 **Observer Program**

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**PURPOSE:**Provide the policies and procedures for the observer program at UVES.

**POLICY:**Individuals with an interest in obtaining membership with UVES, those who possess an interest in the Emergency Medical Services, or those who are assigned to a clinical rotation, may observe operations with an on‐duty crew.

**PROCEDURE:**The observer application, upon approval, is valid for 60 days and provides an opportunity to observe UVES operations for no more than three scheduled shifts.

1. All individuals interested in observing UVES operations must complete an Observer application

2. Verification of identity must be provided with the observer application

(Driver’s license, school ID, birth certificate, etc.)

3. Observers must be over the age of 16

a. If under the age of 18, parent or guardian consent must be provided on the observer application

4. The Membership Coordinator for UVES will review, approve the observer application, and set the expiration date to be sixty days after approval.

5. The observer must attend a formal orientation program to be provided by the Membership Coordinator or another designee.

6. Observers will be entered into the UVES schedule for assigned shifts.

7. UVES only permits one observer per on-duty vehicle. Students enrolled in an educational program, and Members of the organization will not be

“bumped” from a schedule to provide an opportunity for the observer to ride.

8. Observers are only permitted to ride:

a. Between 0600 and 2200 for minors

b. Between 0600 and 0000 for adults

c. Extension of shift time due to active call volume is permissible, so long as the observers’ shift ends as soon as practical

d. Exceptions to these hours can only be made by the Executive Director

9. Individuals participating in the Observer program at UVES must adhere to all UVES policies and procedures.

10. When arriving for a scheduled shift, the observer will report to the on‐duty crew chief of the crew. The crew chief is responsible for ensuring the observer follows all UVES policies and procedures.

11. When reporting for a scheduled shift, observers must wear a plain white collared shirt without markings or logos, dark shoes or boots with adequate tread, and plain dark pants. Sneakers, t‐shirts, and jeans are not permitted. Clinical rotation students may wear their affiliated attire (i.e.: scrubs, and student uniforms). Observers not observing these dress requirements will be sent home by the on‐duty crew chief. The crew chief must immediately notify the Officer On-call and the Membership Coordinator if the Observer is sent home.

12. All observers will wear an orange reflective safety vest whenever responding to calls. Vests are kept at UVES central station and will be provided at the start of the shift. Observers found not wearing the orange vest while on a call may be sent home.

13. Observers shall not participate in any way with patient care or rescue activities, which includes handling of any squad equipment unless specifically instructed to do so by a member of the crew.

14. Observers are bound by strict confidentiality rules and regulations in place at

UVES. No observer may discuss any aspect of the organization outside of UVES inclusive of, but not limited to policies, procedures, patient information, calls, and UVES members without the expressed written approval of the Executive Director. This includes any statement to the press, public, law enforcement, other medical personnel, patient representatives or family, or other person or source external to UVES.

15. No photographs shall be taken on any ambulance call and photographic equipment shall not be carried into houses or buildings without the expressed consent of the Executive Director.

**DURATION:**Ongoing

**PRIOR EXPERIENCE:**Observer Application Process policy 4/06

Submitted by: Sheila Valentino

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Revisions: Amy Polhamus 5/16/2022

Approval: Matthew Fellows, Executive Director 6/14/2011

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