



REPORT

From the office of the...

EFRT Program Director

TO: Members of the Executive Board
FROM: Fred Min
SUBJECT: Emergency First Response Team (EFRT) Report 1
DATE: June 19th, 2024

Yearplan Update

EFRT is on track as per the year plan. Executive members hired in April have settled into their roles, with much planning for the year underway. Our summer operations have begun, including responding at various events such as McMaster Convocation. The team is functioning well and morale is high, with many upcoming events such as our first summer monthly training.

Events, Projects, & Activities

General Service Usage

EFRT's summer responding operations began on May 13th, 2024. Summer hours are Monday to Friday, 09:00 – 17:00. As of writing this report, EFRT has responded to 25 calls, being quite reduced compared to school year statistics but remaining consistent with our call volume from previous summers. There has been a wide variety of chief complaints for these calls, with 4 of them requiring activation of EMS. EFRT also continues to run SFA+CPR C and BLS courses over the summer.

Projects & Events: Updated Operating Policies: Inventory Coordinator, Scheduling Coordinator, and Summer Executive (Complete)

New positions within EFRT leadership have been added and others have been changed through updates to the EFRT operating policy. The previous position of EFRT Response Coordinator has been split into two positions: Scheduling Coordinator and Inventory Coordinator. This split better addresses the needs of the team, and also helps alleviate executive member workload. The Summer Executive position has also been added.

Projects & Events: Executive Member Hiring and Onboarding (Complete)

All 7 executive positions have been hired and transitioned to their roles. Executive members are completing their tasks according to their job descriptions, and have been focused on planning for the upcoming year. The executive team has been meeting on a weekly basis, having completed 6 meetings thus far.

Projects & Events: EFRT Summer Operations (Ongoing)

EFRT summer responding has begun. EFRT is responding from May 13th, 2024 - August 23rd, 2024 through reduced summer hours, and then will fully transition into 24/7 responding for the year. Over the summer, responders will continue to provide confidential medical assistance to the McMaster campus. Regular training and practice scenarios will be completed over the summer.

Projects & Events: Event Response: McMaster Convocation, McMaster Alumni Events, Dundas Live and Local (Complete)

EFRT has responded to various events both on- and off-campus. Through the planning work of the EFRT Scheduling Coordinator and EFRT Inventory Coordinator as well as EFRT responders, we have provided medical support to all McMaster Convocation ceremonies in downtown Hamilton and Alumni Luncheons held on campus. New for this summer, EFRT responded to Dundas Live and Local, an off-campus event. Community partners have greatly appreciated the support our responders have provided, and responders have enjoyed the opportunity of responding in other settings! EFRT responding at McMaster and Hamilton events also allows us to continue forming strong relationships with others and aligns with principles of McMaster community engagement.



Figure 1: EFRT Responders at McMaster Convocation

Projects & Events: EFRT Standard First Aid (SFA)+CPR C and Basic Life Support (BLS) Courses (Ongoing)

EFRT continues to provide Standard First Aid+CPR C and Basic Life Support courses to the McMaster community and general public. The EFRT Assistant Director has handled managing the courses effectively, and EFRT's instructors are looking forward to teaching over the summer. The MSU Accounting

Department has also been extremely helpful for our classes. The most recent course was completed on June 8th-9th, and an upcoming course will be held on June 22nd-23rd.

Projects & Events: Equipment Inventory (Complete)

Through the work of the EFRT Inventory Coordinator and the executive team, the executive team spent ~8 hours organizing and tracking EFRT's current stock of all equipment. This sets up the executive team for the rest of the year, ensuring that our equipment is well organized and accessible. This has also allowed the Inventory Coordinator and I to plan for necessary equipment purchases for the upcoming year.

Projects & Events: Clinicassist.ai Call Report System (Ongoing)

EFRT has been exploring new call report systems to alleviate the administrative workload of responders writing call reports. Myself, the previous EFRT Program Director, the MSU VP Admin, and the MSU VP Finance have been working with a service called Clinicassist.ai to develop a call report system catered to EFRT's needs. The new call report system should reduce the time spent writing reports and simplify the workflow of these reports. Contract negotiations have been ongoing, with plans to work with the Clinicassist.ai team over the summer to have the call report system fully implemented by the start of the school year.

Projects & Events: American Medical Life Support (AMLS) Training for Executive Members (Upcoming)

EFRT executive members will be receiving American Medical Life Support (AMLS) training in Rochester, New York in early July. This training has not been in EFRT's regular training curriculum since pre-COVID, and executive members are excited for the return of this training.

Outreach & Promotions

Summary

EFRT participated in May@Mac, hosting a booth at the Hub with other MSU services. Responders enjoyed speaking to future McMaster students and spreading awareness about EFRT. EFRT's PR Coordinator has also been in discussion with those involved in Welcome Week Rep Training and CA Training, and will continue to work with them over the summer.



