The Register of Support Providers at Queen’s University

**Lone Working Guidelines**

The Register of Support Providers maintains a database of appropriately qualified and experienced Support Providers who are engaged on a freelance basis to provide one-to-one support to students with disabilities.

Support is provided on a face-to-face basis and is designed to help students develop more effective strategies for overcoming the academic hurdles associated with their particular disabilities or long term conditions.

There may be occasions when, as a Support Provider, you find yourself working alone on campus eg writing up notes between classes or preparing for a Tutor support session. In these situations, ‘lone working’ is defined as a situation in which a Support Provider, in the normal course of their duties, finds they are working by themselves, physically isolated from others and / or without access to immediate assistance, perhaps because of the nature / layout of the building in which they are working.

If, as a Support Provider, you do, on occasion, find you are working by yourself somewhere on campus, it is important to consider the implications of this and to take action to **minimise the risk** of possible threats to your personal health and safety:

* If working at night, park in a well-lit, busy area if possible.
* Make sure you have access to a telephone and/or that your mobile ‘phone is operational with charge and credit.
* Be familiar with the building entrance and exit points.
* Take instant action if a fire alarm sounds by vacating the building in an orderly fashion.

**Support Services**

Support services such as first aiders and fire wardens are not normally available outside normal working hours (7 am – 7 pm). Out-of-hours, a self-evacuation policy is in place in the event of a fire alarm.

Emergency assistance may be obtained by contacting the Security Control Room, Level 1 Administration Building, which is staffed 24 hours a day all year round (see below).

If you have any concerns in relation to your personal safety or need to report suspicious activity on site, contact Security as soon as possible:

Emergency number extension: 2222 (external 028 90 972222)

Internal extension numbers: 5099 & 5098 (external 028 90 975099 / 5098)

**\*\*It is recommended that you have these numbers readily at hand / in your mobile ‘phone Contacts list in case of an emergency\*\***