



Dress Code & Uniform Policy

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Staff Summary

1	The public and professional image of the Trust can be influenced by the appearance and conduct of its employees, enhancing public confidence and creating a positive perception of the Trust.
2	Patients expect staff to be in a clean uniform and with appearance in keeping with a professional image.
3	Health & Safety/Infection Prevention and Control requirements and the requirement for public confidence underpin this code.
4	'Bare below the elbow' policy must be adopted by all staff performing direct clinical care, therefore wrist watches and rings (with the exception of one plain band wedding ring style) must not be worn.
5	Hair must be kept clean and tidy at all times.
6	Beards should be clean and well-kept with consideration given for the need to fit test for FFP3 respiratory protection by clinical staff.
7	Personal Protective Equipment (PPE) is issued for the protection of employees whilst undertaking operational duties. It is not permitted to wear Trust issue PPE outside of Trust duties.
8	It is the responsibility of each member of staff to follow the manufacturer's instructions with regard to cleaning and storage of their issued PPE to minimise the risk of damage or loss.
9	Ambulance Rank and Clinical Skill Markings should follow those listed in Appendix A

1.0 Introduction

- 1.1 The public and professional image of the Trust can be influenced by the appearance and conduct of its employees. It is essential therefore, that every member of the Trust is well presented, especially when in the presence of the general public and representatives of other emergency services and public bodies. This document outlines how the Trust expects its employees to dress whilst carrying out their duties.
- 1.2 The Trust understands the importance of dress, whether uniform or otherwise, in enhancing public confidence and creating a positive perception of the Trust. First impressions are important and often determine the image which will be conveyed to all those who have contact with the Trust, whether as a patient, visitor or a colleague.
- 1.3 Patients and the wider public should have complete confidence in the cleanliness and hygiene of the healthcare environment in which they are cared for. The way staff dress is an important influence on people's overall perception of the standards of care they experience. Uniforms should be clean at all times.
- 1.4 The policy supports the Trusts values and behaviours by shaping our standards and ensuring a collaborative and inclusive approach to dress and uniform. The following values are underpinned in the policy and are fundamental to fostering a positive culture:

- One Team
- Innovation
- Resilience
- Empowerment
- Integrity
- Compassion

- 1.5 Wearing uniform ensures that employees are instantly recognisable as representatives of the Trust and it is therefore essential that the uniform is looked after and kept clean, tidy, and in good repair at all times.
- 1.6 The Trust is committed to ensuring the diverse needs of its employees are met, providing this does not impact on the delivery of operational services and that the Trust meets its obligations under health and safety legislation.
- 1.7 Any exceptions to this code, for example reasonable adjustments in regard to groups protected by the Equality Act 2010, must be discussed with and approved in advance by the employee's line manager. Further advice for line managers is available on request to the Quality and Safety team.

2.0 Purpose/Scope

- 2.1 The purpose of this document is to detail the specific requirements for the wearing of Trust uniform and other work wear in order to positively promote the corporate and professional image of the Trust. It includes the safe disposal of uniform after use.
- 2.1.1 Health & Safety/Infection Prevention and Control requirements and the requirement for public confidence underpin this code, which aims to ensure that a high standard of personal hygiene and appearance is maintained by all staff.
- 2.1.2 Except where specifically stated otherwise, this code applies to both uniformed and non-uniformed employees.
- 2.1.3 Failure to follow this policy may be viewed as serious and could be considered under the Trusts Disciplinary Policy.

3.0 Process

3.1 Personal appearance

- 3.1.1 It is essential for all employees to maintain the highest standards of personal hygiene. Patients expect staff to have a neat and clean appearance; a dirty/untidy appearance may be taken to indicate a lack of professional pride and poor personal standards.
- 3.1.2 Hands must be visibly clean at all times. All patient facing uniformed staff must keep their fingernails clean and cut to a length that will not damage medical examination gloves or risk causing injury to a patient. Nail polish, nail gel or false nails are not permitted for patient facing uniformed staff in line with infection prevention and control best practice guidance.

- 3.1.3 Religious symbols worn will be respected by the Trust providing they do not compromise health and safety requirements or contravene infection prevention (taking into consideration bare below the elbows) and control best practice guidance.
- 3.1.4 Hair must be kept clean and tidy at all times and hairstyles must be in keeping with the promotion of a professional image. Uniformed staff in patient facing roles must secure hair that falls below the shoulder, so as not to compromise the delivery of patient care or impede the effective use of safety helmets. Any accessories used to secure hair must be small and discreet.
- 3.1.5 Beards and moustaches are acceptable providing they are kept neatly groomed and clean. The ability to be adequately fit tested for respiratory protection must be considered if you decide to grow a beard and work in a frontline operational role.