Figure 2: EFRT Responders at May@Mac

Promotional Materials

EFRT’s promotional materials have consisted of Instagram posts for SFA+CPR C and BLS courses, notifying the public of our service being on/off-call, as well as EFRT’s promotional presence at May@Mac.



Figure 3: Recent EFRT Social Media Posts

Social Media Engagement since the Previous Report

Over the past 90-day period from writing this EB report, EFRT’s social media engagement has slightly decreased. I suspect that this is due to the transition period of the executive team and the PR Coordinator.



Figure 4: EFRT Facebook Reach Over the Past 90 Days

Based on social media posts since the last EB report, EFRT's most reached posts appear to be those that highlight responders responding at major events as well as promoting safety at PR Booths. As the year progresses, I hope to further highlight responders providing our services and promoting safety at major events.

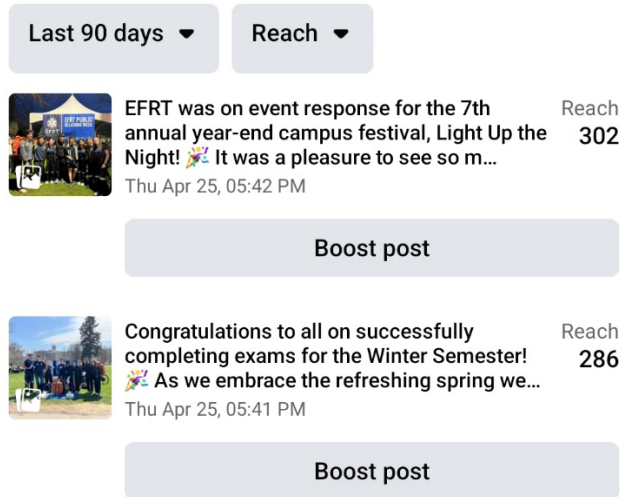


Figure 5: Facebook Posts with the Highest Reach Over the Past 90 Days

EFRT currently has 1,903 followers on Instagram and 2,009 followers on Facebook.



Figure 6: Current EFRT Instagram (Top) and Facebook (Bottom) Followers

Finances

Budget Summary

EFRT's purchases have consisted of equipment, standing orders, and food for our volunteers. MSU staff have been very helpful in financial matters. There are upcoming larger purchases, such as more equipment orders, the call report system, and purchases for training. The addition of AMLS training will require further budget planning for training throughout the year, but I see no major issues for this.

EFRT will be receiving some donations through our event response operations. Event response may offer donations to the team at times, which can improve the responder experience by subsidizing costs for responder appreciation.

ACCOUNT CODE	ITEM	BUDGET / COST
	Personal Protective Equipment (gloves, masks, N95 masks)	\$535.21
	ProResp Standing Order (Oxygen)	\$500.00
5315-0107	Pharmacy Standing Order	\$2,000.00
TEAM SUPPLIES	TOTAL SPENT IN LINE	\$3,035.21
	REMAINING IN LINE	\$14,964.79
	EFRT Annual Parking Renewal	\$1,348.70
	Inventory Day Executive Member Food	\$53.95
	Summer Responder Meal Plans	\$3,000.00
6300-0107	Walmart Order (office snacks and sharpie markers)	\$73.00
SUMMER FUNDING	TOTAL SPENT IN LINE	\$4,475.65
	REMAINING IN LINE	\$33,524.35
6803-0107	Red Cross Standing Order	\$2,000.00
PUBLIC EDUCATION	TOTAL SPENT IN LINE	\$2,000.00
	REMAINING IN LINE	\$7,000.00
TOTALS		
TOTAL BUDGETED DISCRETIONARY SPENDING		\$129,825.00
TOTAL ACTUAL DISCRETIONARY SPENDING		\$9,510.86
REMAINING DISCRETIONARY SPENDING		\$120,314.14

Executives & Volunteers

Team morale is high. Responders are enjoying summer responding and the events we have responded to. As appreciation for their commitment, summer responders have been given \$250.00 onto their meal plan cards.

Executive members have been excited for their new roles, and are currently undergoing additional training to uphold the high standard of responding expected of them. The addition of the 7th executive member has been a successful transition, and the executive team is functioning well together. Executive members are also looking forward to AMLS training.

Successes

EFRT's return to summer operations has been a success. I am very impressed with the executive team's work throughout this transition period.

EFRT's event response operations have also been a success, with event planners from Convocation, alumni events, Dundas Live and Local, McMaster Special Constables, and community members sharing comments of appreciation to our responders. Our responders have maintained a strong responding standard and positive working relationships with our community partners.

Current Challenges

A challenge EFRT continues to face is our small office space. As this year progresses, I hope to find both short- and long-term solutions with regards to EFRT's space, meeting the needs of our service and accommodating our growing team of 40+ responders. Discussions have been made with the MSU VP Admin, and I am looking forward to working on this throughout the year.

Another challenge EFRT has faced is that one of our bike lockers was recently broken into, and one of our bikes was stolen. Stolen bikes have been a recurring issue for EFRT, and I will be looking for solutions to better store our bikes.