

# DEALING WITH SEPARATION FROM GUARDIAN WORK INSTRUCTION

**Work description:** Identifying and dealing with separation of young or elderly passenger from family/guardian

**Scope:** Any passenger separated from family/guardian and requiring assistance on or around Stations and Trains

**References:** N/A

**PPE and precautions**

Nil

**Competencies or qualifications**

Station Operators, Train Operator, Train Controller, Information Controller

**Licenses or permits required**

Nil

**Tools and equipment required**

Nil



**Warning**

*The Child/Children may be distraught so be mindful when consoling the Child/Children. Do not physically touch the Child/Children in any way unless the child is at risk or there are hazards present*

**Separation of young or elderly passenger on Train**

*Train Operator*

Young or elderly passengers may become separated from their Guardian during train operation and find themselves alone on a train.

When a young or elderly passenger is separated from his/her guardian (parents/relatives or other persons accompanying the passenger) is found on a train, the Train Operator must:

- Comfort the passenger and protect him/her from harm
- If the young passenger is old enough to speak, ask the name of the passenger and the name and contact number of his/her guardian; obtain similar information for elderly passenger, where possible
- Report to the Train Controller about the passenger found, giving the name of the passenger, name and contact number of his/her guardian and descriptions of the passenger including gender, race, estimated age and nationality, if known
- Request the Train Controller to inform the staff of a nearby station to receive the passenger
- Handover the passenger to the Station Operator
- Record the event in Train Operator Event Sheet

*Train Controller*

Train Controller must:

- Inform the Station Operators of a nearby station to deploy staff to receive the young or elderly passenger from the Train Operator
- Instruct the Train Operator to handover the passenger and collected information to station staff
- Pass on passenger information to Information Controller
- Record the event in Controller Log

*Information Controller*

Information Controller must:

- Inform all stations about the young or elderly passenger found, details about the passenger and his/her guardian, and the station where the passenger is waiting to be picked up
- Make public announcement to all trains and stations to ask the passenger's guardian to contact any Honolulu Metro Station Operators or Train Operators
- Inform all stations when the passenger has been picked up by his/her guardian
- Record the event in Controller Log

*Station Operators to receive young or elderly passenger*

The Station Operators of the station to receive the young or elderly passenger must:

- Receive the passenger from the Train Operator and bring the passenger to a safe place
- Comfort the passenger and protect him/her from harm
- Call the passenger's guardian if his/her contact number is available and advise him/her to pick up the passenger
- Instruct all station staff to report to the Station Operators when approached by the passenger's guardian
- Collect and record details of the passenger's guardian
- Handover the passenger to his/her guardian

**Approved By:**

☐ Director, Operations and Maintenance

☐ Department Manager

☐ Manager, HSE (Operations and Maintenance)

**Signature:**

**Date:**

# DEALING WITH SEPARATION FROM GUARDIAN WORK INSTRUCTION

<i>Station Operators of other stations</i>	<ul style="list-style-type: none"> <li>• Inform the Train Controller/Information Controller when the passenger has been picked up by his/her guardian</li> <li>• Record the event and all collected information in Station Log Book</li> </ul>
	<p>Station Operators of all other stations must:</p> <ul style="list-style-type: none"> <li>• Inform all station staff about the young or elderly passenger found and instruct them to report to the Station Operators when approached by the passenger's guardian</li> <li>• When approached by passenger's guardian, inform him/her to proceed to the station where the passenger is waiting</li> <li>• Record the event in Station Log Book</li> </ul>
	<p>If the guardian of the passenger cannot be contacted or the passenger is unclaimed after a reasonable time, the passenger must be handed over to the Police.</p>

<b>Separation of young or elderly passenger in Station</b>	<p>Young or elderly passenger may become separated from their Guardian during train operation and find themselves alone in a Station.</p>
<i>Station Operators</i>	<p>When a young or elderly passenger is separated from his/her guardian (parents/relatives or other persons accompanying the passenger) is found in a station, the station staff must:</p> <ul style="list-style-type: none"> <li>• Comfort the passenger and protect him/her from harm</li> <li>• If the young passenger is old enough to speak, ask the name of the child and name and contact number of his/her guardian; obtain similar information for elderly passenger, where possible</li> </ul>
<i>Information Controller</i>	<ul style="list-style-type: none"> <li>• Report to the Train Controller/Information Controller about the passenger found, giving the name of the passenger, name and contact number of his/her guardian and descriptions of the passenger including sex, race, estimated age and nationality, if known</li> <li>• Call the passenger's guardian if his/her contact number is available and advise him/her to pick up the passenger</li> <li>• Instruct all staff to report to the Station Operators when approached by the passenger's guardian</li> <li>• Collect and record details of the passenger's guardian</li> <li>• Handover the passenger to the his/her guardian</li> <li>• Inform the Train Controller/Information Controller when the passenger has been picked up by his/her guardian</li> <li>• Record the event and all collected information in Station Log Book</li> </ul>
<i>Station Operators of other stations</i>	<p>Information Controller must:</p> <ul style="list-style-type: none"> <li>• Inform all stations about the young or elderly passenger found, details about the passenger and his/her guardian, and the station where the passenger is waiting to be picked up</li> <li>• Make public announcement to all trains and stations to ask the passenger's guardian to contact any station staff</li> <li>• Inform all stations when the passenger has been picked up by his/her guardian</li> <li>• Record the event in Controller Log</li> </ul> <p>Station Operators of all other stations must:</p> <ul style="list-style-type: none"> <li>• Inform all staff about the young or elderly passenger found and instruct them to report to the Station Operators when approached by the passenger's guardian</li> <li>• When approached by passenger's guardian, inform him/her to proceed to the station where the passenger is waiting</li> <li>• Record the event in Station Log Book</li> </ul> <p>If the guardian of the passenger cannot be contacted or the passenger is unclaimed after a reasonable time, the passenger must be handed over to the Police.</p>

## Additional controls

*Try to ascertain whether the young or elderly passenger is in need of any medical assistance when checking the welfare and call ambulance if required*