3.2 Jewellery

- 3.2.1 This section of the code is more specifically applicable to front-line employees.
- 3.2.2 Where religious or cultural requirements necessitate the wearing of a specific piece of jewellery, this may be permitted following discussion with a member of the Quality and Safety team to demonstrate that there is no significant risk to health and safety or infection prevention and control.
- 3.2.3 In the interests of Health & Safety, Infection Prevention and Control and portraying a professional appearance, uniformed staff may wear only one plain band (wedding ring style) as hand jewellery. Rings with stones are not permitted due to their added infection risk.
- 3.2.4 Uniformed staff must consider whether neck jewellery or body piercing jewellery presents a risk to their safety, for example long earrings, large ear tunnels or necklaces that may catch or be pulled may present a risk to the person wearing them.
- 3.2.5 'Bare below the elbow' will be adopted by all staff performing direct clinical care therefore wrist watches must not be worn around the wrist, however they can be attached to the belt loop. Medical alerts should be worn in a position other than around the wrist.

3.3 Tattoos

- 3.3.1 Any tattoo which depicts any message/image which may be considered offensive by others must not be exposed.

3.4 Uniform

- 3.4.1 Employees must ensure that they wear only authorised Trust issued items of uniform that complies with relevant Health and Safety requirements. The only exceptions to this are:
- During a transitional period when a new uniform issue is in progress
 - When an employee is awaiting adjustments to be made to a uniform

- Where alternative items have been approved by an individual's line manager e.g. for cultural, religious, or medical reasons (including maternity)
- In extreme weather where some personal items may be appropriate, please see section 3.7.

- 3.4.2 Employees must not modify or adapt Trust uniform. Where there are exceptional circumstances which warrant a change to uniform this must be authorised and documented by the employee's line manager. Any alterations will then normally be made by the Trust.
- 3.4.3 Employees should not wear uniform whilst off duty, except for travelling to and from work, when a non-uniform jacket that covers Trust insignia and/or rank markings must be worn.
- 3.4.4 Smoking or purchasing alcohol whilst wearing uniform, which is not covered with a non-uniform outer layer of clothing, is not permitted. Refer to the Trust's Smoke Free Policy.
- 3.4.5 Shirts must be tucked into waistbands at all times.
- 3.4.6 Only approved Trust footwear is to be worn by frontline staff. Footwear must not be purchased outside of the Procurement process. If you are not comfortable in the footwear that you have been provided please work with Procurement to find a solution that is suitable to you, as the Trust, as an employer, has a legal requirement to provide it. Footwear must be maintained in a clean and serviceable condition and any defects must be notified immediately to the individual's line manager.
- 3.4.7 Head coverings, which are required to be worn due to religious beliefs, such as a turban, kippah or hijab, must be in a plain colour where uniform is worn.
- 3.4.8 Personal Protection Equipment (PPE) will be issued for the protection of employees whilst undertaking operational duties. It is not permitted for employees to wear Trust issue PPE outside of their Trust duties.
- 3.4.9 Only Trust issued or approved badges e.g. I.D. badges, or those denoting job title/staff grade, may be worn on items of uniform. Poppies and Trust issued pin lapels may also be worn. Lanyards cannot be worn by operational staff for health and safety reasons.
- 3.4.10 It is best practice for staff to carry a spare clean uniform in their kit bag or locker which they can change into if severe contamination of their uniform occurs during their shift. If wearing a polo shirt that has become heavily contaminated it may be necessary to ask a colleague to cut the shirt from you in order to remove it, then dispose of the item and request a replacement due to contamination and subsequent damage. Staff should not try to remove a heavily contaminated polo shirt over their heads due to the risk of transmission of blood borne virus into their eyes, nose or mouth.

3.5 Cleaning Uniforms

- 3.5.1 Scientific observations and tests, literature reviews and expert opinion suggest that:

A 10-minute wash at 60°C is sufficient to remove almost all micro-organisms. In tests, only 0.1% of any *Clostridium difficile* spores remained. Microbiologists carrying out the research advise that this level of contamination on uniforms and work-wear is not a cause for concern.

