

Travelling to Remote Locations and/or Working Alone

SWP-007

1.0 Purpose

To provide workers with guidelines for travelling to remote locations, working alone, and working alone for emergency power restoration.

2.0 Traveling to remote location(s)

2.1 Includes workers traveling to/from Whitehorse and Yukon communities; and to/from remote work sites.

2.2 Contact information

Notes –

- See Appendix A – InReach contact information.
- See Appendix B – Yukon Energy Asset GPS Locations and Phone Numbers.

Use the following contact information for Angel Answering Call Center:

Telephone - **867-393-5359**

- Telephone number is a land line and **IS NOT TEXT COMPATIBLE.**
- All phone calls are recorded by Angel Answering.
- Calls are answered 24/7; 365 days/year.

Email - yukon.energy@angelanswering.com

- Email for use with InReach device.
- Email messages are saved by Angel Answering.
- Email messages are monitored 24/7; 365 days/year.
- In Reach devices are available to borrow; contact H&S to sign out.

2.3 When traveling to/from Whitehorse, a Yukon community, or remote work site:

- Worker must contact the Call Centre **from trip starting location.**
- Inform Call Center of your **next destination.**
- Provide the **duration** of the travel.
- Inform Call Center of **communication methods/devices** (mobile phone, InReach, SAT phone); and, provide your **contact information.**
- **VERIFY** that the chosen communication method works by sending and receiving a message from the Call Centre **before departing from starting location.**

2.4 It is recommended that cell phone is the primary communication device; when available.

- 2.5 Workers not in possession of a mobile phone and traveling by vehicle, may borrow an InReach communication device from the YEC H&S department; or ask their Supervisor if there is another suitable device available for their use.
- 2.6 Workers are expected to contact the Call Centre **every two (2) hours** after the original check-in; and, **every 2 hours** after that until the worker has arrived at the expected destination.
Inform the Call Center Operator if you expect to exceed the 2-hour minimum.

EXAMPLE

Travel between Carmacks and Faro (approx. 182 km) may have a duration of slightly more than 2 hours; based on posted speed limits and road conditions.

- 2.7 Workers using an InReach device must use email to contact the Call Centre; yukon.energy@angelanswering.com
- 2.8 Any inReach device must be verified prior to starting trip.
- 2.9 Workers using a H&S InReach device must contact (by phone) Angel Answering prior to starting the trip, and:
 - 2.9.1 Provide the inReach unit number (1 to 6);
 - 2.9.2 Provide your name so that Call Center knows who is using the inReach;
 - 2.9.3 Send email to yukon.energy@angelanswering.com
 - 2.9.4 Wait for Call Center to reply (verifies communication). See **Appendix D – inReach email reply.**
- 2.10 The Call Centre Operator logs all check-ins as they occur.
- 2.11 Fail to check-in protocol
Please refer to Appendix C – Fail to check-in flowchart
 - Call Center will attempt to contact worker using the contact information provided by the worker. The Call Center may also use other information in Appendix A.
 - The call center will attempt to call the worker **3 times; at 5 minute intervals.**
 - If no contact is made after **15 minutes**, the Call Center will contact the worker's Leadhand/Supervisor and inform them that the worker has not checked in. The call Center will ask for further directions.
 - If the Leadhand/Supervisor is not available (contact is not made), the Call Center will contact the YEC System Control Centre (SCC); **867 393 5355.**

- If SCC has not heard from the worker, the worker's Director (or designate) will be contacted.
 - o The Director (or designate) may dispatch a (local) YEC worker to assist in finding the missing worker.
 - o The Director (or designate) will notify the YEC President
 - o The Director (or designate) will determine if other resources are required (RCMP, Fire Department etc.)
 - o When the worker is located, Yukon Energy will notify the Call Centre, and any other resources, that the worker has been located.

2.12 Employees traveling in a convoy (traveling to the same destination with two or more vehicles) are not required to initiate a formal check-in provided they are able to safely and directly communicate with each other for the duration of the trip.

3.0 Working alone

3.1 Includes all tasks; planned (non-emergency) and emergency work; where employees work alone.

For example (but not limited to): meter reading, valve checks, maintenance work, and plant operating duties.

