Year-End Report

From the office of…

EFRT

To: Members of the Executive Board (EB)

From: (Kevin Park), (Program Director)

Subject: Service Year-End Report

Date: March 20, 2021

# Table of Contents

[Table of Contents 1](#_Toc64116051)

[General Summary 1](#_Toc64116052)

[General Thoughts 1](#_Toc64116053)

[Action-Items & Inquiries 1](#_Toc64116054)

[Year Plan Update 2](#_Toc64116055)

[Events, Projects, & Activities 2](#_Toc64116056)

[General Service Usage 2](#_Toc64116057)

[Projects & Events 2](#_Toc64116058)

[Project 1: 2](#_Toc64116059)

[Project 2: 3](#_Toc64116060)

[Project 3: 3](#_Toc64116061)

[Outreach & Promotions 4](#_Toc64116062)

[Summary 4](#_Toc64116063)

[Promotional Materials 4](#_Toc64116064)

[Social Media Engagement 4](#_Toc64116065)

[Instagram (Last 30 Days) 4](#_Toc64116066)

[Twitter (Previous Month) 5](#_Toc64116067)

[Facebook (Last 28 Days) 5](#_Toc64116068)

[Finances 5](#_Toc64116069)

[Budget Summary 6](#_Toc64116070)

[Personnel 8](#_Toc64116071)

[Executive 8](#_Toc64116072)

[Volunteers 8](#_Toc64116073)

[General 9](#_Toc64116074)

[Miscellaneous 9](#_Toc64116075)

# Report Summary

## General Information

# Year Plan Update

|  |
| --- |
| Objective 1: |
| **Hire New Rookies:**  We have successfully hired 11 new rookies this year and they have been training with the team since November 2020. |

|  |
| --- |
| Objective 2: |
| **Return to Normal Operation of EFRT:**  The EFRT in-person operation has been on-hold since March 2020 due to COVID-19 and will be re-evaluated once McMaster University announces if Fall 2021 is online or in-person. |

|  |
| --- |
| Objective 3: |
| **Ensure responder safety/ well-being throughout the year:**  The responders physical safety was not a concern as the team ran virtually. The executive team attempted to monitor responders’ well-being by conducting 1 on1s. |

# Events, Projects, & Activities

## General Service Usage

## Projects & Events

### Project 1:

Project Status: Rookie Hiring

|  |
| --- |
| General Information: |
| EFRT hires ~12 rookies every year; the process includes SFA test, MMI style interview, orientation 1 (teaching weekend) and orientation 2 (evaluation weekend). |

|  |
| --- |
| Challenges: |
| The biggest challenge this year was transitioning the in-person orientation process to virtual setting. The challenge also included finding the effective method of online evaluation. |

|  |
| --- |
| Successes: |
| We have successfully hired 11 new rookies and have effectively transitioned them into the team. |

### Project 2:

Project Status: Virtual shift

|  |
| --- |
| General Information: |
| All responders were assigned a 9-5PM shift (first virtual shift week) and 9-1PM & 1-5PM (second virtual shift week) to simulate a EFRT shift experience. The main focus of this project was for rookies to gain more insight on how EFRT shift works. |

|  |
| --- |
| Challenges: |
| The biggest challenge of virtual shift was attending both shift (on teams) and class (zoom) as some responder’s computer was not able to process both programs at the same time. |

|  |
| --- |
| Successes: |
| The biggest success of this project was rookies gaining insight of what EFRT shift would be like. All responders were able to practice through this project. |

### Project 3:

Project Status: Midyears evaluation

|  |
| --- |
| General Information: |
| The midyears evaluation occurs every year to ensure that all responders are up to the standard to respond. The evaluation involves 2 scenarios for responders to virtually respond and if they are deemed to be below the standard, a remedial training will follow. |

|  |
| --- |
| Challenges: |
| The biggest challenge was managing responders’ availabilities on the weekend of evaluation as it overlapped with end of midterm season. The responders’ who were not available for the weekend were scheduled in the following week. |

|  |
| --- |
| Successes: |
| The first day of evaluation day was a success as we were able to effectively evaluate all responders with the help of alumni. The second evaluation day for responders who did not pass the first day will occur tomorrow. |

# Outreach & Promotions

## Summary

|  |
| --- |
| General Information: |
| The PR coordinator has worked on improving engagement on social media including Instagram and Facebook. Promotion of EFRT occurred mostly in September to October to reach out to first years before the rookie hiring date. The promotion was done via Instagram and Facebook. In recent months, the PR coordinator has worked on educating the public with first aid knowledge on Instagram and there is currently a First Aid Trivia event going on. |

|  |
| --- |
| Challenges: |
| The biggest challenge with public relations this year was coming up with new ideas to utilize social media. |

|  |
| --- |
| Successes: |
| The promotion was very effective as we were able to get many applications from the first years during hiring. The engagement on Instagram was shown on the app itself. |

## Promotional Materials

## Social Media Engagement

# Finances

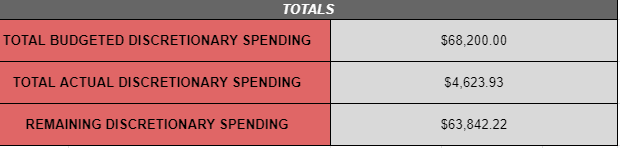
|  |
| --- |
| General Information: |
| The budget was partly used to prepare PPEs for whenever EFRT returns back to in-person operation. The uber eats gift card was a main spending for responders and alumni’s gift. |

|  |
| --- |
| Challenges: |
| The biggest challenge was the restriction from the MSU on the spending. Despite being asked to continue the same amount of training online and be prepared to return at anytime, our budget was heavily restricted when we requested to use the budget to provide EFRT responders with uniform. |

|  |
| --- |
| Successes: |
| The secure of PPEs and being able to provide responders food during hiring process was a success. |

## Budget Summary

Table 4: Budget Tracker



# Personnel

## Executive

|  |
| --- |
| Challenges: |
| The biggest challenge was dealing with uncertainty throughout the whole year due to COVID-19. The executive team went through a lot of planning but was not able to execute many of the plan which was demotivating. |

|  |
| --- |
| Successes: |
| Despite the uncertainties, the executive team was able to lead a successful hiring process, midyears evaluation and many events that helped responders to keep the standard of care throughout the year. |

## Volunteers

|  |
| --- |
| Challenges: |
| The biggest challenge for volunteers was said to be the uncertainty of returning to in-person orientation throughout the whole year. |

|  |
| --- |
| Successes: |
| All responders have gone through all the training, CMEs (Continuing medical education) and evaluations that were required throughout the year. |

## General

|  |
| --- |
| Challenges: |
| The biggest challenge was transitioning all the components of EFRT training and hiring to virtual setting. Another challenge was keeping up the team morale throughout the year of uncertainty. |

|  |
| --- |
| Successes: |
| The executive team has effectively transitioned the components of EFRT training and hiring to virtual setting. The adaptation of resus room to replicate a EFRT pack was a great success. The team morale was managed through bonding events and small gifts during big events. |

# Miscellaneous