- 3.5.2 It is the responsibility of each member of staff to follow the manufacturer's instructions with regard to cleaning and storage of uniforms to minimise the risk of damage or loss.
- 3.5.3 If a garment is heavily soiled and not able to be effectively laundered it must be disposed of as clinical waste (see **Waste Management Policy**) and a replacement ordered. If wearing a polo shirt that has become heavily contaminated it may be necessary to ask a colleague to cut the shirt from you in order to remove it, then dispose of the item and request a replacement due to contamination and subsequent damage. Staff should not try to remove a heavily contaminated polo shirt over their heads due to the risk of transmission of blood borne virus (BBV) into their eyes, nose or mouth.

3.6 Non Uniformed Roles

- 3.6.1 Where a uniform is not a requirement of the role it is important that employees dress in a professional manner. Employees should ensure that their clothes are suitable for work purposes, are clean, tidy and in a good state of repair, maintaining a standard of professionalism at all times. A more formal dress code would be expected where staff are representing the Trust in formal meetings.
- 3.6.2 The following are examples of appropriate work wear, this list is not exhaustive:
- Clothing that is not revealing that is not likely to cause embarrassment or offence
 - Clothing that does not exhibit large logos or advertisements i.e. sports clothing
 - Clothing that is not ripped or torn
 - Sensible, professional and appropriate footwear
- 3.6.3 The Trust recognises some services and departments have locally agreed arrangements outside of this policy for example during unsocial hours. Where casual clothing is authorised and permitted, employees must ensure that items worn are appropriate and do not cause offence to others. The Trust may operate dress down days on occasions for events and charitable purposes; these will be communicated by Corporate Communications.
- 3.6.4 Where a non-uniformed role is required to undertake uniformed duties, such as representing the Trust at an event, or quality inspections, Uniform items can be issued on a loan basis (if the event is a one-off), or a permanent basis (for regular events). Such items are to be paid for out of location budgets.

3.7 Extreme Weather Conditions

- 3.7.1 There may be circumstances where the wearing of all, or part of, the uniform may cause difficulties to employees, for example in extremely hot or cold weather. Changes may be allowed at local level following discussion with employees, managers and ensuring that no Infection Prevention and Control issues are raised

within this process. Any additional items worn in cold weather must be in keeping with the Trust uniform colour, or are black or navy blue.

- 3.7.2 Where employees are not required to wear uniform, the principles of professional dress referenced in 3.5 should be observed in extreme weather for instance wearing lighter fabrics in hot weather.

3.8 Access and replacement of uniforms

- 3.8.1 An employee that requires uniform may request replacement of a garment/footwear which can no longer be worn due to general wear and tear. The replacement of any item is on a strict one for one basis and must meet one of the following criteria:-
- The item is unsafe to wear
 - External garments do not provide adequate protection against adverse weather due to deterioration of the garment.
 - The item is so soiled it cannot be laundered successfully
 - Uniform will only be replaced when it becomes unserviceable
 - Where key items of uniform no longer fit i.e. they are significantly too big or small
- 3.8.2 The employee must provide the unsuitable item to his/her line manager. If the manager is satisfied that a replacement is justified, a new item should be ordered in accordance with this policy. The manager will retain the used garment and arrange disposal by the Procurement & Logistics department in accordance with this policy. Replacements can be accessed within 3 – 5 working days once the request is made.
- 3.8.3 There are a number of emergency uniform stores across the organisation. If you have to replace a uniform urgently during your shift please contact your Clinical Supervisors or Locality Manager to arrange. You will be able to keep this item but it will be taken as issued and make part of your on-going allowance. Please ensure you record what has been taken in order that replacements of stock can be made.
- 3.8.4 A Returns Policy is in place. If you try an item of uniform and it does not fit, please return it and all the others of that size, unwashed and replaced in the bag they were delivered in. This will allow the Trust to return the policy to the manufacturer.
- 3.8.5 If staff wish or are required to wear a dress uniform for any official event these can be loaned out from the Procurement team. Please contact them directly to make arrangements by emailing supplies.
- 3.8.6 Where an item of uniform is proven of being intentionally damaged in order to receive a replacement, the Trust may treat this as a disciplinary manner.

3.9 Termination of Employment / Employees Leaving the Trust

- 3.9.1 Uniforms issued to staff by the Trust will remain the property of the Trust at all times and must be returned to the Procurement & Logistics Department upon termination of employment. It is the employees responsibility to return the uniform.
- 3.9.2 Collection of Old Uniform following swap out or termination of employment
When uniforms are no longer required, either because they have been swapped out for new uniforms or because staff have left YAS employment, YAS identifiers such

as insignia and epaulettes should be removed. This will be done by the Procurement & Logistics Department.