3.2 Contact information
YEC System Control Center (SCC) –

Telephone –
867-393-5355; or,
867-393-5324

Radio –
YEC radio channels –
13, 14, 15

Notes –

- Telephone calls to the above numbers are recorded.
- Radio calls are recorded.
- Call answered 24/7; 365 days/year

3.3 Employees working alone at **any YEC facility or work site**, are expected to contact SCC every two (2) hours after the original check-in; and, every 2 hours after that until either the work is completed or you have reached the end of your work period.
Inform SCC if you expect to exceed the 2-hour minimum.

3.4 Consider increasing the frequency of communication with SCC; adjust check-in time as required by the level of risk to complete the work.

3.5 Fail to check-in protocol

Please refer to Appendix C – Fail to check-in flowchart

- SCC will attempt to contact worker.
- After 15 minutes, the SCC will contact the worker's Leadhand/Supervisor and inform them that the worker has not checked in.
- Leadhand/Supervisor will provide direction to SCC; e.g., dispatch of YEC resources; or, use of outside resources.
- SCC will continue to attempt to contact the worker.
- If Leadhand/Supervisor is not available, SCC will contact the department Director (or designate).
- Leadhand/Supervisor will contact the Director (or designate) to inform them of the situation; and, provide updates.

4.0 Working alone for emergency power restoration

4.1 Emergency power restoration is safer when done by two or more workers. If working alone is necessary, precautions must be taken to avoid injuries.

4.2 Contact information
YEC System Control Center (SCC) –

Telephone –
867-393-5355; or,
867-393-5324

Radio –
YEC radio channels –
13, 14, 15

Notes –

- Telephone calls to the above numbers are recorded.
- Radio calls are recorded.
- Call answered 24/7; 365 days/year

4.3 Employees working alone **at any YEC facility or work site**, are expected to contact SCC every two (2) hours after the original check-in; and, every 2 hours after that until either the work is completed or you have reached the end of your work period.

Inform SCC if you expect to exceed the 2-hour minimum.

4.4 Consider increasing the frequency of communication with SCC; adjust check-in time as required by the level of risk to complete the work.

- 4.5 Some activities that may present a higher risk (but not limited to):
- Using ATV or snowmobile
 - Work from bucket truck
 - Work in extreme weather; cold, wind etc.
 - Use of chainsaw or brush saw
 - Work in the dark
 - Work at heights
- 4.6 **DO NOT start work** until reliable communication with SCC has been established.
- 4.7 **MAINTAIN** communications with SCC.
- 4.8 Fail to check-in protocol
Please refer to Appendix C – Fail to check-in flowchart
- SCC will attempt to contact worker.
 - After 15 minutes, the SCC will contact the worker’s Leadhand/Supervisor and inform them that the worker has not checked in.
 - Leadhand/Supervisor will provide direction to SCC; e.g., dispatch of YEC resources; or, use of outside resources.
 - SCC will continue to attempt to contact the worker.
 - If Leadhand/Supervisor is not available, SCC will contact the department Director (or designate).
 - Leadhand/Supervisor will contact the Director (or designate) to inform them of the situation; and, provide updates.

5.0 Training

- 5.1 Leadhands, Senior designated employees, Supervisors, Managers and Directors must train, and/or ensure, that employees receive training/instruction on the guidelines in this Safe Work Practice.
- 5.2 Training/instruction must be documented; and forwarded to H&S.
- 5.3 Workers are expected to adhere to the guidelines in this Safe Work Practice.

6.0 Reference documents

- inReach SE Manual
- SWP-029; inReach Satellite Communicator

Appendix A – inReach contact information.

InReach device #	Email	Contact number
1	inreach1135@inreach.garmin.com	1 226 240 7805
2	Inreach2110@inreach.garmin.com	1 438 793 9594
3	Inreach3124@inreach.garmin.com	1 236 237 1954
4	Inreach4112@inreach.garmin.com	1 236 237 3833
5	Inreach5108@inreach.garmin.com	1 236 237 1956
6	Inreach6104@inreach.garmin.com	1 226 798 4514

Email notes –

1. inReach can send message to **any valid** email address.
2. See **Appendix D - inReach email reply**; for instructions for reply to inReach email message.
3. The email addresses above can be used directly between inReach devices; i.e., no need to reply via Garmin website.

