

## **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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