



Contra Costa County Operations

Patient Focused - Customer Centered - Caregiver Inspired

SOP# 223 Uniforms and Personal Appearance Effective: January 2010 Updated: February 2020 Reviewed: July 2022	Approved By: Chad Newland Regional Director
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A. Purpose

In accordance with acceptable professional standards in the business community and minimal Personal Protective Equipment (PPE) standards, the following policy shall apply for all applicable uniform employees. Field employees are provided with the resources to protect themselves when their work environment exposes them to hazardous conditions.

B. Policy

1. Uniform Dress Code

- a) Uniforms are designed to provide safety and easy identification of American Medical Response employees while on duty. No employee will be permitted to add, delete, or wear any other style of uniform, emblem, or pin in lieu of this uniform policy without specific authorization from management.
- b) Wearing uniforms while not on duty or while performing non-company related business is prohibited.
- c) Employees are responsible to wear and maintain his/her uniform in a clean, orderly fashion at all times and in accordance with this policy. The Company reserves the right to designate all types, styles and colors of uniforms issued to each employee.
- d) Employee uniforms are not considered personal safety equipment. As such, employees are required to utilize the appropriate issued safety equipment and that provided in every ambulance.
- e) Worn or damaged uniforms shall be replaced.
- f) Employees shall keep an extra uniform with them at all times on duty in case of damage or soiling while wearing.
- g) All uniform field employees will be issued from the authorized vendor through the Company:
- h) Two-piece uniforms

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- i. Must be navy in color
- ii. Long or short sleeve shirt with sleeves always rolled down and buttons secured above breast pockets
- iii. Company patch with appropriate rank on left sleeve 1 inch below shoulder seam
- iv. County patch on right sleeve 1 inch below shoulder seam
- v. Black belt shall be worn at all times. Belt accessories must be black and uniform in appearance.
- vi. Pant legs will not be bloused at any time

i) Boots (Employee purchase)

- i. Shoes that are black in color and of a polishable material must be worn while on duty. (Including uniformed employees on special assignments) Safety toes are recommended. Boots must be purchased by the employee and reimbursement will be made per the Core Labor Agreement. Boots are to be kept shined and in good repair.

j) Identification Badges

- i. Must be worn at all times while in uniform
- ii. Must be worn at all times out of uniform while at the Operations Center for any reason
- iii. Must be worn on or over the right uniform pocket
- iv. Must be worn forward and not defaced in any way (pins, tape, decals, etc.)

k) Hats (Optional-employee purchase)

- i. AMR logo or "Contra Costa County" (top line) "Paramedic or EMT" (bottom line) in gold block lettering, on baseball style hats or knit caps with the AMR logo only from the Company approved vendor may be worn while in uniform.
- ii. No other hats will be allowed
- iii. The hat must be worn forward and down in the traditional manner

l) Summer Uniform Shirt (Optional-employee purchase)

- i. Only the navy blue polo/golf shirts or navy blue T-shirt with the embroidered Alliance logo from the Company approved vendor may be worn.
- ii. Employee name embroidered on right chest in white lettering.
- iii. Employee rank embroidered on right chest, below name
- iv. The summer uniform Polo Shirt or T-shirt may only be worn between March 1st and Thanksgiving Day of each year.
- v. The identification badge shall be worn on the belt on the right side.

m) Undershirts/Over shirts (Employee purchase)

- i. T-shirts with crew neck collars must be worn under two-piece uniforms. T-shirts are limited to white or navy blue in color, and in a state of good repair

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free of fading color or fraying material. Printed material on undershirts shall not show through the uniform.

- ii. Navy blue turtleneck or navy-blue crew neck undershirts may be worn under the uniform in cold weather. The uniform must cover all non-Alliance logos and printed material.
- iii. Alliance logo, navy blue collared sweatshirts from the Company approved vendor may be worn while in uniform, collared uniform shirt must be worn underneath. No other shirts or logos will be allowed to be worn over the uniform.
- iv. THE WEARING OF ANOTHER AGENCY'S INSIGNIA ON ANY PART OF THE UNIFORM OR VISIBLE UNDER OR OVER THE UNIFORM IS PROHIBITED.

2. Personal Protective Equipment (PPE)

- a) Field employees are issued an ID Badge, Safety Glasses/Goggles, EMS Standard Jacket, and Hearing Protection. This equipment is provided for your safety and must be readily available at all times while on duty.

Leather Gloves and helmets are stocked on the ambulance.

- b) **Helmets** - Field Personnel shall wear a helmet, with chin strap and eye protection in place, in the following situations:

- i. Involved in incidents on roadways whenever there is potential harm from vehicle traffic.
- ii. Involved in extrication from vehicles, machinery or industrial sites especially where hazardous situations exist, or rescue tools are used.
- iii. Involved in any incident at a petrol-chemical processing facility.
- iv. Involved in an incident within a commercial hard-hat area.
- v. At any fire scene.
- vi. Involved in any multi-causality incident.
- vii. Involved in situations with the potential for falling debris, rocks, etc.
- viii. Directed to do so by the Field Supervisor, Incident Commander, Safety Officer, or designees.
- ix. In situations where rapid identification of personnel is desirable.
- x. When involved in the loading or unloading of patients from an aircraft or if in the proximity of helicopter rotor wash.
- xi. In situations where the potential of riot conditions exists.
- xii. Any time in the employee's judgment he/she determines a need for wearing such safety equipment.