Phone number notes –

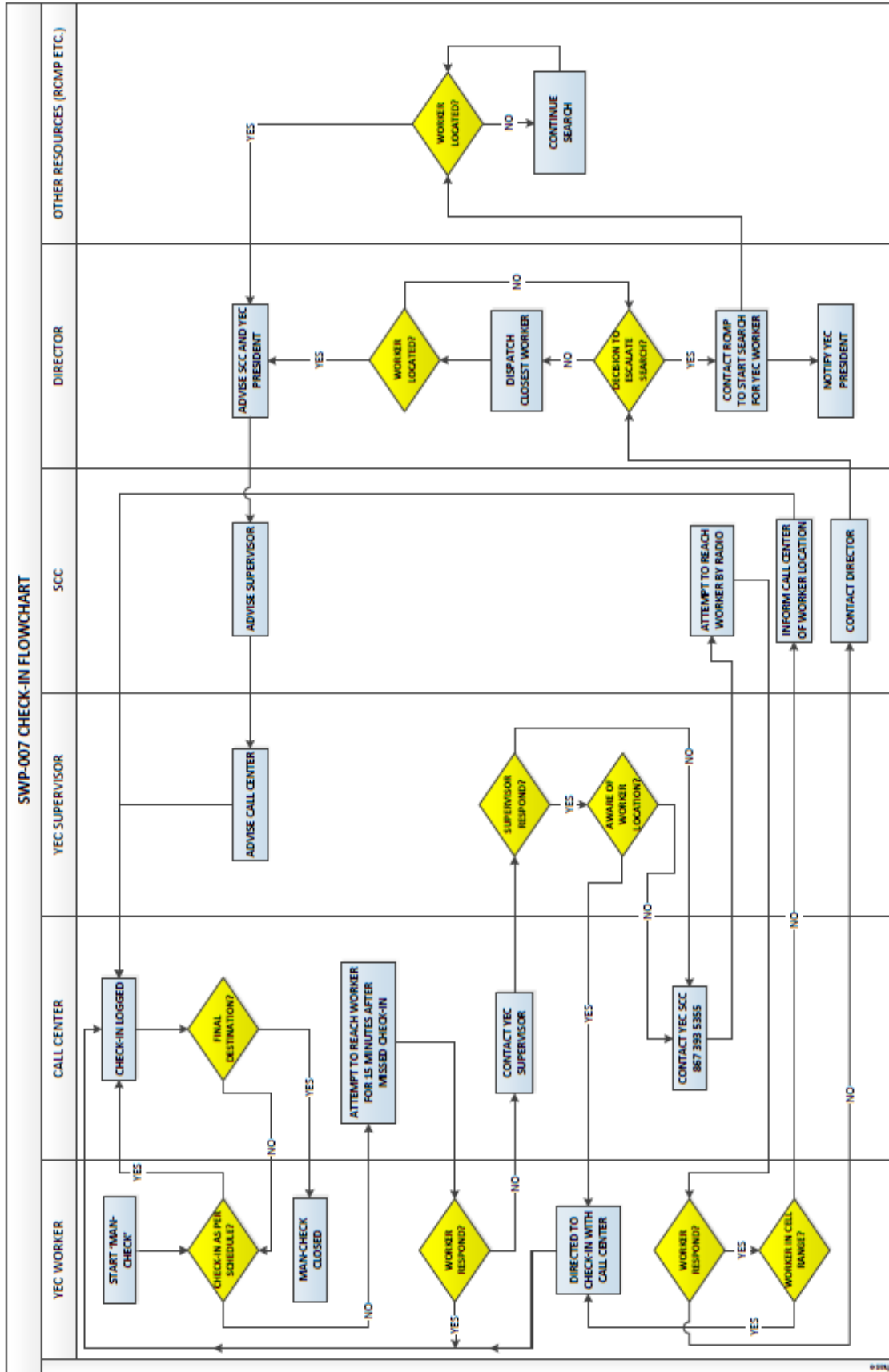
1. inReach can send message to any valid mobile phone number; that is text compatible.
2. The numbers above can be used directly between inReach devices.

