

POLICIES FOR A GOOD ORGANISATION

Rotas and Rest

- Support self-rostering.
- Ensure all festive periods are considered in rotas e.g. Christmas, Eid etc.
- Allow staff/volunteers to apply to work less than full-time without requiring an explanation.
- For volunteers, ensure a culture of "rostering off" is encouraged.
- Ensure rest facilities are available at every base/station e.g. pull-out sofas.
- Allow suitable rest facilities to be utilised without judgement at any time of day.
- If the average commute of staff is >45 minutes provide free or significantly discounted accommodation at every base/station.

Illness and Return to Work

- Ensure all staff/volunteers are aware of the sickness policy, including support for female health e.g. menopause.
- Ensure the sickness policy does not financially penalise staff resulting in a culture of attending work ("Presenteeism") despite being unfit/not ready to return.
- Develop a personalised return-to-work programme for any staff/volunteer post a prolonged absence of any cause.

Patient follow-up

- Develop patient outcome follow-up systems e.g. local prehospital clinical feedback programmes, coroner's contacts.
- Offer clinical governance/reflection sessions for staff/volunteers at regular intervals throughout the year, ideally with the wider MDT if possible. *Please note this also constitutes part of continued professional development as well.*

Parental Leave (including maternity policies)

- Have a parental leave policy (and maternity policy) in place, based on the FPHC recommendations.
- Ensure legal breast-feeding requirements are met on return to work.
- Develop a personalised return-to-work programme for any staff/volunteer post parental leave.

FACILITIES FOR A GOOD ORGANISATION

- Provide a locker for all staff/volunteers at any base/station where belongings are left.
- Provide access to showers or similar washing facilities.
- Provide access to cooking facilities (a minimum of a toaster, kettle, fridge and microwave) at any base/station.
- Ensure cooking facilities account for cultural and medical requirements of staff/volunteers.
- Provide easy access to food out of hours e.g. healthy ready meals.
- Have an emergency wellbeing kit on base/station e.g. sanitary products, deodorant.
- Ensure all staff/volunteers have access to the correct training and equipment/PPE for their role.
- Provide easy access to exercise equipment to ensure staff can maintain physical fitness for the manual handling required in prehospital roles and for wellbeing. This could include:
 - Providing exercise facilities on base/station (e.g. exercise bike, dumbbells, exercise mat, run clubs) that cater for all levels of fitness. If no gym facilities are close this is the preference.
 - Arrange discounted access to local gym/exercise facilities or collaborate with other prehospital providers e.g. HART that have access to such equipment.

SUPPORT FOR COLLEAGUES IN A GOOD ORGANISATION

- Develop peer support schemes, ideally with training in place to support this programme.
- Offer training in leading immediate post-event structured technical debriefs ("hot debriefs") e.g. the PITSTOP scheme.
- Offer check-ins/support from colleagues after potentially distressing incidents but also after cumulative incidents, recognising staff may need "validation" of their feelings i.e. someone to listen.
- Congratulate staff on their achievements and cases that are well-done.
- Ensure there are trained practitioners (ideally peers e.g. TRIM) within your organisation that directly contact staff/volunteers in a timely manner post-referral (allowing self-referral as well as referral by others).
- Offer access to counselling from professionals at times that suit staff for those that require it.

CONTINUED PROFESSIONAL DEVELOPMENT, STUDY LEAVE + EXAMINATION SUPPORT IN A GOOD ORGANISATION

- Aim to facilitate study leave for revision/ post-graduate study days/training days in the rota.
- Consider initiating study leave budgets to help with CPD costs.
- Train peer supporters for both wellbeing (as above) but also for educational support/mentorship.
- Ensure regular educational +/- clinical supervisor meetings for new members of the organisation.
- Provide access to DipIMC and FIMC examination revision support and resources for anyone interested.