



health

Department:  
Health  
REPUBLIC OF SOUTH AFRICA



**NATIONAL DEPARTMENT OF HEALTH**

**EMERGENCY MEDICAL SERVICES**

**NATIONAL SAFETY FORUM**

**NATIONAL EMS SAFETY GUIDELINES**

STRATEGIC FOCUS	OUTPUT	ACTIVITIES	SUCCESS PERFORMANCE INDICATORS
FOCUS ON STAFF	Staff Preparedness	<ul style="list-style-type: none"> <li>• Secure personal and expensive items such as cell phones, jewellery and money</li> <li>• Check vehicle and equipment daily and report faults immediately</li> <li>• Ensure that all communication and safety technology on vehicle or personal issue is functional</li> <li>• Promote staff operational readiness</li> <li>• Staff are encouraged to take part in Wellness Initiatives.</li> <li>• Staff orientation</li> <li>• Staff attitude / approach that may contribute to dangerous situations</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce the risk to staff member being targeted by criminals</li> </ul>
	Staff Vigilance / Awareness	<ul style="list-style-type: none"> <li>• Be aware of all high risk zones within the area of deployment</li> <li>• Staff members to be sensitised in vigilance and awareness of surroundings</li> <li>• Exercise the right to withdraw to a place of safety at any time</li> <li>• Attend safety sessions and workshops offered by the employer</li> <li>• Staff deployed within the specific areas should follow red zone procedures when deployed in red zones for further management</li> <li>• In the case of a rural area where there is no radio or telephone reception, operating procedures of alerting the ECC to be adhered to</li> <li>• Be knowledgeable of all safety protocols and operating procedures currently in use</li> <li>• Be aware of modus operandi in hijacking situations</li> </ul>	<ul style="list-style-type: none"> <li>• Staff members have access to all information regarding high risk zones</li> <li>• Staff members are up to date on latest developments in safety and security</li> <li>• Correct and efficient management of scenes within the red zones ensuring safety of staff and rapid deployment of resources during an incident</li> <li>•</li> </ul>

STRATEGIC FOCUS	OUTPUT	ACTIVITIES	SUCCESS PERFORMANCE INDICATORS
		<ul style="list-style-type: none"> <li>• Be aware of the management of post-traumatic stress disorder</li> <li>• Train staff to manage conflict situations and in community engagement when responding to the community</li> <li>• Staff to be made aware of red zone procedures (including ECC and Operational Managers)</li> </ul>	
	<b>Staff Resilience</b>	<ul style="list-style-type: none"> <li>• Regular debriefing and mental health training sessions to be attended by staff members</li> <li>• Re-integration and sign-in process towards normal functions to be established</li> <li>• Partake in critical incident debriefing with all stakeholders (e.g. SAPS...)</li> <li>• Operational plan that provides guidelines and time limits to staff returning to full duty</li> <li>• Health and welfare evaluation prior to re-integration</li> <li>• Implement phased-in re-integration of staff members into the workplace after an incident</li> <li>• Diversity workshops to be held to inform all staff members of different traditions and customs of their deployment communities.</li> <li>• Provide support and guidance to new staff members pertaining to deployment areas and operating procedures</li> <li>• Management oversight</li> </ul>	<ul style="list-style-type: none"> <li>• Mentally fit staff</li> </ul>
<b>FOCUS ON COMMUNITY</b>	<b>Informal</b>	<ul style="list-style-type: none"> <li>• Awareness campaigns within communities highlighting challenges</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced on-scene times</li> </ul>

