



PROTECT PARAMEDICS AND HEALTHCARE WORKERS FROM AGRESSION AND ABUSE

BODY-WORN CAMERAS
FOR AMBULANCE SERVICES





OVER 87% OF AUSTRALIAN PARAMEDICS SURVEYED HAD EXPERIENCED SOME FORM OF VIOLENCE WHILE AT WORK¹



It's a concerning fact that attacks against ambulance workers are on the rise. With many of the attacks involving weapons, ambulance workers are among the most vulnerable of our nation's frontline staff, and serious violence related injuries requiring at least 1 week off of work have tripled in recent years².

x2

Paramedics suffer from PTSD at double the national population average and are twice as likely to suicide³.

50hrs

On average, a paramedic is assaulted in Victoria every 50 hours and this number is increasing⁴.

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.

¹ <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2658319/>

² <https://ajp.paramedics.org/index.php/ajp/article/download/817/1023/4575>

³ <https://theconversation.com/paramedics-have-one-of-australias-most-dangerous-jobs-and-not-just-because-of-the-trauma-they-witness-1495404>

⁴ <https://www.ambulance.vic.gov.au/campaigns/violence-against-paramedics-is-never-ok/>

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 and on the rise. Australian data suggests that almost 90% of paramedics have been exposed to OV during their career. For example, in NSW, about 10 paramedics are assaulted every week, of which 50% are physical assaults.¹ In the UK, over 81,000 days of sick leave are taken per year due to stress and anxiety², 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 analysis³ of the early phase of pre-hospital care.

¹ https://researchoutput.csu.edu.au/files/301473503/Final_Rapid_Review_Report.pdf

² <https://www.gmb.org.uk/sites/default/files/IN-HARMS-WAY.pdf>

³ <https://pubmed.ncbi.nlm.nih.gov/33328831/> The use of body-worn cameras in pre-hospital resuscitation

⁴ https://www.collegeofparamedics.co.uk/COP/News/college_of_paramedics_survey_results_2021.aspx



I've been called most names you can imagine. I've been sworn at casually, hysterically and menacingly. I've been on the receiving end of sexist, racist and homophobic insults. When I have challenged abusive language, I've been told being sworn at is part of my job."

Jake Jones (Paramedic) Sept 2020
Source: www.theguardian.com



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.

RELIABLE EVIDENCE WORKFLOW FROM CAMERA TO COURTROOM

ASSIGN



Automated allocation of BWC to staff using RFID reader

CAPTURE



Capture evidence with full context using pre-record buffer and Peer-Assist for multi-camera perspective

ANALYSE



Evidence handlers easily collate relevant body-worn footage automatically tagged against camera wearer, contextual data

SHARE



Controlled sharing of digital evidence with police

PROSECUTE



Case file developed and linked to evidence to streamline prosecution

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.



POSITIVE IMPACTS OF BODY-WORN VIDEO INTERVENTIONS

In addition, BWCs can protect frontline staff and communities from false complaints and accusations.

DETER AGGRESSION

↓%

Staff using BWCs have reported that the devices have deterred acts of violence and aggression

- nhsemployers.org NEAS Case Study

IMPROVE WELFARE

81%

Number of paramedics who agreed the use of BWCs is a positive step for the service

- "The use of BWC in pre-hospital resuscitation" 2019

IMPROVE WELFARE

27

27 people have been prosecuted and 18 jailed for attacks against Ambulance staff due to supporting BWC footage so far this year

- London Ambulance



For more information, please visit: motorolasolutions.com/VB400

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