Appendix B – Yukon Energy Asset GPS Locations and Phone Numbers



Station	Phone Number	Civic Address	Coordinates (Easting)	Coordinates (Northing)	Projection
870S - Faro	994-3013	413 Mitchell Road	585200.35	6901248.70	UTM, Zone 8
Aishihik Lake Control Structure	n/a	175 Aishihik Campground	392600.63	6786108.93	UTM, Zone 8
Aishihik Tailrace	n/a	no sign (330 Aishihik Canal Road)	389022.82	6767049.65	UTM, Zone 8
Canyon Lake Control Structure	n/a	5 Aishihik Station Road	392239.64	6773614.25	UTM, Zone 8
Lewes Dam	n/a	1 Lewes Dam Road	517133.66	6715888.08	UTM, Zone 8
Mayo Intake Building	996-2388	n/a	454600.29	7059094.16	UTM, Zone 8
Mayo Lake Control Structure	n/a	1095 Mayo Lake Road	480549.05	7071796.91	UTM, Zone 8
Mayo Spillway	996-2014	n/a	454536.54	7059091.22	UTM, Zone 8
MBH0 - Mayo B	996-2280 / 996-2284	243 Silver Springs Road	454001.38	7056437.30	UTM, Zone 8
MD - Mayo Diesel	996-2389	72 Mayo Elsa Road	455893.05	7052508.69	UTM, Zone 8
MH0 - Mayo Hydro	996-2388	193 Wareham Dam Road	454671.28	7058770.01	UTM, Zone 8
P125 - Whitehorse Hydro	393-5395	2 Miles Canyon Road	497624.85	6729197.87	UTM, Zone 8
P126 - Whitehorse Diesel	393-5379	2 Miles Canyon Road	497542.90	6729229.50	UTM, Zone 8
P127 - Whitehorse #4	393-5392	2 Miles Canyon Road	497725.33	6728788.80	UTM, Zone 8
P130 - Aishihik Hydro	633-5139 / 634-2630	328 Aishihik Canal Road	389046.11	6768491.52	UTM, Zone 8
P132 - Faro Diesel	994-2456	413 Mitchell Road	585157.88	6901256.51	UTM, Zone 8
P158 - Dawson	993-5128	101 Fifth Avenue	576151.94	7104026.76	UTM, Zone 7
S146 - Faro	994-2456	413 Mitchell Road	585102.32	6901198.97	UTM, Zone 8
S150 - Whitehorse	393-5424	2 Miles Canyon Road	497553.22	6729302.85	UTM, Zone 8
S151 Whitehorse Gas Sub	6130	11 Miles Canyon Road	497424.43	6728984.30	UTM, Zone 8
S162 - Faro Mine Sub	n/a	n/a	583023.50	6914308.55	UTM, Zone 8
S163 - Carmacks Sub	n/a	n/a	433195.66	6884566.98	UTM, Zone 8
S164 - Takhini	633-5279 / 393-5363	578 North Klondike Highway	489654.98	6749369.29	UTM, Zone 8
S167 - Aishihik	633-5139	328 Aishihik Canal Road	389048.13	6768527.67	UTM, Zone 8
S170 - McIntyre	668-7148	n/a	492454.84	6734184.37	UTM, Zone 8
S171 - Riverside	393-5396	n/a	497735.15	6729218.25	UTM, Zone 8
S178 - Vangorda Sub	n/a	n/a	590137.40	6906774.25	UTM, Zone 8
S248 - Mayo B Hydro Sub	n/a	243 Silver Springs Road	454016.90	7056506.93	UTM, Zone 8
S249 - Mayo Hydro Sub	996-2032	193 Wareham Dam Road	454643.71	7058893.46	UTM, Zone 8
S250 - Callison	993-5217	69 Washboard Way	579813.89	7102320.33	UTM, Zone 7
S251 - Stewart Crossing South	996-2187	n/a	415923.00	7024867.59	UTM, Zone 8
S252 - Pelly Crossing	537-3080 / 537-3090	n/a	419057.49	6966896.72	UTM, Zone 8
S253 - Minto Landing	633-5209	n/a	405697.62	6942413.74	UTM, Zone 8
S254 - Minto Mine Sub	1-604-759-4635 Minto Control Room	n/a	385103.49	6945253.56	UTM, Zone 8
S255 - Carmacks Airport	n/a	n/a	437347.56	6887754.80	UTM, Zone 8
S256 - Stewart Crossing North	996-2183	n/a	414411.08	7029880.91	UTM, Zone 8
S257 - Keno	n/a	n/a	485146.92	7087251.42	UTM, Zone 8
S258 - McQuesten Sub	n/a	6191 n/a	466951.32	7083135.70	UTM, Zone 8
T170B Braeburn PT	n/a	L170 Str. 471	458504.395	6816647.861	UTM, Zone 8
T170LF Little Fox PT	n/a	L170 Str. 397A	464196.7097	6803296.642	UTM, Zone 8
T170SF South Fox PT	n/a	L170 Str. 276	479731.075	6781667.809	UTM, Zone 8
T171C Champagne PT	n/a	L171 Str. 32/4	420844.73	6742935.99	UTM, Zone 8
T171M Mendenhall PT	633-6911 (at firehall)	L171 Str. 42/6	435844.19	6736992.33	UTM, Zone 8
T177M - Moose Creek	n/a	L177 Str. 506	399764.879	7043553.125	UTM, Zone 8
T177P - Partridge Creek Farm	n/a	L177 Str. 716	375570.136	7055460.961	UTM, Zone 8
T177T - Tintina	n/a	L177 Str. 1128	633854.648	7088342.943	UTM, Zone 7
T178C Tatchun & Nwtel Tower PT	n/a	L178 Str. 1019	472532.744	6884090.773	UTM, Zone 8
T178D Drury Creek PT	994-3290	L178 Str. 1314	531827.0606	6896770.41	UTM, Zone 8
T178L Little Salmon PT	n/a	L178 Str. 1270	522568.3694	6896482.261	UTM, Zone 8
T178M McGundy Creek PT	n/a	L178 Str. 1452	559474.9866	6893128.058	UTM, Zone 8
T180-89-10 Mease	n/a	L180/L250 Str. 84	457414.4386	7064007.898	UTM, Zone 8
T180-89-20 Halfway Lakes	n/a	L180/L250 Str. 202	460416.2	7075498.62	UTM, Zone 8
T250-89-30 UKHM Silver King	n/a	L250 Str. 349	471868.295	7085446.027	UTM, Zone 8
T250-89-40 Hawthorn Heat Tape	n/a	L250 Str. 359	472905.99	7085603.02	UTM, Zone 8
T250-89-50 UKH Dist / Elsa	n/a	L250 Str. 394	476036.63	7087086.22	UTM, Zone 8
T250-89-60 Nwtel Tower	n/a	L250 Str. 446	480052.276	7087994.52	UTM, Zone 8
T250-89-70 Alexco Water Treatment	n/a	L250 Str. 494	482530.75	7088869.77	UTM, Zone 8
T250-89-80 Alexco Mill	n/a	L250 Str. 519	484203.28	7088067.5	UTM, Zone 8
WGO - Whitehorse Gas / LNG	n/a	6131 11 Miles Canyon Road	497439.25	6728951.30	UTM, Zone 8
WW2 - Wind Turbine #2	393-5361	n/a	487375.85	6734825.55	UTM, Zone 8

