

Criticare UK Ambulance Service



Independent Service Provider

Policy Document

Uniform and Appearance v1.3

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Approved: Board of Directors

1. Introduction

The way in which employees dress and present themselves is an important element of service delivery. A professional appearance enhances public confidence and a positive perception of Criticare UK Ambulance Service (the Company). A neat, well groomed appearance will impart an impression of an efficient, professional person representing an efficient, professional service.

A uniform is provided by the Company to staff as a means of easy identification and to allow the wearer to project the professional image of the Company.

Objectives and Scope of the Policy

The objective of this policy is to expand on the Code of Conduct Provisions contained within the Ambulance Service Basic Training Manual with regard to the personal appearance of staff whilst at work.

The issue of uniform ensures that the wearers are instantly recognised as representatives of the Company. It is essential that uniform is looked after and kept clean and presentable at all times.

Employees should ensure their uniform is complete and of current and standard issue only, and not worn with non essential extras (such as badges, jewellery, etc.).

It is essential that high standards of personal hygiene and appearance are maintained by all staff whilst at work.

This policy will apply to all staff who are required to wear uniform.

2. Arrangements

This policy will be interpreted flexibly to meet the religious and/or cultural needs of recognised ethnic minority groups, provided that variations are consistent with relevant health and safety/control of infection considerations.

Uniform

Safety helmets, fluorescent jackets, and goggles must be worn in any situation where there is danger or potential danger to the individual, including road traffic collisions, building sites, etc.

Personal protective equipment must not be left on show in private vehicles due to risk of theft and the security implications that this would involve. Prolonged exposure of magnified sunlight (through vehicle windows) will fade the high visibility materials and therefore compromise the safety standards of the garment.

Uniforms issued to staff by the Company will remain the property of the Company at all times and must be returned at the termination of employment. Failure to do so may result in delay of payment of any monies due.

The uniform must not be worn for any unauthorised activities outside of the employment of the Company.

Shirts will be worn tucked inside the trousers. Staff who are pregnant are permitted to wear their shirts outside of their trousers.

It is the responsibility of each member of staff to take appropriate care of all issue items, to follow the manufacturers with regard to cleaning and to minimise the risk of damage or loss. A 10 minute wash at 60°C is sufficient to remove most micro-organisms. Should a garment become so heavily contaminated that it cannot be effectively cleaned and requires disposal, this will only be done with the authorisation of the individual's line manager.

Socks, if visible, must be dark in colour.

Only approved footwear is to be worn. Footwear must be maintained in a clean and polished condition.

Only badges issued by the Company may be worn on the uniform. Job titles and/or rank markings will be displayed on epaulettes at all times.

Staff are not permitted to alter their uniform in any way except for sizing amendments. No visible additional or substituted items of clothing may be worn unless authorised by their line manager.

Appearance

Hair is to be maintained in a clean, presentable and tidy condition at all times. Staff with long hair must keep it tied up above the collar line. Any accessories that are used to tie or clip hair in place should be small and discreet. Any clips/ties worn must allow for the correct fitment of a safety helmet.

Beards and moustaches may be worn providing they are neatly groomed and well kept, and grown only during leave periods or long periods of off duty days.

Ear jewellery will be allowed in the form of a maximum of two studs per ear only in the lower lobe of the ear. Hoop or dangling earrings are not permitted. Other visible body piercing jewellery (including tongue piercing) will not be allowed whilst on duty except where this is a recognised cultural need (such requirements will be discussed at interview and a note placed on the individual's record to this effect).

For infection control reasons, personal safety, and in the interests of a professional appearance a wedding ring, engagement ring and/or eternity type ring, or a flat signet ring may be worn entirely at the wearers' risk. Staff that are unable to remove raised rings with stones must cover these with adhesive tape whilst they are on duty.

Neck jewellery must not be visible. Bracelets are not permitted unless they are the approved 'medic-alert' type or are worn for medical reasons (supported by a letter from a doctor).

Visible tattoos are only permitted on the arms. Following issue of this policy, additional tattoos are not permitted on the hands, face, or neck and must not be of an offensive nature.

Make up may be worn in moderation only.

Finger nails should be trimmed short and kept clean. False nails are not permitted to be worn.

3. Responsibilities

Managers and Operational Team Leaders will ensure that all staff are adhering to this policy.

The Board of Directors is ultimately responsible for ensuring this policy is followed by all staff.

4. Audit and Review

The Board of Directors will ensure that this policy is reviewed on an annual basis.

Review date: February 2014