



# **UNIFORM POLICY**

**(Excludes specialist uniform for SORT, Air Ambulance and ScotSTAR)**

## **Version 1.0**

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## 1. INTRODUCTION

- 1.1. The public and professional image of the Scottish Ambulance Service develops directly from the appearance, bearing and conduct of its staff. It is essential therefore that every member of the service is smartly presented at all times.
- 1.2. This policy applies to all members of Scottish Ambulance Service and defines acceptable dress code for both uniformed and non-uniformed staff.
- 1.3. The Service is committed to ensuring diverse needs of its staff are met, providing this does not impact on service delivery. Any exceptions to this policy and accompanying procedures for example; reasonable adjustments in regards to disability, religion, belief or maternity, must be discussed with and approved by the line manager. Such approval should not be unreasonably withheld.
- 1.4. The Scottish Ambulance Service has awarded a contract for the supply of uniforms and personal protective equipment (PPE) to NHS National Shared Services (NSS) for the period 1<sup>st</sup> April 2014 to 31<sup>st</sup> March 2017. This may be extended by up to another 2 years by mutual agreement.

## 2. POLICY STATEMENT

- 2.1. The Scottish Ambulance Service understands that the way its staff dress will send messages to the patients they care for and to the public. Health and Safety / Infection Control has been a key factor in many of the changes to garment design and functionality. Taking cognisance of the Scottish Ambulance Service Strategy for the future, and the changes to the Patient Transport Service has influenced issues such as decisions on garment colours. This Uniform Policy will ensure that a high standard of personal hygiene and appearance is maintained by all staff.

## 3. OBJECTIVES

- 3.1. This policy applies to all members of the Scottish Ambulance Service and intends to detail the specific requirements for the wearing of uniform and work wear whilst on duty, or when travelling to and from their place of duty or representing the Scottish Ambulance Service in an official capacity, so as to robustly guard the corporate and professional image of the Service.

## 4. RESPONSIBILITIES

- 4.1. The responsibility for ensuring that the policy is implemented lies with the Scottish Ambulance Service Board and the Chief Executive Officer.
- 4.2. The Director of Service Delivery is responsible for overseeing the policy on a day-to-day basis.
- 4.3. The Scottish Ambulance Service will ensure appropriate resources, facilities, and associated supplies for members of staff to effectively adhere to this policy are available and maintained.
- 4.4. All Scottish Ambulance Service managers are responsible for ensuring that this policy is being routinely applied by all members of staff and that suitable and necessary facilities to support this policy are readily available.
- 4.5. All members of staff are individually responsible for adhering to this policy. In the case of disagreements between members of staff and their manager, this matter should be referred to the next line manager in accordance with the *Dealing with Employee Grievances* policy, Jan 2014.
- 4.6. Staff should ensure that all items of uniform, when not worn, should be placed in a secure location to avoid the opportunity of theft.
- 4.7. The Scottish Ambulance Service is not responsible for personal items of property brought into the work place such as jewellery.

## 5. PERSONAL APPEARANCE

- 5.1. Hands must be visibly clean at all times; finger nails must be kept clean and cut to a length which will not damage medical examination gloves or risk causing injury to a patient or damage to equipment. (refer to hand hygiene/infection prevention & control policies) Nail polish and/or false nails are not permitted (operational staff).
- 5.2. Hair must be kept clean and tidy at all times. Hairstyles should be in keeping with the promotion of a professional image. Hair that falls below the collar must be secured in a fashion that does not impede the effective use of supplied safety helmets.
- 5.3. Beards should be kept neat, clean and tidy at all times. Partial beard growth (stubble) must be kept neat and trimmed. It should be noted that beards/stubble will interfere with the safe fitting of respiratory protection masks ~ FFP3.
- 5.4. Make-up and scents should be in keeping with the professional image of the Scottish Ambulance Service.
- 5.5. Visible tattoos which include words or images that could cause offence either to patients, work colleagues, or members of the public, must be covered whilst at work.

