

Assistance Site Standards



At Collinson Assistance Division we expect everyone on site to follow the Company Values.

We also require everyone to abide and follow our Site Standards. Please read this document fully and sign to confirm your agreement.

Professional Behaviour

At Collinson we treat each other and our customers with respect and dignity. These are our expectations:

Honesty: always act openly and with transparency. Don't tolerate or justify dishonest conduct by others. Be accountable for your own actions and where appropriate, hold others accountable too. Report any conflicts of interest immediately.

Respect: maintain a respectful attitude to others at all times, even during stressful times. Don't lash out at colleagues or disrespect anyone (senior or otherwise). Always use appropriate language (verbally and in writing) and don't swear. Apologise for errors or misunderstandings and keep your personal opinions of others private. Work in an environment that is free of harassment, bullying and discrimination. Harassment, bullying and discrimination take many forms, including:

- Unwelcome remarks, gestures or physical contact
- The display or circulation of offensive, derogatory or sexually explicit pictures or other materials, including by email and on the Internet.
- Offensive or derogatory jokes or comments (explicit or by innuendo).
- Verbal or physical abuse or threats.

Ensure sure you do not express your personal beliefs (including political, religious or moral beliefs) to people in an inappropriate way.

Communication: speak clearly and in a way that others can easily understand, act courteously and use good manners when engaging with others. Listen to others when they are talking or explaining, and don't engage in gossip.

Teamwork: you often need to work with people that you may not necessarily like. Set aside differences to work well with others since teamwork sometimes even outweighs performance.

Gifts

Refuse all gifts, favours or hospitality from customers as accepting them could be interpreted as an attempt to gain preferential treatment.

Alcohol, Substance Abuse and Weapons

- You are not permitted to use or possess alcoholic beverages on company property.
- You also may not use or possess illegal drugs or controlled substances whilst on site or while you are engaged in any job-related activity.
- You may not report to site under the influence of alcohol, illegal drugs or controlled substances.
- You may not have or possess any weapon while on site.

Dress Code

For Clinical Staff refer to Appendix 1 for the uniform policy

- You may be provided with high visibility clothing.
- Dress must be smart casual.
- Only smart black jeans allowed, no denim.
- Long hair must be tied back.
- Fresh clothing should be worn for each shift and cleaned at the end of each shift.
- Footwear should be enclosed to offer protection to the wearers feet and be easily cleaned. High heels, heavy boots and open toes are not acceptable forms of footwear. Footwear should be waterproof as some sites may necessitate periods outdoors. Trainers are only acceptable if they are of a dark colour and are in a reasonable state, any that are overly worn and dirty will be deemed as unsuitable.

Absence and Timekeeping

- Please notify the Site Manager, Assistant Site Manager or lead nurse if you are not able to commit to your rostered shift. As much notice as possible will be appreciated.
- Please ensure that you attend work on time. Continuous lateness is disruptive to team briefings and overall efficiency. Continuous lateness may lead to a meeting of concern and if it continues is likely to result in activating the disciplinary process.

Personal Mobile Phone Use

- Mobile phones must not be used whilst working. They are a distraction and it looks unprofessional. Should there be a family or emergency reason you need to use your phone within your working hours please inform your supervisor, Assistant Site Manager or Site Manager in the first instance.

Social Distancing and On-Site Hygiene (including PPE)

- Collinson follow the latest Government Guidance. Adhere to a 2 metre social distancing with both customers and other workers. The Site Manager or Lead Nurse will cover all aspects of social distancing during your induction.
- The Site Manager will go through the On-Site Hygiene (including PPE) details on SharePoint.

All aspects of our Quality Management System and associated policies and procedures will be outlined to you during your training.

Declaration:

I have read, understood and agree to abide by the Assistance Site Standards.

Name	
Signature	
Date	

Site Manager / Lead Nurse. Please keep a signed copy and provide the worker with a copy.

Uniform Policy – Clinical Staff

Objectives

To ensure all clinical staff working for Collinson, thus representing the company, present a smart, professional image that will promote trust in their skills and knowledge and by adhering to infection control principles reduce the risk of transmission of Covid-19.

Exact uniform requirements will depend upon the centre where the worker is deployed and may be subject to change to adapt to an evolving and dynamic situation.

Uniform

Collinson promote a bare below the elbows policy to enable regular, frequent washing/sanitising of hands and lower arms to reduce the risk of transmission of infection.

Short sleeved tunic tops may be provided to wear during the duration of the shift, these should be removed and placed in a plastic bag, tied at the top for transport home for machine washing on the hottest temperature appropriate for the material, prior to departure from the place of work. Short sleeved T shirts etc should be worn under the tunic top to ensure adequate body temperature is maintained and allow for the removal of the tunic prior to leaving the centre. Where tunic tops are not supplied a short sleeved outer top should be worn over an under top to allow for removal at the end of the shift.

Clean smart casual trousers should be worn (jeans are not acceptable wear) preferably a smooth material that does not shed fibres. The trousers may be in a variety of colours which can include Green as part of Ambulance Crew Uniform.

Fresh clothing should be worn for each shift and cleaned at the end of each shift.

Footwear should be enclosed to offer protection to the wearers feet and be easily cleaned. High heels, heavy boots and open toes are not acceptable forms of footwear. Footwear should be waterproof as some sites may necessitate periods outdoors. Trainers are only acceptable if they are of a dark colour and are in a reasonable state, any that are overly worn and dirty will be deemed as unsuitable.

Absolutely NO athletic wear is acceptable.

Long hair should be tied back and kept firmly in place. No jewellery should be worn except wedding rings and fingernails should be kept short to reduce the risk of infection.

Any clinical staff member deemed not to be meeting the requirements will be asked to correct their appearance, if this does not occur, a record of concern will be documented, and they may be asked to leave their placement.