



# **PROTECT PARAMEDICS AND HEALTHCARE WORKERS FROM AGGRESSION AND ABUSE**

**BODY-WORN CAMERAS  
FOR AMBULANCE SERVICES**





# 70% OF PARAMEDICS FEAR FOR THEIR OWN SAFETY OR FEEL THREATENED WHILE CARRYING OUT THEIR DUTIES<sup>1</sup>

It's a concerning fact that attacks against ambulance workers are on the rise. From January to July 2020, there were more than 1,600 recorded physical assaults against these first responders in the UK, with over 2,000 reports of verbal abuse in that same period<sup>2</sup>.

With many of the attacks involving weapons, ambulance workers are among the most vulnerable of our nation's frontline staff, with over one fifth having taken sick leave due to attacks, and 39% experiencing PTSD<sup>3</sup>.

## A RECENT STUDY HAS SHOWN THAT, OF THOSE PARAMEDICS SURVEYED:

**49%**

experienced physical abuse

**80%**

experienced verbal abuse

**89%**

reported negative impacts on their mental health

## 4 WAYS BODY-WORN CAMERAS CAN BENEFIT AMBULANCE WORKERS

### MINIMISE ABUSE

Body-worn cameras have been proven to minimise verbal and physical attacks, as people's behaviours change when they know they are being recorded.

### PROVIDE AN INDEPENDENT WITNESS

Video evidence helps to resolve complaints and disputes by providing transparency and reducing false accusations.

### SECURE CONVICTIONS

Footage gathered on body-worn cameras increases the likelihood of swift and fair convictions.

### SUPPORT RISK MARKERS

Footage gathered on body-worn cameras can be used to support the placement of risk markers on certain addresses, deeming them too hazardous for crews to enter without police attendance.

<sup>1</sup> [https://www.collegeofparamedics.co.uk/COP/News/college\\_of\\_paramedics\\_survey\\_results\\_2021.aspx](https://www.collegeofparamedics.co.uk/COP/News/college_of_paramedics_survey_results_2021.aspx)

<sup>2</sup> <https://news.sky.com/story/coronavirus-hundreds-of-violent-attacks-on-ambulance-workers-during-covid-19-crisis-12065757>

<sup>3</sup> <https://www.gmb.org.uk/sites/default/files/IN-HARMS-WAY.pdf>

# CHALLENGES FACED BY FIRST RESPONDERS

## VIOLENCE AND AGGRESSION

When thinking about the challenges and risks paramedics face on a daily basis, dealing with acts of aggression and violence due to alcohol or drug abuse by those receiving care, are among the most common. With 8.2 attacks per day on ambulance workers in the UK and over 81,000 days of sick leave taken per year due to stress and anxiety<sup>1</sup> it is clear the impact of this challenge is large. In the same way that law enforcement utilises technology to gather evidence, protect staff and the public, and reduce the time taken to quash unfounded complaints or enforce convictions, so too can other first responders.

## LONE WORKER SAFETY

It is recognised that many Ambulance Service staff are still engaged in lone working on a regular basis, with heightened threat identified around working in isolated and high risk areas, carrying medication, and coming into contact with people with known risk factors. Whether working completely independently, or simply out of view from colleagues, the risks for lone workers are heightened in these situations. With technology that enables an unbiased, third person record of events, as well as optional live streaming of incidents should assistance be required, lone workers can feel comfortable in carrying out their duties knowing they have evidence and communication where required.

## ASSESSMENT AND EVALUATION


However, there are additional, more nuanced challenges paramedics are met with, where technology can play a key role. Assessment and evaluation of new equipment or procedures in the field, as well as the audit of clinical performance in a pre-hospital setting, can prove challenging. Yet such procedures remain imperative to improve and refine responses to time-sensitive encounters.

At present, body-worn cameras are being used in the UK by select teams dealing with out-of-hospital cardiac arrest (OHCA) instances. A 2019 study on this topic found that BWCs, and the supporting infrastructure and feedback processes, are an effective, acceptable and beneficial tool in the audit and analysis<sup>2</sup> of the early phase of pre-hospital care.