## 6. Non-Uniformed Staff

### Work Wear

- 6.1. Smart casual dress is usually considered appropriate for an office setting and should be clean, in a good state of repair, and in keeping with the promotion of a professional image.
- 6.2. Outside the office setting formal business wear may be more appropriate. Staff should use their discretion in this, and where unsure should seek advice from their line manager.
- 6.3. Line managers are responsible for ensuring that the appearance of their staff reflects the objective in 3.1 above.
- 6.4. Non uniformed staff who provide an operational response (Paramedic / Technician / First Responder) to patients must be well dressed but additional consideration should be given to the following:
  - 6.4.1. Removal of neck ties prior to patient treatment
  - 6.4.2. Wearing of short sleeved shirts (or rolling sleeves up) prior to attending patients
  - 6.4.3. Responding staff must wear safety footwear whilst on operational duties
  - 6.4.4. Responding staff must have access to a full set of PPE
  - 6.4.5. Compliance with the jewellery policy (section 8) of uniformed staffStaff in this category should also consider points 6.4.1 & 6.4.2 when entering patient treatment areas within hospitals. Staff who carry out formal response duties should actively consider wearing uniform wherever possible.

## 7. Uniformed Staff

### General

- 7.1. Staff are issued with a full allocation of uniform according to their role and it is their responsibility to maintain their uniform in a good state of repair. When an item is beyond use/damaged it should be surrendered in accordance with this Scottish Ambulance Service policy (appendix 2)
- 7.2. Items of uniform issued to staff must not be altered in any manner except where those alterations relate to the size of the garment. High Visibility garments and PPE are not to be altered in any way. (There may be some occasions when staff require to have long sleeves, this

could be due to religious or medical reasons/recommended by Occupational Health and risk assessed by Infection Control)

- 7.3. Staff must keep a clean uniform available on station, or carried in the bag issued by the Scottish Ambulance Service so that they may change in the event of their uniform becoming damaged or soiled during the course of their shift – see Wear and Tear procedure (appendix 2)
- 7.4. All Scottish Ambulance Service uniform items remain the property of the Service and should be maintained in a good condition at all times. When staff leave the Service it is their responsibility to ensure all uniform items are returned to their line manager irrespective of their condition, including all ID badges.
- 7.5. It is the responsibility of the line manager to ensure that all returned uniform items and ID badges are disposed of appropriately in accordance with current policies and procedure. (appendix 2)
- 7.6. Staff are only permitted to wear their uniform whilst on duty and should not be worn for commuting.
- 7.7. Staff are not permitted to consume alcohol whilst in any items of uniform.
- 7.8. Staff are not permitted to smoke or vape in uniform or on any NHS premise, in compliance with H&S Policy 034: Service Smoking Policy.

## **8. Jewellery and body piercing**

- 8.1. 'Bare below the elbow' ethos will be adopted by all staff, unless wearing issued clothing for health & Safety or inclement weather. These sleeved garments should be removed whilst performing hand hygiene practices within clinical settings. Wrist watches are not to be worn and bracelets are not permitted unless they are the approved 'medic-alert' type or are worn for medical reasons. This must be supported by Occupational Health Service for individual staff members (preferably these should be pendant type). These are to be removed whilst performing hand hygiene practices.
- 8.2. Staff with direct face-to-face patient care are only permitted to wear a fob or belt watch, these should have the ability to be easily cleaned.
- 8.3. No other wrist jewellery may be worn, including loyalty bracelets.
- 8.4. In the interests of health and safety, infection control and a professional appearance, only one metal plain band (wedding style ring) will be acceptable as hand jewellery.
- 8.5. Any neck jewellery, including that worn for religious reasons, must be hidden from sight inside the uniform shirt at all times.
- 8.6. Discreet stud or small sleeper earrings of no more than 1cm in diameter may be worn, restricted to one in each ear.
- 8.7. Other than earrings as detailed above, no other visible piercing may be worn.