Appendix C – Fail to check-in flowchart



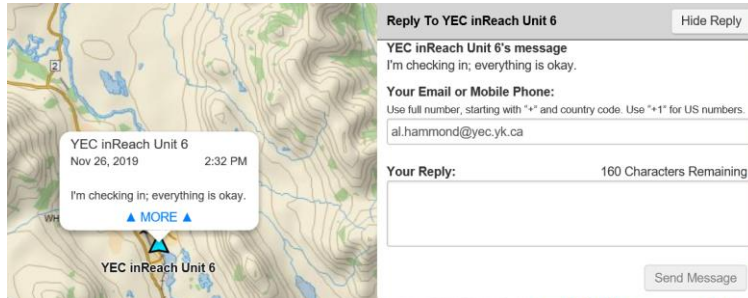
Appendix D – inReach email reply

NOTE – DO NOT reply to the Garmin email message directly.

- 1. Email recipient clicks link in the email text body; see sample link at right.

<https://explore.garmin.com/textmessage/txtmsg?extId=778a81d9-b6c7-439e-b010-61309ae83609&adr=al.hammond%40yec.yk.ca>

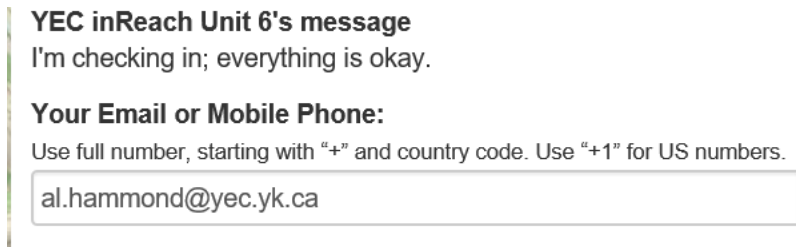
- 2. The Garmin map opens in web browser.



- 3. At the top left, there is a popup window titled, 'Reply to... (inReach name)'.



- 4. The check-in message and sender are in the popup (middle).



- 5. To reply, enter message (bottom of popup) in the 'Your Reply' section; and click 'Send Message'.