<sup>1</sup> <https://www.gmb.org.uk/sites/default/files/IN-HARMS-WAY.pdf>

<sup>2</sup> <https://pubmed.ncbi.nlm.nih.gov/33328831/> The use of body-worn cameras in pre-hospital resuscitation

<sup>3</sup> [https://www.collegeofparamedics.co.uk/COP/News/college\\_of\\_paramedics\\_survey\\_results\\_2021.aspx](https://www.collegeofparamedics.co.uk/COP/News/college_of_paramedics_survey_results_2021.aspx)



“We welcome the steps that the Government has taken to mitigate some of the risks by announcing that funding will be made available for body worn cameras and by introducing harsher custodial sentences for perpetrators of violence against paramedics”

**Tracy Nicholls, Chief Executive of the College of Paramedics<sup>3</sup>**



# USE CASE: THE VB400 FOR AMBULANCE WORKERS

## STARTING AND ENDING A SHIFT

The ambulance worker scans their RFID card at the start of their shift. The VideoManager system assigns a VB400 body-worn camera to them, which identifies itself in the docking station with a solid red LED. From this point on, all footage captured on the VB400 will be assigned to that responder. The ambulance worker wears the VB400 throughout their shift, attached securely to their uniform.

At the end of the shift, the ambulance worker returns the VB400 to a docking station. All stored footage is securely offloaded to VideoManager, and erased from the camera. The VB400 is un-assigned from the worker, and its battery is charged.

## RESPONDING TO AN INCIDENT

If the ambulance crew becomes involved in an escalated situation that cannot be quickly resolved, they warn the member of the public that they are activating their body-worn camera. When the power/record button on the camera is pressed, the VB400 vibrates and LED is illuminated, indicating the camera is recording. Optionally it can trigger an alert for staff and stream video over Wi-Fi®.

With a press of the bookmark button on the camera, a specific moment of footage is marked as 'important'. If the ambulance worker is approached by a crew member who is also wearing a VB400 camera which has been approved by their employer to utilise Peer-Assisted Recording, the device is activated, providing a second viewpoint of the incident.

Footage can be tagged as evidence for future use should the incident be reported to the police. It will be retained as an 'incident' and all other footage will be systematically deleted as required. Incidents can be audited centrally, and securely shared.

## INCIDENT INVESTIGATION

The bookmarked footage is offloaded right away, to be reviewed by an authorised user ahead of the other recordings that are stored within the VideoManager software system. Administrators of the VideoManager software will be able to review the footage captured on the ambulance worker's camera just before they hit record, thanks to the pre / post-record function initiated on their VB400, so as not to miss any vital moments.

# INCREASE THE SAFETY OF AMBULANCE WORKERS

The following features of the Motorola Solutions VB400 body-worn camera enhance evidence gathering in the field.



## RUGGED AND INTUITIVE DESIGN

The toughened exterior of the VB400 resists rain, snow and dust, and can be easily cleaned. Tested to military standards, the result is a body-worn camera that works when you need it. The large central button and robust side switch are positioned for easy operation, even when wearing gloves.



## HIGH QUALITY VIDEO

In instances where footage is required for evidence, the camera's wide angle, 1080p HD lens captures high-quality video from the wearer's viewpoint - providing accountability, protecting people and proving professionalism. And, with an array of accessories, ambulance workers can attach the VB400 to any uniform or clothing, without fear of it becoming detached.



## PRE / POST-RECORDING

Context is vital. With pre / post-recording enabled, capture important interactions leading up to and after the main event. Pre / post-record captures a continuous loop of audio and video, providing up to two minutes of recording ahead of and after the record function has been activated.



## LONG BATTERY LIFE

Capturing interactions can mean the difference between conviction and acquittal. With recording time up to 12 hours on a single charge - the VB400 enables better protection for ambulance workers who may be working for extended periods of time.





For more information, please visit: [www.motorolasolutions.com/BWC/Ambulance](http://www.motorolasolutions.com/BWC/Ambulance)

Motorola Solutions Ltd. Nova South, 160 Victoria Street, London, SW1E 5LB, United Kingdom.

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