## **9. Rank Markings and badges**

- 9.1 Staff should not wear any ceremonial medals, Scottish Ambulance Service or otherwise, whilst on operational duties. These medals may be worn when attending ceremonial events and must be displayed immediately below the SAS crest on the left breast pocket of the shirt and below the SAS crest on the left of the jacket.
- 9.2 Epaulettes bearing appropriate skill levels must be worn on uniform shirts, jackets and outer garments as appropriate. For uniformed managerial roles epaulettes bearing the appropriate rank markings will be worn on uniform shirts and jackets when engaged on operational duties.
- 9.3 Helmet markings should correspond with the wearers level of responsibility during an appropriate incident. (see Appendix 4).
- 9.4 Uniformed staff should wear Scottish Ambulance Service long service pin badges on the left side. Scottish Ambulance Service issued name badges should be displayed on the right or left breast pocket flap.

- 9.5 No other badges may be worn except poppies during the month of November. On occasions, the Scottish Ambulance Service may issue a temporary amendment to this rule for a limited period of time, or a specific event.
- 9.6 All staff must carry a current valid identity card and it should be readily available as confirmation of identity and of being a staff member of the Scottish Ambulance Service.

## **10. Operational Uniform**

- 10.1. Shirts must adhere to the 'bare below the elbow' ethos, be tucked into waistbands at all times and all buttons fastened.
- 10.2. Only SAS issue belts are to worn with operational uniform.
- 10.3. Operational staff attending SAS education centres/training will wear full operational uniform unless otherwise instructed.
- 10.4. Operational/uniformed staff undertaking non-operational duties and visits to outside agencies, organisations and premises will wear operational uniform including high visibility coats when appropriate.
- 10.5. Only SAS issued head wear may be worn.
- 10.6. White tee shirts are optional and this will be monitored on an ongoing basis.
- 10.7. Only SAS issued or approved black safety boots/shoes may be worn.
- 10.8. Staff working on ambulance aircraft are required to wear long sleeve flight suits as protection from the risk of fire. Air-ambulance staff are therefore unable to roll up sleeves when caring for a patient in flight. Air-ambulance staff are also required to wear life vests and are unable to wear fob watches during flight duties.

## **11. Managers Uniform (operational)**

- 11.1. This alternative managers uniform should be worn at external meetings and public events when required/appropriate but will be at the discretion of the manager.
- 11.2. This uniform can also be worn during operational duties as an alternative to the operational uniform.
- 11.3. Only plain dark socks with black 'safety' shoes may be worn with this uniform. Shoes should be clean and in a good state of repair.

## **12. Dress Uniform**

- 12.1. Dress uniform when issued remains the property of the Scottish Ambulance Service. Although this is made specifically to an individual's requirements it is to be returned upon leaving the Service.

## **13. Conclusion**

- 13.1. This policy document is by necessity detailed. It reflects the need for staff to wear their uniform and other work wear appropriately so they can be recognised as part of a professional organisation respected by colleagues, peers, patients and the public.

# ORDER OF DRESS

# APPENDIX 1

## Operational Uniform

The Patient Care Team	
Ambulance Care Assistant Ambulance Technician Ambulance Paramedic Paramedic Practitioner	<ul style="list-style-type: none"> <li>• Dark green cargo shirt</li> <li>• Dark green combat trouser</li> <li>• Black leather belt</li> <li>• Appropriate epaulette</li> <li>• White T-shirt (optional)</li> <li>• Hi-Vis Jacket</li> <li>• Hi-Vis trouser</li> <li>• Green jacket (Soft shell)</li> <li>• PPE as required</li> </ul>
Motorcycle Response Paramedic	<ul style="list-style-type: none"> <li>• Approved Leathers, Helmet etc.</li> <li>• Black T-shirt</li> <li>• Hi-Vis over-jacket</li> </ul>
Senior Managers	
Chief Executive Officer, Director of Service Delivery, General Managers & Heads of Service. (Optional)	<ul style="list-style-type: none"> <li>• White pilot shirt</li> <li>• Dark green trouser</li> <li>• Dark green tie</li> <li>• Green jacket (Soft Shell)</li> <li>• Appropriate epaulette</li> <li>• PPE as required</li> </ul>
Dress Uniform	<ul style="list-style-type: none"> <li>• Cap</li> <li>• Tunic</li> <li>• White pilot shirt</li> <li>• Dark green trouser</li> <li>• Dark green tie</li> <li>• Appropriate epaulettes</li> <li>• Gorgets</li> </ul>
The Non-patient Care Team	
ACC Staff	<ul style="list-style-type: none"> <li>• Dark green cargo shirt</li> <li>• Dark green combat trouser</li> <li>• White T-shirt (optional)</li> <li>• Green Fleece</li> <li>• Appropriate epaulette</li> <li>• PPE as required</li> </ul>
IT and Telecoms Support	<ul style="list-style-type: none"> <li>• Polo shirts</li> <li>• PPE as required</li> </ul>
Workshops	<ul style="list-style-type: none"> <li>• Polo shirts</li> <li>• PPE as required</li> </ul>



