



# REPORT

*From the office of the...*

## Emergency First Response Team

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TO: Members of the Executive Board  
FROM: Samantha Aung  
SUBJECT: Emergency First Response Team Report 1  
DATE: July 6<sup>th</sup>, 2017

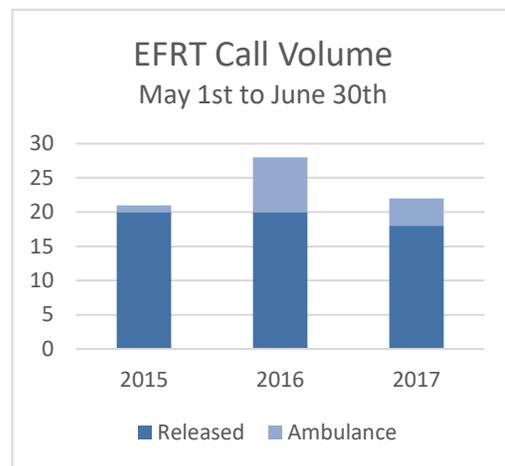
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### UPDATE

The EFRT began its summer hours as of May 1<sup>st</sup> operating from 9am to 5 pm Monday to Friday. Current focus for the director and executive team include preparing for the team retraining prior to welcome week, the recruitment season, as well as other tasks that will aid the team upon returning to our 24/7 operations. The summer executive team are putting in efforts to implement new and more efficient elements to our operations to better serve the team and campus. Overall team operations have been going well and will be discussed further in the rest of this report.

### SERVICE USAGE

Service usage is primarily reflected in the number of instances in which the EFRT is activated during a given period of time. Overall call volume has decreased slightly compared to the same period of time during the summer programs in 2015 and 2016. The majority of these calls for medical assistance remain within the areas of musculoskeletal injuries, soft-tissue injuries, and head, neck & spinal injuries. Analysis of these calls indicates that both the overall call volume along with the relative proportion of ambulance calls have decreased since last summer. This data does not necessarily mean that the campus safety environment



has changed, since medical emergencies are sporadic and unpredictable. As a team, we are a reactive service meaning that an emergency must occur for us to respond. We are however, working through education of the public through an education video series, as well as the continuing to run courses to hopefully increase the overall safety of campus.

### PAST EVENTS, PROJECTS & ACTIVITIES

The EFRT has participated in various events over the past month, including May at Mac, Dundas Buskerfest, and Spring Convocation. The summer executives are working on a number of initiatives to improve internal operations and the quality of the service provided to the McMaster

community during the academic year. These initiatives include gathering implementing new red cross standards as well as running pilot blended first aid courses, working with the MSU communications officer to create an educational promotional video series, editing and working towards implementation of a new naloxone (opioid antidote) protocol, preparation for the 35<sup>th</sup> anniversary reunion celebration in addition to making small changes to our operations to help improve our team and campus environment.

**UPCOMING EVENTS, PROJECTS & ACTIVITIES**

The EFRT celebrates its 35<sup>th</sup> anniversary this year! Working with the McMaster Alumni association we are planning a reunion celebration at The Phoenix on November the 4<sup>th</sup>. Planning is underway for this event and an online donation form has been set up for alumni to donate to the team as recommended by the alumni association. The current challenge with this project is the lack of donations that has been gathered but as the event is further away and much interest in the event has been expressed by alumni members more donations will be gathered closer to the date of the event. Other efforts have been put in place, and will continue to be made to reach out to alumni through email and an alumni newsletter.

The EFRT is also helping to provide first aid coverage to the North American Indigenous Games (NAIG) which will be hosted on campus. This coverage will extend our coverage hours the week of the games until 10:30 pm to accommodate for the increased number of people on campus. EFRT members will be working alongside NAIG medical staff to ensure a safe campus throughout the games which run from July 17<sup>th</sup> to 21<sup>st</sup>.

Editing and implementation is currently in the works to get the EFRT to begin to carry Naloxone. This anti opioid drug was currently made available for public use making it accessible to the EFRT. The team’s medical director has written a protocol which is being edited by senior responders and executive members to ensure clarity. Training will be completed for the team before welcome week during the team retraining August 25<sup>th</sup>-27<sup>th</sup>. Hands on practice will be performed to ensure patient and responder safety.

**BUDGET**

EFRT Select Budget Accounts For the Period Ended May 31st, 2017				
Budget Line	Spent this Month	Percentage Spent		2017 Budget
SUMMER FUNDS	\$2,532.00	67.52%	\$	3,750.00
TEAM SUPPLIES	\$158.20	1.2%	\$	12,000.00
PUBLIC ED.	\$2,507.60	12.54%	\$	16,000.00
COURSE REV.	(\$9,682.50)	14.90%		(\$65,000.00)

The above reflects the EFRT’s spending from the most recently available May 2017 monthly statement. The majority of summer spending thus far has gone towards summer spending for executive incentives as well as managing course spending. More spending has been done in both first aid supplies and team supplies to update courses to the new Red Cross Standards rolled out in February. In addition, spending in the training budget line is upcoming due to the Senior responders’ attendance at the Advance Medical Life Support (AMLS) training in late July as well the certification of the Director as a Emergency Medical Responder Instructor to certify the new rookies as a Emergency Medical Responders.

Course revenues for the previous month will be reflected in the upcoming financial statement, which should be on track to generate increase in revenues, considering that all courses in May and June have reached maximum capacity and been expanded in addition to the additional revenue generated through pilot blended learning courses. Overall, the EFRT is on track to maintain a budget that is similar to previous years for regular service operation, and focus will shift towards investing in the projects listed above that will improve the quality of the service moving forward.

## **VOLUNTEERS**

Each year the EFRT's volunteer base drops in the summer due to volunteer commitments in other cities on the inability to run shifts while working. To combat this a larger executive team of 6 plus the director are hired and given incentives such as gym memberships to encourage responders to stay and run shifts over the summer. This year's executive team as well as 3 other responders are working to cover shifts this summer. The team has been supportive of one another and the small group of people has helped to bring the group closer together. In addition, responders have many opportunities to take initiative and many of the executive team and other responders have stepped up to the plate helping to plan trainings as well as social events for the team.

## **CURRENT CHALLENGES**

The largest challenge presented to the EFRT within the past month is the limited number of responders able to run shifts throughout the summer. As mentioned above the small team is working together to cover shifts, and thus further emphasis will be placed on improving volunteer appreciation in the coming months to support these responders. In addition, efforts are being made to recruit out-of-town responders by providing incentives and team planned social events outside of on call hours.

Although courses have been running successfully, registration for the pilot blended learning courses has caused a high volume of in person registrations to the accounting office, disrupting the workflow of that department. Efforts are being made to solve this problem. A meeting with accounting and the IT administrator has been set up to find a more long-term solution.

## **SUCSESSES**

The initial pilot blended learning courses that have been ran have received positive feedback from both students and instructors. While small changes will need to be made to increase efficiency and overall quality of the course, the EFRT can see these courses working well in the future for students who have to take first aid and CPR courses yearly such as nurses and medical radiation science students which the courses were piloted with. We are also hoping to have these courses ready for our busy fall recruitment season as this will help us be able to offer courses to more potential candidates.

In addition, the sun (when it comes out) and the summer environment has led to responders having the opportunity to become closer. This has been done through the informal events that have been held and the nature of the smaller summer team.

Overall, the team is working well towards preparing for the upcoming school year while still providing medical coverage for campus and running courses to increase public education of first aid.