



REPORT

From the office of the...
EFRT Program Director

TO: Members of the Executive Board
FROM: Jake Howran
SUBJECT: EFRT Report 2
DATE: July 6th, 2022

Yearplan Update

This is my second EB report for the Emergency First Response Team (EFRT). Currently, there are not large edits to EFRT's year plan, however, a number of minor changes have been made – all of which will be discussed in this report. Some highlights to include are that EFRT has number of protocol updates underway, some revisions to our operating policy that are to be reviewed in the coming weeks, and our summer funding has finally been approved by the university.

Events, Projects, & Activities

General Service Usage

Across June, EFRT has responded to 8 calls on-campus and 6 at convocation. Our hours of operation are 09h00-17h00, Monday-Friday excluding Canada Day. We anticipate call volumes to increase in the month of July as summer camps will see a total of ~400 children on campus for the remainder of the summer.

EFRT has also accumulated its call data from the 2021-2022 school year for your reference.

EFRT CALL DISTRIBUTION 2021-2022

Total Calls – 401 (note there was no comprehensive welcome week response)

Average Time to Patient Contact – 04:35 (4 minutes, 35 seconds)

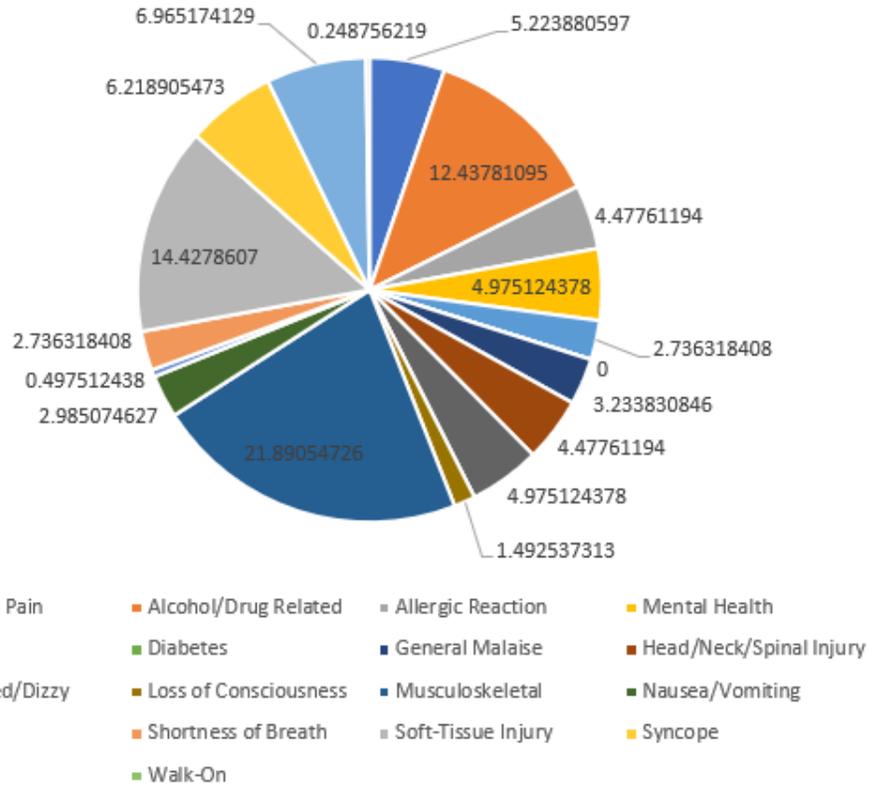
Average Call Length (Total) - 45:04 (45 minutes, 4 seconds)

Number of Calls Cleared by EFRT – 315 (78.5%)

Number of Calls Requiring an Ambulance – 78 (19.5%)

Number of Calls Requiring Alternative Care – 8 (2%)

Chief Complaints as a Percentage of Total Calls



Day-to-Day Comparison

Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Day Shift Calls	24	26	19	30	19	27	15
Night Shift Calls	28	33	33	32	50	41	24

Hourly Comparison

Time	00:00-03:00	03:00-06:00	06:00-09:00	09:00-12:00	12:00-15:00	15:00-18:00	18:00-21:00	21:00-00:00
# Calls	60	15	13	62	57	52	67	75

Projects & Events: SFA and BLS Courses (On-going)

EFRT has completed its first SFA/BLS training on June 18-19. The course recruited 7 total participants (4 BLS, 3 SFA) and ran very smoothly. There are additional upcoming courses July 9-10, July 23-24, and August 6-7. The primary aim for right now is to expand awareness and use more channels to increase engagement. I am strategizing with EFRT PR to work on a timeline for PR posts that include more consistent posting and countdown story posts to ensure we aren't just recycling the same image. Also, participants typically sign up well in advance of the training date, so I anticipate that the later the training, the more participants we will see.