Procurement & Logistics are then notified by Clinical Supervisors that they have old uniform for collection at their respective station. This is then collected by the Logistics Assistants who return the old uniform to the Procurement & Logistics department for appropriate disposal, recycling old uniform as textiles, with a charitable element wherever possible

4.0 Training expectations for staff

- 4.1 Training is delivered as specified within the Trust Training Needs Analysis (TNA).
- 4.2 Staff in management roles should refer to the Uniform Management Guidance document for further information on uniform provision and management.

5.0 Implementation Plan

- 5.1 The latest approved version of this Policy will be posted on the Trust Intranet site for all members of staff to view. New members of staff will be signposted to how to find and access this guidance during Trust Induction.
- 5.2 This Policy will then be notified to the target audience named on the front page of the policy as follows:

Directors - Communication directly by e-mail and discussion at Trust Executive Group (TEG) meetings

Associate Directors, Senior Operational and Support Managers - Communication directly by e-mail and through line management briefing.

All staff - Trust communications channels including Operational Update.

6.0 Diversity Statement

- 6.1 Yorkshire Ambulance Service NHS Trust encourages an inclusive culture and values diversity. The Trust is committed to tackling all forms of unlawful or unfair discrimination and fostering good relations on the grounds of “protected characteristics”. Those protected characteristics are age, disability, gender, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, sexual orientation, religion or belief.
- 6.2 The Trust is committed to ensuring that, as far as reasonably practicable, the way we provide services to the public and the way we treat our staff reflects their individual needs and does not discriminate against individuals or groups on the grounds of any protected characteristic.
- 6.3 An Equality Impact Assessment has been undertaken for this policy in accordance with the policy.

7.0 Monitoring compliance with this Policy

- 7.1 As the code is one of straightforward application, briefings will be given to managers and staff and will be supported by inclusion in the following:

- Trust's Corporate Induction
- Local Induction
- Trust Staff Handbook
- Team meetings / briefings
- Supervision meetings

This document has been checked for compliance with the Care Quality Commission criterion and minimum requirements through an audit process carried out by the Trust's standards and compliance team. Managers are responsible for monitoring compliance.

8.0 References

Department of Health (2007) Uniforms and Workwear: an evidence base for developing local policy. London: DoH

The Health and Safety at Work Act (1974) sections 2 and 3. Section 2 covers risks to employees and Section 3 to others affected by their work e.g. patients

Department of Health (2010) Uniforms and workwear: guidance on uniform and workwear policies for NHS employers. Available from:

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_114751

9.0 Appendices

9.1 Appendix A - Ambulance Officer Rank Markings

Definitions

PPE	Personal Protective Equipment. Issued to protect against a specific risk to health and safety e.g. fluorescent jacket
Dress	The clothes/uniform that an individual wears

Roles & Responsibilities

Chief Executive

- The Chief Executive as Responsible Officer for the Trust has a duty to ensure the correct application of this policy through appropriate management arrangements.
- The operational function of executing this duty is delegated to the Director of Operations (as the Director responsible for the majority of uniformed staff).

Trust Board

- The Trust Board is responsible for ensuring that appropriate resources, facilities and associated supplies are available for employees to effectively adhere to this dress code.

Directors

- The Trust Directors are responsible for overseeing the implementation and adherence to this dress code on a day to day basis.

Human Resources (HR)

- HR will provide guidance and advice to employees and managers in the application of this policy.

Managers

- All Trust managers are responsible for ensuring this dress code is being routinely adhered to by all employees and that suitable and necessary facilities to support compliance are readily available.

Employees

- All employees are individually responsible for adhering to this code. In the case of disagreements between individuals and their line manager, the matter must be referred to the next senior manager for resolution (in accordance with the Issue Resolution Policy).

Trade Unions

- Trade Union representatives are responsible for providing guidance, advice and support to their members on adhering to this code.

Trade Union representatives will raise any concerns about the application of this code through the relevant channel e.g. HR, Manager etc.