# Procedure and Guidance for Uniform Order, Wear and Tear, Contamination, Damage and Disposal.

## A2.1 SIZING / DESIGNATION DATA COLLECTION

All Divisions should have a database with individual staff measurement details for ease of ordering. This is to try to ensure you are sent correctly sized and badged garments at all times.

New staff should be asked to complete a self-measurement form for inclusion in their database as soon as possible after taking up their post.

Changes to designation, uniform size etc. must be amended as soon as possible to enable the database containing individual wearers details to be kept up to date.

## A2.2 SPECIAL MEASURES

If you require a garment out with the standard range available, these can be manufactured for you. This will take a bit longer than the issue of a standard item (typically around 2-3 weeks).

## A2.3 MATERNITY WEAR

The design of the existing uniform for both A&E and PTS staff allows for some expansion during pregnancy. There is no special uniform design for maternity wear.

When the woman is at a stage of pregnancy where conventional uniform is uncomfortable for her, stations are advised to allow the purchase of maternity garments. This stage will often be when the woman is unable to continue on operational duties and has therefore moved onto light duties (this should be determined via the Health & Safety Risk Assessment).

Maternity clothing is normally selected by the member of staff herself with choices of trousers or skirt and a suitable top. The Service funds this purchase up to a limit of £100, but stipulates that the colours selected should be in keeping with the corporate image and the office environment.

Garments can be obtained locally, but in this instance receipts must be provided for audit purposes. The Procurement team at NHQ can provide help with suppliers if required.

This policy allows a degree of choice for the individual, provides clothing that is fit for purpose, and maintains the dignity of the expectant mother.

## A2.4 PERSONAL PROTECTIVE EQUIPMENT (PPE)

All personal protective equipment purchased is CE marked where appropriate. The range of personal protective equipment provided has been selected in consultation with the Health & Safety / Infection Control Department and will be suitable for the majority of situations. The National Risk & Resilience Department has access to some more specialised items that may be required in certain major incidents.

If you believe there is a gap in PPE provision please report it to your local Health & Safety representative.

## **A2.5 GENERAL WEAR AND TEAR**

A uniform wearer may request replacement of a garment/footwear which can no longer be worn due to general wear and tear. The garment/footwear must meet one of the following criteria:~

- The garment is unsafe to wear
- External garments do not provide adequate protection against adverse weather
- The item is beyond economic repair
- The item is soiled and cannot be laundered successfully

The process of ordering items of uniform for staff will be through the PECOS 'punch-out' site where within each Division local agreements will exist which keep the budget holder within the bounds of their ability.

## **A2.6 LOSS OR THEFT**

- If a uniform wearer suffers a loss or theft of any garment/footwear, it must be reported at the earliest opportunity to their line manager and an incident raised on the e-reporting system (DATIX). Depending on the circumstances, the police should be informed and a crime number obtained.
- If the manager is satisfied that a genuine loss has occurred, and there is no realistic chance of recovering the item, replacement garments/footwear may be ordered.

## **A2.7 GARMENT CARE**

**Please follow the care instructions on garment labels.**

These guidelines reflect the scientific evidence-base and good practice points (HPS Conclusions, appendix 6) they also set out good laundering practice for all staff.

### **Uniform and Infection risk**

Provided appropriate PPE is used in accordance with standard infection control precautions and transmission based precautions there is no evidence that used uniforms pose any risk to healthcare workers or other. PPE, such as aprons, ID suits, face protection and gloves have specialist properties which are specifically designed to limit the spread of infection. The appropriate use of PPE will therefore protect uniform from contamination within the healthcare setting.