Projects & Events: EFRT HPS Relations (On-going)

I have met with a representative Paramedic from Hamilton Paramedic Services (HPS), Matt, to discuss EFRT-HPS interactions in the coming year and to formalize an operating policy amendment for HPS. The document is pending approval before EFRT and HPS will begin formalizing plans for interagency trainings, rideouts in Hamilton ambulances, and formal event response collaboration.

Projects & Events: EFRT Collaboration Magnets (Upcoming)

EFRT, SHEC, SWHAT, and the Maroons are collaborating on inter-service magnets again for welcome week. These were an extremely valuable PR tool in 2018 and still circulate within the student body to this day. Finances are strained with supporting this collaboration, however, EFRT's newly approved budget and support from Michael Wooder will hopefully bring the magnet concept to fruition in the coming weeks. These magnets will include hours of operation and contacts for each service and will be distributed in the MSU goodie bags during welcome week. First years are one of our primary target populations as they are the most frequent EFRT patients and interactions.

Projects & Events: Protocol Updates (Upcoming)

EFRT undergoes annual protocol updating to ensure we are staying current with medical best practices and procedures. The upcoming edits include modifications to EFRT's COVID-19 protocol, changes to the scope and delivery of EFRT's Mental Health protocol (including new trainings, resources, and models of care), and edits to response niches such as infectious diseases and musculoskeletal injuries. These changes are reviewed by EFRT's medical directors before implementation in monthly trainings.

Projects & Events: Exec Headshots (Complete)

Each year, EFRT will have 2 headshot sessions. The first of these sessions is to introduce the new executives to our social media and alumni base so their contact is readily available and our faces are recognizable on campus when campus partners have questions, inquiries, or are requiring our services.

Projects & Events: SWC Accelerated Access (On-Going)

Historically, EFRT has had accelerated access to the Student Wellness Centre's counselling services, as our operations tie very closely with their own. This accelerated access provides EFRT responders with almost immediate access to SWC support services to ensure that our responders are not facing prolonged compassion fatigue, burnout, etc. I met with Debbie from SWC to discuss formalizing this plan into EFRT internal policy and to ask for a collaboration on our new mental health protocol modifications. The goal with this discussion is to make the process of accessing the resources less daunting for responders and to increase awareness within the team.

Projects & Events: June Monthly Training (Complete)

EFRT Training Coordinator, Sinead, headed EFRT's first training of the 2022-2023 year on June 25th. The training was oriented around environmental emergencies and poisons and saw responders traversing campus to respond to calls for a patient with something as minor as poison ivy rashes to as severe as a heatstroke and hyperthermic seizure. Responders also participated in a gamified training model (Jeopardy) to bring a lighter tone to the summer training while simultaneously reinforcing protocol knowledge and skills. The Special constables also joined us for this training which was a great boost for EFRT-SPC relations. Per the request of EFRT's review from 2021-2022, food was also provided for the responders at the training.

Projects & Events: Professional Response Instructor Proposal (Upcoming)

EFRT responds up to the capacity of an "Emergency Medical Responder" (EMR) as certified by the Canadian Red Cross. These certifications require a total of 200 hours of lecture and scenario-based training and are typically offered through a third-party entity. Currently, I am attempting to formally reconfigure the organization of these trainings so that EFRT can internally train its responders to this level to reduce the cost of the certification. This is a long process that includes a formal wage review and contract for hiring, and the process will be moving forward in the coming weeks to discuss specifics of compensation, scope, retention, and logistics.

Projects & Events: EFRT Training Avenue Shell (On-going)

I have begun transferring documentation to EFRT's avenue shell to establish it as a training hub for the team moving forward. This will centralize training resources into a more local environment rather than the Wix website being currently used. The importance of this transition is that it will inevitably relieve strain on the executive team when protocol tests and continuous medical education models can be uploaded here rather than free-floating google forms.

Projects & Events: Alumni Events (Complete)

EFRT responded to 2 Alumni events in June (on-campus). Responders were able to learn about the successes of McMaster alumni while also providing care for the population of generally older adults. Events like this will arise over the year.

Projects & Events: Trans and Identity-Specific Healthcare (upcoming)

As a part of our continued effort to respond in a way that is technical yet accommodating and well-informed, the EFRT exec have scheduled a meeting with Dr. Mary Fletcher to discuss how EFRT can modify its protocol to include specific and actionable measures for interacting with institutionally disadvantaged populations. Dr. Fletcher is very well-informed when it comes to Trans-friendly healthcare and will help EFRT build a more inclusive model to responding (from a patient-care perspective and a medical-care perspective). I plan on advancing this conversation to other campus partners including the PCC, SVPRO, SWC, as well as off-campus partners such as SACHA, the Hub, among others, to revise EFRT's special population definition and offer care that is more refined for our diverse campus community.

