As a Check-in Designate, you may receive calls from the WorkAlone app. As a worker, you may receive calls from the Check-in Designate or Campus Security. However, all these are integrated into the WorkAlone Feature so they appear to come from:

“1-888-519-4933.”

Calling this number back results in an automatic recording (see below) that simply describes the WorkAlone Feature. It is advised to not call this number back and instead to use the direct phone number for the person you wish to reach.

“This phone number is used to send voice notifications to user of the Work Alone App. This App helps keep lone workers safe by sending periodic check-in requests. If the worker does not check-in, then a notification is sent by this number to the emergency contact. If you received the call from this phone call it is likely because a friend, family member or colleague specified your phone number as an emergency contact.”

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

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.

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.

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.”

If you miss your last check-in notification, the escalation process is initiated and no further check-in notifications are sent by the WorkAlone Feature. You must Check-in in order to officially end the session and prior to starting a new Working Alone Session.

FAQ's

Can I use this feature for TRU spaces outside of TRU campuses?

Yes, however you need to use Option 2 as security is no able to be the check-in designate outside of the Kamloops campus. During the escalation process if the App cannot get a hold of you, it alerts your check-in designate. If security is alerted through the app they will attempt to contact your check-in designate to verify that they have contacted you and advise your contact to follow up with you and or escalate the notification process. Security cannot do remote physical checks.

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 (Option 1 only, at Kamloops campus). Based on the situation, Campus Security will act and notify any emergency response required. If you are in WL your designate will need to contact security to check on you or potentially check on you themselves.

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 TRU assigned phones can only be used.

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.

Revision Control

Date of Revision: June 9, 2023		Position of Approver: Safety Tech.		Signature: <i>Henry Chan</i>	
Version:	Author:	Date:	Description of Version:		
1	Manager, Health, Safety & Environment	August 20, 2022	OSEM 18.24.3D - First Draft		
2	Safety Tech.	June 9, 2023	Review		