- c) **EMS Jacket**- Field Personnel shall wear their company issued jacket in the following situations:

- i. Involved in situations with the potential for falling debris, rocks, etc.
- ii. Directed to do so by the Field Supervisor, Incident Commander, Safety Officer, or designees.
- iii. In situations where rapid identification of personnel is desirable.
- iv. When involved in the loading or unloading of patients from an aircraft or if in the proximity of helicopter rotor wash.
- v. In situations where the potential of riot conditions exists.
- vi. At any fire scene.

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- vii. Involved in extrication from vehicles, machinery or industrial sites especially where hazardous situations exist, or rescue tools are used.
- viii. Involved in any incident at a petrol-chemical processing facility.
- ix. Any time in the employee's judgment he/she determines a need for wearing such safety equipment.

d) Leather Gloves

- i. Involved in extrication from vehicles, machinery or industrial sites especially where hazardous situations exist, or rescue tools are used.
- ii. Involved in situations with the potential for falling debris, rocks, etc.
- iii. Directed to do so by the Field Supervisor, Incident Commander, Safety Officer, or designees.
- iv. In situations where the potential of riot conditions exists.
- v. Any time in the employee's judgment he/she determines a need for wearing such safety equipment.

e) Safety Glasses/Goggles – Company-approved eye protection shall be worn by employees at all times while providing patient care where there is a risk of contamination from blood or Other Potentially Infectious Material (OPIM) and during high-risk procedures as stated in the **AMR PPE for Infection Control Policy 1235 Section 7.**

f) Radio Holster – A radio holster will be provided to you upon request to hold your radio for communications with AMR dispatch as well as other Public Safety Agencies. Your radio(s) shall be carried on your person while on duty.

g) High Visibility Vest – Your high visibility vest shall be worn on all incidents occurring within proximity of any public highways and freeways as stated in **DOT 23 CFR Part 634. This also conforms with **AMR National PPE Policy Section 11.0 – Worker Visibility.****

h) EMS Bag

- i. This bag will be used to carry and store only your equipment that has been issued by American Medical Response.
 - ii. The bag will also carry your extra uniform and must be carried at **All Times** while on duty and must be in your ambulance.
- i) Audits will be done by Field Supervisors to ensure that the employee has the required equipment and is using appropriately as outlined above. In the event of loss, theft or damage to any of the equipment an immediate notification is to be made to the Field Supervisor and an Incident Report shall be written and turned in immediately.

3. Appearance

a) Since the nature of our business will bring us into close physical contact with many persons and in varied situations, the obvious need for good personal appearance and hygiene becomes apparent.

b) Hair

- i. Hair must be kept clean and well-groomed to avoid any potential interference with patient care, vision or work performance.

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- ii. Longer hair (below the bottom of the collar) must be tied back or up for safety reasons.
- iii. Hairstyle should reflect the professional image that we are attempting to project to our patients and colleagues. Extreme hairstyles will not be permitted.

c) Facial hair

- i. Sideburns are to be carefully trimmed and must not extend below the ear lobes.
- ii. Mustaches are to be clean and carefully trimmed. Mustaches must not extend below the lower lip and extend more than 3/4 inches from the corner of the mouth. Waxing of mustaches is not permitted. Extreme styles will not be permitted.
- iii. Beards and goatees will not be permitted, soul patches will be allowed providing;
 - 1. It is in accordance to AMR Respirator Policy #1240
 - 2. They are neat and trim
 - 3. Do not extend more than 1 inch below the bottom of the chin.

d) Hygiene

- i. All personnel shall bathe regularly. Body odor is not always apparent to the person having it so good bathing habits are essential.
- ii. Deodorants are suggested. Perfumes or colognes should be used sparingly.
- iii. Clean underwear and socks are essential and must be worn. Underwear and socks shall not be visible from outside the uniform.
- iv. Due to close contact with the people we work with, Halitosis can be offensive to others and must be attended to.
- v. Fingernails must be trimmed and clean.

e) Jewelry

- i. One AMR insignia or certification or union pin may be worn on the uniform. That pin must only be over the left breast pocket 1/4 inch above the upper seam and centered. Additional pins may only be worn at management discretion.
- ii. In addition, those employees functioning as Field Training Officers and Acting Supervisors must wear their insignia while acting in those positions. The FTO insignia will centered over the right breast pocket 1/4 inch above the upper seam. The Acting Supervisor's insignia will be worn on each collar in the traditional manner. Badges will be worn above left breast pocket.
- iii. Earrings may be worn in one in each ear lobe and must be of the post type and the earring shall not hang below the earlobe for safety reasons. Jewelry related to any other body piercings is unacceptable.
- iv. Necklaces must always be underneath the uniform and shall never be visible.
- v. Wristwatches and Medic Alert bracelets may be worn if the items are not subject to snagging due to being loose on the wrist.
- i. Rings may be worn so long as they are professional and are not subject to snagging of anything or subject to tearing of exam gloves.

C. Enforcement of Policy

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1. Violations of this policy are subject to corrective action up to and including termination of employment.

American Medical Response

Contra Costa County Operations

Standard Operating Procedure #223