Outreach & Promotions

Summary

EFRT has been using its team to spread knowledge of our SFA and BLS courses. I believe that, while not a bad thing, our priority should be to engage students not immediate to our social bubbles (as they typically know about our services and engage regardless of the PR effort). I am hoping that by increasing post consistency, we can expand outreach. We have been contacted by a number of campus partners including the President of the Social Sciences Society and Alumni Events to collaborate and boost EFRT engagement within the wider community.

Promotional Materials

EFRT has circulated one post for SFA and BLS course recruitment as shown below. My intent is to have ~3 more digital posts circulated and to print a number of physical posters to put up around campus. Myself, Sarah (AD), and Jenny (PR) have all now met with Michael, Paula, and Will to discuss media and promotions moving forward and will be formalizing plans as the summer trends toward welcome week and EFRT hiring.



RED CROSS FIRST AID & BLS CLASSES



REGISTRATION OPEN FOR:
Standard First Aid & CPR-C
Standard First Aid & BLS

DATES	LOCATION
• June 18-19	Room TBD
• July 9-10	McMaster University
• July 23-24	
• August 6-7	

Register using the link in our bio or the caption below!

CONTACT: efrtad@msu.mcmaster.ca <https://msumcmaster.ca/service/efrt/>

Social Media Engagement since the Previous Report

There has been 1 post to EFRT’s Instagram since the last report. Our Follower count increased by 11 followers, and we received 85 likes to the post.



We have recently been added as admins to EFRT’s facebook page which allows us to now make posts there. Social medial engagement will be improved during the month of July by positing more consistent material.

Our Facebook Page has 2,049 likes and page visits has reached 53 for the month of June.

Finances

Budget Summary

EFRT has finally had summer and year operations funding approved by the VP Operations and Finances (Saher) and VP Student Affairs (Sean)! They will contribute a combined total of \$40,000.00 to support EFRT’s operations in the summer and school year. Expected expenditures have been outlined in a proposal submitted to both offices and the table for this breakdown has been attached below for your reference.

ACCOUNT CODE	ITEM	BUDGET / COST
5315-0107	WildMedKits Summer Order	\$1,070.58
	SpO2 Monitor	\$149.78
SUPPLIES	TOTAL SPENT IN LINE	\$3,607.71
	REMAINING IN LINE	\$14,392.26
6300-0107	EFRT Meal Plans *13 (\$250)	\$3,250.00
	EFRT Parking and Transponder	\$355.00
Summer Funding	TOTAL SPENT IN LINE	\$3,605.00
	REMAINING IN LINE	\$395.00
TOTALS		
TOTAL BUDGETED DISCRETIONARY SPENDING		\$75,200.00
TOTAL ACTUAL DISCRETIONARY SPENDING		\$14,322.74
REMAINING DISCRETIONARY SPENDING		\$60,877.26

NOTE: EFRT has just had summer funding subsidization approved by the University for a total of \$22,000.00 for summer operations and \$18,000.00 for additional general year operations.

Mac Funding Breakdown

Item	Description	Budget
Administration	Photocopying, phone use, office supplies, toner, printing, etc.	\$350.00
Education and Responder Training	Equipment and supplies for training responders to maintain high-quality care for the EFRT. Some examples include disposal practice defibrillator pads, extra equipment that is specifically added to training supplies (splints, wraps, bandages), casualty simulation materials (blood, latex), food for training days, etc.	\$1000.00
First Aid Course Supplies	Supplies for first aid courses from the Canadian Red Cross, including course packages, teaching equipment maintenance, certification and annual service provider renewal fee. This also includes new equipment purchases to help maintain evolving Red Cross standards. These courses require their own equipment (as it is frequently broken and misused by the training cohorts), booklets (~\$50 per student), certification	\$4,000.00

