# HRP643

# HANDOVER
# POLICY AND PROCEDURE

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# 1. POLICY INTRODUCTION

The purpose of this policy is to define the handover process in a way that ensures minimal disruption to the flow of work and is in accordance with professional work etiquettes. This policy also seeks to ensure the efficient transfer of all contents (i.e. knowledge, documents, physical equipment, connections, etc.), pertaining to a particular job position at the time of transition of responsibility between the predecessor and successor to a job. This transition may occur due to either one of the following reasons.

1. The promotion of an existing employee/ transferal to another department.
2. Serving Military Services (UAE National Employees).
3. Employees Leaves.
4. Restructuring/Redundancy with notice period.
5. Resignation.
6. Termination with notice period.

This policy is relevant to the Organizational Roles and Responsibilities and Policies and Objectives Management System Components.

# 2. SCOPE

This policy applies to all National Ambulance employees.

# 3. ROLES AND RESPONSIBILITIES

## 1. National Ambulance Employees

Implementing the handover procedure is primarily the responsibility of all National Ambulance employees. He/she will be responsible for ensuring that the procedure for handover is carried as specified within this policy.

## 2. Direct Line Manager of the Employee

Should be responsible for monitoring the handover process and ensuring that the content determine and remain specific to each position and carried through as per the satisfaction of National Ambulance Management.

# 4. HANDOVER PROCEDURE

The procedures will differ depending on role and responsibilities of the particular employee (not limited to) the following

## 4.1. Support Employee Handover

### 4.1.1. Part One : Organizing your handover

1. Discuss the handover with your line manager: an employee is required to start having a detailed discussion with direct line manager to determine exactly how they want to handle the handover. Therefore, the employee have to prepare a formal handover document and he/she should expect that the line manager might ask him/her to contribute and might change the handover depending on what areas should be focused on.
2. Outline the handover: once employee will have his/her line manager expectation and the clear idea, in this stage employee can start the outline of his/her hand over including the following :
   - Detailed information on employee day to day activities, task and priorities.
   - Outline the key point of the role.
   - Clear outline of what expected, urgent task …etc.
   - A list of any essential files that will be handed over ( this might include
3. Communicate with your colleague: the employee should make some time to talk to his/her colleagues about the handover and ask if there is anything he/she think should be highlight. If there is a developing issue that the employee unaware of.

4. **A formal handover document.** The employee should complete a formal handover document. The content will vary from job to job, but it may include some of the following: ( Not Limited To ):
    - A list and timetable of actions.
    - A briefing of ongoing issues.
    - A calendar of forthcoming events and deadlines.
    - Passwords and login information.
    - A list of useful contacts.
    - A guide to navigating files and folders on the computer system.

### 4.1.2. Part Two: Managing the Handover period

1. Handover key documents personally: the employee should ensure that all key pieces of data or documentation has been handed over personally.
2. Final handover meeting: this meeting is a great opportunity for the employee to ensure that he/she understand his/her role and responsibilities during employee absences and any uncertainties can be cleared up.

## 4.2. Clinical Services specific Handover :

### 4.2.1. Clinical Governance & Audit

- Access to the PCR folder & encrypted process after MD approval.
- Access to Clinical Audit folder

### 4.2.2. Clinical Education

- Access to the CPR verify.
- Access to the AHA Training Central.
- Access to NAEMT Training Center Portal.
- Access to LMS.
- Access to N-Drive
- Current syllabus of all the papers offered by the department
- Course report, courses rosters, skill sheet, Exam sheet, Remedial coaching and evaluation sheets records.
- Copies of presentations
- Class-wise list of students
- Textbooks and eBooks codes
- Preceptorship (Clinical Assessment, Skills Verification) records
- Inventory of Equipment with Stock Register (Operative IQ)
- Door Codes and Dept. Keys
- Computer/ Laptop/ Wi – Fi connectivity /LCD projector / Web Camera/ Smart Board / Radios / Mobile
- Details of any financial loan taken by any department
- Pending Leaves if any
- Stationary Orders – business cards, Faza card etc
- A signed copy of all completion of all above

### 4.2.3. Licensing & Credentialing

- Access to DOH licensing & credentialing system

#### 4.2.4. Pharmacy

- Temporary transfer of narcotic and controlled medication from In-charge Pharmacist to Pharmacist after DOH approval

### 4.3. Operations Handover

ACC
- Rosters
- Computer Aided Dispatch System and Criteria Based Dispatch
- Team Leader Roles
- Shift Leader role
- Call Taker and Dispatcher Audits
- CSD desk

HEMS (MOPA & MOI)
- Rosters
- ADHOC Process
- Dispatch Process
- Reporting
- Helicopter equipment

Northern Emirates
- Rosters
- Crewing levels
- Standby positions
- Priority Stations
- Response Procedures

ADMM
- Rosters
- Crewing levels
- Standby positions
- Priority Stations
- Response Procedures

Civil Defense Academy
- Rosters
- Crewing levels
- Standby positions
- Priority Stations
- Response Procedures

### 4.4. Finance Handover

The Finance Handover includes the following:
- Monthly Reporting
- Quarterly Reporting
- Annual Reporting
- Budget Files
- All other files retained on the Finance folder on the N:/ drive

Liaise with the Chief Financial Officer to ensure that all files are handed over to colleagues in the event of leave or departure from the company. In the event of departure of the Chief Financial Officer, handover will be done to the Financial Controller who will ensure continuity of National Ambulance reporting and financial requirements.

### 4.5. IT Handover

The IT Handover includes the following:

- Support Calls in progress
- Project Activities in progress
- Current issues, remediation plans and planned activities / expiration dates
- Support roles, rights and permissions to named individuals for continuation of service
- Company Vehicles, Keys, Passes for access to IT areas in NA and 3rd party buildings

### 4.6. Supply Chain Handover

- Uniform
- Radio if any
- Assets if any ( with its documents )
- Any invoices or documents related to suppliers
- Key / Password of the folders and shelves or safes ( if applicable )

### 4.7. Fleet Handover

Ensure all licenses, contracts, documentation and plans are handed over before leave / departure. Access to systems may be removed during extended leave or departure from the time of notice to ensure service continuity and security.

1) Petty Cash hand over
2) Relevant account's user names and passwords. (AD police, MOI, DOH... etc.)

## 5. RELEVANT LEGISLATION

International, federal or local legislation and circulars relevant to this Policy. Full detail on this legislation can be found in QHP109 Legal Register.

| Code, Name of Legislation | Jurisdiction |
|---|---|
| Code, Name of Legislation, Year here | Jurisdiction here |

## 6. RELATED POLICIES AND FORMS

List related policies and procedures to the created/updated policy.

| Policy & Procedure /Form |
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## 7. FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to qhse@nationalambulance.ae

## 8. DOCUMENT CONTROL AND OWNERSHIP

A review and update of this document will take place as necessary, when changes occur that identify the need to revise this Policy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing is identified as:

HR & Corporate Services Manager

This controlled document is managed / overseen by [Procurement and Tendering Committee and/or Audit and Risk Management Committee and/or HR and Compensation Committee].

**Change Brief**

| Version No. | Date | Change |
|---|---|---|
| 1 | February 2021 | New Policy |
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CEO Approval

Board Member Verification