

DEALING WITH SEPARATION FROM GUARDIAN

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	Competencies or qualifications	Licenses or permits required
Nil	Station Attendants, Train Attendant, Train Controller, Information Controller	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 <i>Train Attendant</i>	Young or elderly passengers may become separated from their Guardian during train operation and find themselves alone on a train.
	<p>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 Attendant must:</p> <ul style="list-style-type: none"> • 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 Attendant • Record the event in Train Attendant Event Sheet

Document Code	HNL-09532 - Dealing With Separation from Guardian	Revision	
External Code		Ext. Revision	
File Name	-00.00-0-	Page 1 of 4	

DEALING WITH SEPARATION FROM GUARDIAN

<i>Train Controller</i>	Train Controller must: <ul style="list-style-type: none"> • Inform the Station Attendants of a nearby station to deploy staff to receive the young or elderly passenger from the Train Attendant • Instruct the Train Attendant to handover the passenger and collected information to station staff • Record the event in Controller Log
<i>Information Controller</i>	Information Controller must: <ul style="list-style-type: none"> • 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 Attendants or Train Attendants • Inform all stations when the passenger has been picked up by his/her guardian • Record the event in Controller Log
<i>Station Attendants to receive young or elderly passenger</i>	The Station Attendants of the station to receive the young or elderly passenger must: <ul style="list-style-type: none"> • Instruct a Station Attendant to receive the passenger from the Train Attendant and bring the passenger to the SCR • 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 Attendants when approached by the passenger's guardian • Collect and record details of the passenger's guardian • Handover the passenger to the his/her guardian • Inform the Train Controller/Station Controller when the passenger has been picked up by his/her guardian • Record the event and all collected information in Station Log Book
<i>Station Attendants of other stations</i>	Station Attendants of all other stations must: <ul style="list-style-type: none"> • Inform all station staff about the young or elderly passenger found and instruct them to report to the Station Attendants when approached by the passenger's guardian • When approached by passenger's guardian, inform him/her to proceed to the station where the child is waiting • Record the event in Station Log Book <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>
Separation of young or elderly passenger in Station	Young or elderly passenger may become separated from their Guardian during train operation and find themselves alone in a Station.

Document Code	HNL-09532 - Dealing With Separation from Guardian	Revision	
External Code		Ext. Revision	
File Name	-00.00-0-	Page 2 of 4	

DEALING WITH SEPARATION FROM GUARDIAN

Station Attendants	<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"> • Comfort the passenger and protect him/her from harm • 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
	<ul style="list-style-type: none"> • 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 • Call the passenger's guardian if his/her contact number is available and advise him/her to pick up the passenger • Instruct all staff to report to the Station Attendants when approached by the passenger's guardian • Collect and record details of the passenger's guardian • Handover the passenger to the his/her guardian • Inform the Train Controller/Information Controller when the passenger has been picked up by his/her guardian • Record the event and all collected information in Station Log Book
Information Controller	<p>Information Controller must:</p> <ul style="list-style-type: none"> • 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 H RTP station staff • Inform all stations when the passenger has been picked up by his/her guardian • Record the event in Controller Log
Station Attendants of other stations	<p>Station Attendants of all other stations must:</p> <ul style="list-style-type: none"> • Inform all staff about the young or elderly passenger found and instruct them to report to the Station Attendants when approached by the passenger's guardian • When approached by passenger's guardian, inform him/her to proceed to the station where the passenger is waiting • Record the event in Station Log Book
	<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

Document Code	HNL-09532 - Dealing With Separation from Guardian	Revision	
External Code		Ext. Revision	
File Name	-00.00-0-	Page 3 of 4	

Work Instruction - Operations	HITACHI Inspire the Next
DEALING WITH SEPARATION FROM GUARDIAN	

Document Code	HNL-09532 - Dealing With Separation from Guardian	Revision	
External Code		Ext. Revision	
File Name	-00.00-0-	Page 4 of 4	