GREENSVILLE VOLUNTEER RESCUE SQUAD Version Date: 9/11/14

Standard Operating Procedure # ADM-1

Subject: Observer Policy

**PURPOSE:**

The purpose of this policy is to establish criteria for allowing individuals of the general public to observe rescue squad operations, to gain an understanding of rescue squad functions and to encourage system awareness and recruiting.

**APPLICABILITY:**

This policy shall apply to all individuals requesting authorization to ride as an observer on rescue vehicles insured by the Greensville Volunteer Rescue Squad (GVRS).

**POLICY STATEMENT:**

When deemed in the best interest of the department by the President or Vice President, an individual may ride as an observer. The following general rules shall apply:

1. An observer must be at least eighteen (16) years of age or older.
2. A Release of Liability form containing the established rules and responsibilities for observers must be completed by the individual and endorsed by the President or Vice President prior to the individual riding. Submission is required at least 36 hours prior to the ride-along.
3. An observer may not participate in no more than (4) ride-alongs in a calendar year.
4. The President, Vice President or Operations Officer shall notify the Crew Chief prior to the observer riding.
5. The attendant-in-charge (AIC) will orient the observer to the rules, regulations and confidentiality of the patient and patient information.
6. The attendant-in-charge (AIC) will supervise the observer during the shift.
7. All observers must wear the issued Observer ID Badge issued by the Crew Chief while riding as an observer.

An observer may NOT:

* Render any patient care (unless the observer is using this time for clinical rotations)
  + ***A copy from the clinical form from the instructor must be on file prior to his/her ride time.***
* Communicate on the radio
* Drive an EMS vehicle
* Participate in any activities other than observing
* Ride in the cab of the unit (unless directed to do so by the AIC)
* Operate electronic patient care reporting program (EPCR)

**PROCEDURE:**

1. The individual requesting observer status must complete a Release of Liability form for each shift.
2. A photocopy of the individual’s driver’s license shall be obtained.
3. The President, Vice President or Operations Officer must approve the Release of Liability form. The President, Vice President or Operations Officer shall notify the Crew Chief prior to the observer riding.
4. The individual will be issued a Department Observer ID badge by the Crew Chief, which will be worn on the outer layer of clothing, clearly visible on the right collar.
5. The President, Vice President or Operations Officer will schedule the individual in conjunction with the Scheduling Officer to ride and instruct the duty crew as to the rules and responsibilities of the observer prior to the shift.
6. The attendant-in-charge (AIC) will supervise the conduct of the observer at all times during the shift. Clear direction will be provided to the observer regarding activity limitations, patient confidentiality and safety considerations.
7. Should it be deemed necessary for any reason, the AIC, any Squad Officer or higher EMS Officer, may remove the observer from the rescue vehicle and terminate the observation period.
8. Upon completion of the shift, the AIC will return the Observer ID badge to the Crew Chief to be returned back to the President.

**PERSONAL APPEARANCE**

1. Grooming
   1. Personal Hygiene
      1. All personnel will present themselves with a neat, clean and well groomed attire.
   2. Hair
      1. Hair must be clean, neat and combed
      2. Hair must be of naturally occurring color
      3. All facial hair must be neatly trimmed
      4. Any facial hair that interferes with the proper fit of any required breathing apparatus (N95, etc.) is prohibited.
   3. Perfumes, Aftershave lotions and other fragrances shall not be worn to decrease the possibility of a patient or co-worker having an adverse reaction.
   4. Fingernails shall be clean and neatly trimmed.
   5. Tattoos may be visible but not of any offensive nature.
   6. Clothing – All clothing shall be worn displaying a professional manner at all times. Clothing displaying any offensive nature is not prohibited at any time.
      1. Shirt – Men should wear shirts of a casual nature (polo for men, blouse for females). Shirts should be of the appropriate size and tucked in at all times.
      2. Pants – Pants should be of the casual nature (Jeans, Kaki) and should be of the appropriate size. Baggy jeans or skin tight pants are not permitted.
      3. Belt – Belts should be worn at all times
      4. Baseball caps may be worn if desired. Any other head gear is not permitted.
      5. Jacket/Fleece – May be worn if desired