STRATEGIC FOCUS	OUTPUT	ACTIVITIES	SUCCESS PERFORMANCE INDICATORS
		<p>with regards to limitations and barriers and implementation of red zones</p> <ul style="list-style-type: none"> <li>• Roll out a concise EFAR program within the community at Large</li> <li>• Community Education, community outreach programme, School education, basic medical care, emergency response, Role of EMS, 112, function</li> <li>• The communication Centres will do “call backs” in all cases (in identified areas) where there may be a delay in the provision of emergency services to the public.</li> <li>• Mum connect,</li> <li>• Community outreach programs and informal information sessions held within communities in deployment areas include participation in outreach programmes in the performance agreements</li> <li>• Identify formal community structures within District such as CPF, Community Health Forums and Neighbourhood Watch Structures.</li> <li>• Ensure EMS is represented by both management and staff on these Structures</li> <li>• E2 programme</li> </ul>	<ul style="list-style-type: none"> <li>• Greater community ownership for risk/ incident monitoring and mitigation in hot spot areas ECC and Operational managers</li> <li>• Staff members will be familiar to community members and a level of trust can be built between all parties.</li> </ul>
	Formal	<ul style="list-style-type: none"> <li>• Engagement with SAPS clusters regarding the safety SOP and their role to be played and sharing of intelligence</li> <li>• Active participation in Community Police forums, neighbourhood watches and farm</li> </ul>	<ul style="list-style-type: none"> <li>• Greater awareness within the community of incidents that have occurred. Also to provide support to staff that needs to testify</li> </ul>

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		<p>watches – meeting scheduled with agenda item tabled</p> <ul style="list-style-type: none"> <li>• EMS attendance at court</li> <li>• Build strong relations with State Advocates assigned to EMS cases.</li> <li>• ProvJOINTS , DOJ, CD</li> <li>• Provide formal feedback to staff members involved</li> </ul>	
<b>FOCUS ON MANAGEMENT – STATION / DISTRICT LEVEL</b>	<b>Before Incident</b>	<ul style="list-style-type: none"> <li>• Parades to be held before shift to inform staff members of any incidents or high risk areas within the district</li> <li>• Liaise with external stakeholders regarding status of high risk areas</li> <li>• Managers need to be knowledgeable of operating procedures pertaining to safety incidents.</li> <li>• Provide a detailed and updated report to staff</li> <li>• Keep staff informed of all pertinent activities within their district so as to increase their vigilance and awareness.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring a fluid process during and after an incident</li> </ul>
	<b>During Incident</b>	<ul style="list-style-type: none"> <li>• Immediate response of officers to scene of incident if safe, or to place of safety</li> <li>• Complete relevant documentation in the correct manner should medical treatment be required.</li> <li>• Inform family members and arrange transport should staff member and family request this.</li> <li>• Inform relevant parties /stakeholders of incidents</li> <li>• Escort staff members to medical facilities</li> <li>• Senior management needs to be kept</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring staff support</li> </ul>

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		<p>informed of all incidents within the relevant districts.</p> <ul style="list-style-type: none"> <li>• Critical incident reports to NDoH immediately</li> <li>• Counselling of employee/ families.</li> <li>• Re-evaluation (health &amp; wellness) of employee</li> <li>• Provide services within hospital</li> </ul>	
	<b>Post Incident</b>	<ul style="list-style-type: none"> <li>• Follow up with staff members and ensure managerial support is given.</li> <li>• Interview with staff member to discuss possible re-integration options</li> <li>• Staff wellness to investigate a more proactive and efficient external staff support service for ongoing management of individuals that have been subjected to traumatic incidents especially attacks on their person</li> <li>• Record keeping of employees affected.</li> <li>• Use of information as a preventive tool. local, provincial &amp; national</li> <li>• Counselling of employee/ families.</li> <li>• Re-evaluation (health &amp; wellness) of employee.</li> <li>• Post/ critical incident debrief</li> </ul>	<ul style="list-style-type: none"> <li>• Supported staff members will feel they are able to contribute to the service and this will assist in their recovery.</li> <li>• Management of absenteeism and expediting the incapacity procedure will improve.</li> <li>•</li> </ul>
<b>FOCUS ON MANAGEMENT – PROVINCIAL LEVEL</b>		<p>Intervention strategies by the EMS Managers</p> <ul style="list-style-type: none"> <li>• Regular stakeholders meeting with the Community Police Forum (CPF), Business South Africa, Private Security in the identified affected areas;</li> </ul>	<ul style="list-style-type: none"> <li>• Regular feedback to staff on stakeholder meetings.</li> <li>• SOP's for ECC and response to high risk areas.</li> <li>• Develop training for CPF members.</li> <li>•</li> </ul>

