

## **COMMUNITY MIND CONNECT C.I.C. LONE WORKERS POLICY**

**1. Introduction**

CMC recognizes that some of its staff and volunteers may, on occasion, work alone, either on-site or off-site, while delivering our art and well-being, community engagement, and education empowerment programs. This policy outlines our commitment to ensuring the safety and well-being of lone workers, minimizing risks, and providing appropriate support.

**2. Scope** This policy applies to all CMC staff and volunteers who may be required to work alone, including but not limited to:

* Delivering workshops or activities in community settings.
* Conducting outreach work.
* Working outside of normal office hours.
* Traveling for meetings or events.
* Preparing or closing up premises.

**3. Definitions**

A lone worker is defined as someone who works by themselves without close or direct supervision.

**4. Responsibilities**

* **CMC Management:**
  + Identifying and assessing the risks associated with lone working.
  + Developing and implementing safe systems of work.
  + Providing appropriate training and information to lone workers.
  + Establishing clear communication procedures.
  + Monitoring the effectiveness of this policy.

**Lone Workers:**

* Following safe working practices and procedures.
* Reporting any hazards or concerns to management.
* Maintaining regular communication with designated contacts.
* Using provided safety equipment correctly.
* Assessing the environment, they are working in, and removing themselves from any unsafe situation.

**5. Risk Assessment and Management**

* Risk assessments will be conducted to identify potential hazards associated with lone working, including:
  + Violence and aggression.
  + Accidents and injuries.
  + Health emergencies.
  + Communication difficulties.
  + Environmental hazards.
* Control measures will be implemented to minimize risks, such as:
  + Providing training on personal safety and conflict resolution.
  + Establishing clear communication procedures, including regular check-ins.
  + Providing lone workers with mobile phones or other communication devices.
  + Implementing a buddy system where appropriate.
  + Providing access to personal safety alarms or apps.
  + Ensuring that lone workers have access to first aid kits.
  + Ensuring that lone workers have access to safe transportation.
* Risk assessments will be documented and reviewed periodically.
* **Program Design and Delivery:** Designing and delivering programs that are inclusive and accessible to all.
* **Communication:** Using inclusive language and communication methods.
* **Monitoring and Evaluation:** Regularly monitoring and evaluating our practices to ensure effectiveness.

**6. Communication and Monitoring**

* Lone workers will maintain regular communication with designated contacts, such as a supervisor or colleague.
* Check-in procedures will be established, including agreed-upon times and methods of communication.
* Procedures will be in place for responding to missed check-ins or emergencies.

**7. Training and Information**

* Lone workers will receive appropriate training on:
  + Risk assessment and management.
  + Personal safety and conflict resolution.
  + Communication procedures.
  + Emergency procedures.
  + Use of safety equipment.

**8. Emergency Procedures**

* Clear emergency procedures will be established and communicated to lone workers.
* Procedures will include:
  + Contacting emergency services.
  + Contacting designated contacts.
  + Providing first aid.
  + Evacuating premises.

**9. Policy Review**

This policy will be reviewed annually or more frequently as required to ensure its effectiveness and compliance with current legislation.

**10. Contact Information**

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