Appendix A - Ambulance Rank Markings

Patient Facing Roles							
<div><div>YAS</div><div>EMERGENCY CARE ASSISTANT</div></div>	<div><div>YAS</div><div>EMERGENCY MEDICAL TECHNICIAN I</div></div>	<div><div>YAS</div><div>EMERGENCY MEDICAL TECHNICIAN II</div></div>	<div><div>YAS</div><div>ADVANCED EMERGENCY MEDICAL TECHNICIAN</div></div>	<div><div>YAS</div><div>PARAMEDIC</div></div>	<div><div>YAS</div><div>SPECIALIST PARAMEDIC</div></div>	<div><div>YAS</div><div>ADVANCED PARAMEDIC</div></div>	<div><div>YAS</div><div>CONSULTANT PARAMEDIC</div></div>
<div><div>STUDENT PARAMEDIC</div></div>	<div><div>YAS</div><div>NURSE</div></div>	<div><div>YAS</div><div>DOCTOR</div></div>	<div><div>BASICS</div><div>DOCTOR</div></div>		<div><div>PARAMEDIC PRACTITIONER</div></div>	<div><div>EMERGENCY CARE PRACTITIONER</div></div>	<div><div>URGENT CARE PRACTITIONER</div></div>
(Current Transitional roles in leadership framework new epaulettes listed above to be worn once qualified)							
<div><div>YAS</div><div><div></div><div></div></div><div>HART PARAMEDIC</div></div>	<div><div>YAS</div><div>HART PARAMEDIC</div></div>		<div><div>YAS</div><div>HEMS PARAMEDIC</div></div>	<div><div>YAS</div><div><div></div><div></div></div><div>HEMS PARAMEDIC</div></div>	<div><div>YAS</div><div><div></div><div></div><div></div></div><div>HEMS PARAMEDIC</div></div>	<div><div>YAS</div><div>HEMS DOCTOR</div></div>	

Patient Facing and non-patient facing Roles



Epulettes for teams within YAS

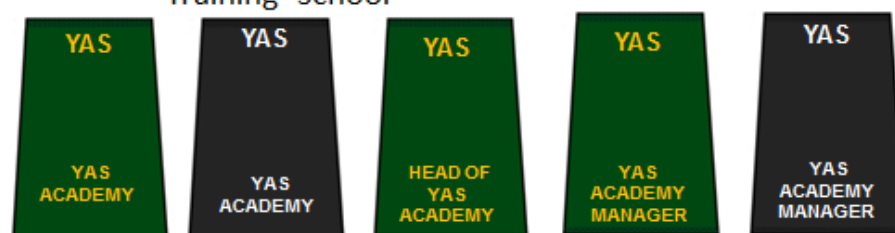
Community Resilience team























Private and Events



Training school



Incident Command Roles – For incident commanders only.

 <p>SPECIALIST PARAMEDIC</p>	 <p>PARAMEDIC</p>	 <p>ASSISTANT RESILIENCE MANAGER</p>	 <p>HART PARAMEDIC</p>	 <p>HEMS PARAMEDIC</p>	<p><i>Note: All Crowns have red inset where possible</i></p>			
<p>Operational Commander – Clinical Supervisor, Clinical Educator when operational</p>		<p>Operational Commander – Resilience</p>	<p>Operational Commander – HART Clinical Supervisor</p>	<p>Operational Commander - Clinical Supervisor</p>				
 <p>PARAMEDIC</p>	 <p>CLINICAL MANAGER</p>	 <p>PARAMEDIC</p>	 <p>HEMS PARAMEDIC</p>	 <p>NILO</p>	 <p>NILO</p>	 <p>NILO</p>		
<p>Tactical Commander – Locality Manager, Resilience, EOC Duty Manager, Clinical Manager</p>				<p>Tactical Commander – Group Station Manager</p>	<p>Tactical Advisor – Resilience and special ops managers</p>	<p>Tactical Commander – Sector Commander, Head of EOC, Head of clinical hub, ROC manager</p>		
 <p>PARAMEDIC</p>	 <p>PARAMEDIC</p>	 <p>DOCTOR</p>	 <p>DOCTOR</p>	 <p>PARAMEDIC</p>	 <p>DOCTOR</p>	 <p>PARAMEDIC</p>	 <p>PARAMEDIC</p>	
<p>Strategic Commander – Divisional Commander, Associate Director of Paramedic Practice, Head of EPRR, Head of Special ops, Head of Service development EOC, Medical Incident Commander</p>				<p>Strategic Commander Deputy Medical Director</p>	<p>Strategic Commander Deputy Director of Operations</p>	<p>Strategic Commander Medical Director</p>	<p>Strategic Commander Director of Operations</p>	<p>Chief Executive If operational commander</p>