

Island Coastal Aviation

Working Alone or in Isolation Program

for office, dispatch, ramp, hangar support, after-hours, off-site, and telework situations.

Document	Working Alone or in Isolation Program	Company	Island Coastal Aviation
Version	1.0	Owner	Operations Manager / PRM
Effective Date	2026-06-15	Review Date	

1. Purpose

ICA uses this program to protect employees who may work alone or in isolation, meaning help may not be immediately available if the worker is injured, ill, threatened, or involved in an emergency.

2. When This Program Must Be Used

- Working before or after normal hours when no other ICA employee is nearby.
- Working in the office, dispatch area, classroom, ramp, apron, hangar, or storage area without visual or verbal contact with another worker.
- Driving, visiting suppliers, attending off-site work duties, or moving between work locations alone.
- Teleworking or completing ICA duties from home when contact with ICA is required.
- Any task where the worker feels assistance may not be readily available.

3. Work That Should Not Normally Be Done Alone

- Aircraft jacking, heavy lifting, major component handling, or tasks under suspended loads.
- Fuel spill response, chemical spill response, fire response, or emergency cleanup beyond basic safe isolation and reporting.
- Working at heights, roof access, confined or restricted spaces, electrical work, or use of unfamiliar tools/equipment.
- Aircraft movement, towing, pushing, or ramp activity in poor visibility or unsafe weather unless another competent person or airport support is available.
- Any task assessed as High risk unless approved by management with extra controls.

4. Check-In Rules

Work Situation	Check-In Frequency	Method	Required Message
Office/admin/classroom/telework - low risk	Start, every 2 hours, and end of work	Text, phone, Teams, email, or EMS note	Name, location, task, next check time
Ramp, apron, hangar support, after-hours, driving/off-site	Start, every 1 hour, and end of work	Text or phone preferred	Name, location, task, next check time
Changing location or ending early	Before leaving and after arrival if work continues	Text or phone	New location and expected next check time
Emergency, injury, threat, security concern, or unsafe condition	Immediately	Call 911 first if urgent; then notify ICA	Exact location and nature of emergency

5. Before Working Alone

- Tell the designated check-in person your location, task, expected finish time, and next check-in time.
- Keep a charged phone available and confirm you have reception or another communication method.
- Confirm exits, lighting, first aid supplies, and emergency contact numbers are available.
- Stop work and ask for help if the task becomes unsafe or higher risk than expected.

6. Missed Check-In Procedure

Time After Missed Check-In	Designated Person Action	Notes
15 minutes	Call and text the worker using the agreed method.	Document the attempt.
30 minutes	Contact the worker's alternate contact or supervisor/manager.	Escalate sooner if the task was higher risk.
45 minutes or sooner if there is reason for concern	Call 911, RCMP, airport security, or request a wellness check at the last known location.	Provide task, location, vehicle, phone number, and emergency contact information.

7. Responsibilities

Person	Duties
Employee working alone	Follow check-in/check-out rules, keep communication available, report hazards, stop unsafe work.
Designated check-in person	Receive check-ins, record missed check-ins, start escalation if contact is missed.
Operations Manager / PRM	Maintain this program, train staff, keep logs, review hazards, update procedures.
CFI / supervisor, if applicable	Support flight training/ramp controls and ensure instructors/students are not exposed to unnecessary risk.

8. Records, Training, and Review

- Keep routine check-in/check-out logs for at least 2 weeks.
- Keep missed check-in, incident, hazard, corrective-action, and annual review records with ICA safety records.
- Review this program when a job, location, hazard, or check-in system changes, after any missed check-in, and at least annually.
- Train new employees before they work alone and review the procedure with existing employees annually.

Form 1 - Working Alone Plan

Complete once for each employee or work situation, then update only when something changes.

Employee		Date	
Normal work area		Phone	
Designated check-in person		Alternate contact	
Work tasks covered		Normal check-in frequency	
Check-in method		Expected work hours	
Known hazards			
Controls required			
Employee signature		Manager signature	

Form 2 - Check-In / Check-Out Log

Date	Worker	Location / Task	Start Check-In	Next Check Time(s)	Check-Out Time	Notes / Issues

Form 3 - Missed Check-In / Incident Record

Worker		Date	
Missed check-in time		Last known location	
Task being performed			
Contact attempts made			
Escalation actions			
Outcome			
Corrective action needed?	Yes / No	Completed by/date	
Reviewed by		Date	

Form 4 - Annual Review Checklist

Item	Yes / No / N/A	Action Needed
Workers and situations requiring working-alone procedures are still accurate.		
Check-in person and alternate are still available and contact information is current.		
Check-in frequency is still appropriate for office, ramp, hangar, driving, and telework tasks.		
No high-risk tasks are being performed alone without additional controls.		
Employees have received or reviewed the procedure.		
Missed check-in or incident records were reviewed and corrective actions completed.		

Review completed by: _____ Date: _____