### **Normal Laundering guidance (at station)**

Crew staff garments have been designed to with-stand washing up to 60°C and tumble drying on a low heat, in order to comply with the requirements of the infection control policy.

The operational cargo trousers have been manufactured from fabric with a fluorocarbon finish which allow liquids to run off, rather than soak in. This finish works by forming a molecular barrier round the fibres in the fabric. This coating lowers the surface tension of the fabric and so repels liquids of higher or equal surface tension i.e. the liquid stays in a bead (droplet) form. However, it will not prevent liquid soaking in under pressure e.g. kneeling in liquid.

The fabric treatment is disrupted by washing, however, the application of heat, generally in the form of ironing, causes the barriers to reform. In this way the treatment does not wear off.

Control staff uniforms are not required to comply with this policy.

<b>Garment</b>	<b>Washing temperature</b>
Shirts & trousers	60°C
T-shirts	60°C
High visibility jackets outer	60°C
Soft shell jacket	60°C
Fleece	40°C

*For home laundering guidance please see appendix 7*

## **A2.8 CONTAMINATED UNIFORM**

Scottish Ambulance Service personnel should be vigilant regarding spillages of blood and/or body fluids adhering to local decontamination policies.

Contaminated uniform includes uniform which has become contaminated with blood or other body fluids, or uniform which infection control advice should be treated as contaminated following an outbreak. Staff should change out of uniform contaminated with blood or other body fluids immediately. Staff should wash themselves and change uniform.

Contaminated uniform may pose a higher risk of infection to healthcare workers and the public.

Contaminated uniforms must not be laundered on station or taken home for laundering.

The minimum standards for infected linen set out in NHS MEL (1993)7 should be adhered to for contaminated uniform.

Where a uniform is visibly contaminated with blood / body fluids it should be condemned as unfit for re-use and disposed of as clinical waste. Hi-Vis jackets can be laundered once any blood/body fluid spillage has been successfully removed using surface cleaning wipes.

## **A2.9 ITEM DISPOSAL**

Damaged or worn out garments should be disposed of locally by returning items to station, ensuring that any Scottish Ambulance Service badging is removed and the item is made unusable before disposal. (this option would not be required for uniform contaminated with blood / body fluids)

## **A2.10 FAULTY GARMENTS**

If it becomes apparent that items of uniform are being presented for replacement due to faulty manufacture they should be returned to the supplier following the appropriate returns procedure.

## Issue list for new recruits

## Appendix 3

The following list is provided for guidance only when ordering uniforms for new members of staff. Line managers may decide to vary these quantities for local operational reasons or movement between A&E and PTS.

<b>Front Line (A&amp;E)</b>	
Garment	Allocation
Dark green shirt	4
Dark green combat trouser	4
White T-shirt	4
Leather belt	1
Epaulettes	3 pairs
High visibility jacket	1
Soft shell jacket	1
Safety boots	2
Safety helmet	1
High visibility over trousers	1
Safety goggles	1
Debris gloves	1 pair
Chemical gauntlets	1 pair
Ear defenders	1 set
Disposable coverall	1
PPE bag	1

<b>Patient Transport (PTS)</b>	
Garment	Allocation
Dark green shirt	4
Dark green combat trouser	4
Optional White T-shirt	(4)
Leather belt	1
Epaulettes	3 pairs
High visibility jacket	1
Soft shell jacket	1
Safety boots	2
Safety helmet	1
High visibility over trousers	1
PPE bag	1

<b>Motorcycle Response Unit (MRU)</b>	
Garment	Allocation
Leather Jacket	1
Leather trouser	1
Gloves	2 pairs
Crash Helmet	1
Motorcycle boots	1 pair
T-shirts - black	5

<b>Ambulance Control Centre (ACC)</b>	
Garment	Allocation
Dark green shirt	4
Dark green combat trouser	4
Optional White T-shirt	(4)
Leather belt	1
Epaulettes	3 pairs
Fleece jacket	1
Safety shoes	1 pair

<b>Fleet Services</b>	
Garment	Allocation
High visibility jacket	1
High visibility over trousers	1
Safety boots	1 pair
Other PPE	As required