STRATEGIC FOCUS	OUTPUT	ACTIVITIES	SUCCESS PERFORMANCE INDICATORS
		<ul style="list-style-type: none"> <li>• SOP's for ECC to manage EMS response high risk areas</li> <li>• SOP's and protocols to Red Zones.</li> <li>• Train CPF members in emergency medical care (First Responder Course) so as to provide the patients with immediate medical care upon the arrival of EMS.</li> <li>• Close liaison with the Provincial Communicator to manage media reports in conjunction with the EMS Manager.</li> <li>• Media are invited to ride along with EMS to report first hand of the experience, challenges and difficult situation faced by the emergency services on a daily basis.</li> </ul>	
<p><b>FOCUS ON MANAGEMENT - NATIONAL</b></p>		<ul style="list-style-type: none"> <li>• Regular feedback to NHC -TAC on prevention and mitigation strategy to reduce the attacks on EMS.</li> <li>• Implementation of the training (<i>Emergency Medical Support in Hostile Environments</i>) by the Foundation of Professional Development</li> <li>• Participation at the global initiative launched by the International Federation of Red Cross to address the Health Care In Danger (HCiD) project.</li> <li>• Raising awareness about the nature of EMS attacks and the serious impact on service delivery.</li> <li>• Highlighting the need for comprehensive and interconnected solutions.</li> <li>• Promoting the development of</li> </ul>	<ul style="list-style-type: none"> <li>• Support from NHC-TAC.</li> <li>• Monitoring on the implementation of the <i>Emergency Medical Support in Hostile Environments</i> training.</li> <li>• National and Provincial feedback on Health Care In Danger Project</li> </ul>

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		<p>recommendations and the implementation of measures to ensure that health-care workers and facilities and medical transport stay safe.</p> <ul style="list-style-type: none"> <li>• Calling upon a wide range of persons from different sectors to work together to foster respect for the delivery of health care and to protect patients and health-care providers at all times.</li> <li>• Participating in a media campaign with the Government Communication and Information Services (GCIS), to increase the public's awareness of the impact of the attacks on EMS workforce and the education of the importance of EMS services, in conjunction with the National Department of Health Communicator.</li> <li>• Recommendation for the purchase of bullet proof vest for all EMS workforce personnel;</li> <li>• Through the NatJOINTS establish dialogue with the Department of Justice and Constitutional Development to review the current legislation on maximum sentencing upon conviction.</li> </ul>	
<p><b>FOCUS ON TECHNOLOGY</b></p>	<p><b>Current</b></p>	<ul style="list-style-type: none"> <li>• All panic button located in the front and rear of vehicles to be tested on a regular basis to check their status</li> <li>• Link to SAPS reporting system, common radio frequency</li> <li>• E2 programme platform, enhanced awareness in high risk areas</li> <li>• The tracker to be checked on a regular</li> </ul>	<ul style="list-style-type: none"> <li>• Improved responsiveness and confidence in service capacity</li> </ul>



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		<p>basis to check their location services</p> <ul style="list-style-type: none"> <li>• Safety committee reviews safety technology as supplied by vendors on an ongoing basis</li> <li>• All operational vehicle crews are to be equipped with a portable radio at the commencement of shift and a SOP must be implemented to facilitate this</li> <li>• Identify challenges of the use of portable radios</li> <li>• Use of social media/ digital media,</li> <li>• Use digital media to campaign with other platforms on the management of EMS</li> </ul>	
	<p><b>For Consideration</b></p>	<ul style="list-style-type: none"> <li>• Commence procurement of personal tracker/body cam/panic button device and dash cams</li> <li>• Consider personal tracker/ body cam, panic button for identified frontline personnel.</li> <li>• Radio with panic button system</li> <li>• Vehicle camera system for EMS safety</li> <li>• Change configuration of new ambulances entering fleet to provide walk through access between driver's cab and patient compartment where possible</li> <li>• Fit lights to sides of vehicles to provide optimum visibility during night operations, self activating when at incident scene</li> <li>• Topography of the province to be assessed to ascertain</li> </ul>	

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		<p>where coverage dead spots exist</p> <ul style="list-style-type: none"> <li>• Satellite telephones to be procured and issued to districts where these dead spots exist and a SOP needs to be designed and implemented to this effect</li> <li>• Fleet to assess existing tires on ambulances and to investigate alternative mechanisms that will still render the vehicle operational in an emergency when one or more tires are flat or puncture</li> </ul>	