	payments (~30 per student). Courses may range from 6-36 students.	
Medical Supplies and Response Equipment	Equipment and medical consumable required to provide medical care throughout the summer. These include but are not limited to oxygen tank refills, injury dressings, airway adjuncts, pharmaceuticals, AED pads, and slings.	\$4,000.00
Public Relations and Promotion	Design and production of promotional materials to better advertise the services and first aid courses provided by the EFRT during the summer as well as preparing for the upcoming academic year.	\$1,000.00
Special Projects	Special projects fund for executive initiatives for team development and advancement. May include collaborations with other services, subscriptions, or new equipment.	\$1,200.00
Responder Appreciation: Beneficiaries <ol style="list-style-type: none"> 1. Jake Howran 2. Sarah Ingram 3. Jenny Kang 4. Lochana Kandambig 5. Karen Li 6. Stephanie Wong 7. Sinead George 8. Fezan Khokhar 	Parking passes offered to accommodate responders and executives covering summer shifts who do not live in Hamilton. 3x \$100 monthly parking transponder for June, July, and August in lot B/C/D/I. Additional funding for emergency vouchers/coverage/etc.	\$400.00
	Meal plans offered as an incentive to recruit responders to remain on campus/in Hamilton over the summer. Covers the cost of food bought on campus. 13x \$250 individual meal plans should be provided for summer executives and responders. During the summer, responders are on call for 2-4 8 hour shifts per week. Given that over half of our responders commute to their volunteer shifts, it is important we are supporting them physically whenever possible (including accommodating lunches and food for an otherwise 16-32 hours of unpaid work).	\$3,250.00
	Honoraria offers to recruit the Summer Executive Team and given as compensation for their administrative time. 6 x \$1000 honoraria are given to summer executives, excluding the Program Director (Jake Howran) and Assistant Director (Sarah Ingram). This is to recognize that the Summer Executive Team is dedicating their time on a volunteer-basis to be in Hamilton for the	\$6,000.00

	primary purpose of supporting EFRT and the McMaster community.	
Responder Appreciation: Volunteers	Recognition gifts for responders who consistently volunteer over the summer as an appreciation for their time and dedication to the success of the EFRT summer program. These are separate from the Summer Executive Team and there are a total of 5 non-executive responders (13 total).	\$800.00
Year Operations and Protocol Updates <ol style="list-style-type: none"> 1. Equipment 2. Training 3. Parking 4. Basic Operations 	<p>In 2018, funding was jointly offered by the Office of the VP Administration and the Office of Student Affairs. This funding cumulatively spread across the summer and academic year for EFRT operations. The total year-amount requested is \$18,000 to accommodate EFRT's updates following expiration of many training models over the pandemic, trainings for more responders than we typically have, parking, and honoraria for the year-executive (minus Director and AD as above).</p> <p>Equipment - A number of equipment purchases are made each year to maintain EFRT operations (disposable units or reusable units past their expiration date). This includes automatic suction devices, oxygen tanks, blood pressure equipment, PPE, bandages, etc.</p> <p>Training- EFRT intends to acquire up-to-date feedback CPR mannequins for training which can cost in excess of \$4000 per unit. Funding would be applied against 1-2 units so that the team no longer requires third-party vendors to certify the team with their equipment. Further, EFRT will be reinstating Mental Health First Aid for all responders which is an ~\$5000 training for all 38 members.</p> <p>Parking - During the year, EFRT must pay ~\$1000 to parking services to reserve a parking transponder/pass for the team so that executives and commuting responders can continue to park on campus free of charge for their shifts or when arriving on campus for a call.</p>	\$18,000.00

	Basic Operations - Aside from equipment and training, a number of operational expenses arise for day-to-day responding. This includes administrative task expenses, collaborative PR events, broken equipment, food for responders and/or training, initiatives, and special projects.	
	Total Proposed Budget	\$40,000.00

NB: Bolded funds are spent internally at McMaster University through Mosaic transfers. All budget values are based on historic data and usage from previous proposals, as well as in accommodation of price increases, corporate social investment, number of returning responders, and EFRT's COVID-19 recovery efforts.

Executives & Volunteers

Currently, the active volunteer group has been enjoying their summer response jobs and are very appreciative of the parking and meal plan coverage. Monthly training was well-received, and the team has not noted a need for any additional supports at this time. I am scheduling check-ins with each of the active responders at the present time to see how I can better support them in their responding or roles as exec.

Successes

Operations are continuing as usual as a number of equipment orders are arriving/have arrived (AED, chest seals, bandages, saline, etc.)!

While not pertinent to our operations, the team did also finally beat the last level of Super Mario Brothers on the office Wii last week :)

Current Challenges

One challenge EFRT is facing right now is that we are now just able to begin making larger summer orders for new equipment and training models. These orders have been on hold or dismissed until funding was approved ~2 months into the summer. Luckily, this is a soon-to-be-resolved challenge, as the funding will be available for me to begin these orders soon.

Miscellaneous

EFRT has received a new computer for the office after ~10 years! Thanks Lucas and Pauline 😊 We have recently received a resupply of rapid antigen tests (200) for EFRT responders to access. These will be used for all returning responders in the fall and for any candidates trying out in the next cycle.