

**University of Waterloo Campus Response Team (UWCRT)
Winter 2017 End of Term Report**



Prepared For:

The Federation of Students
University of Waterloo

By:

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Deanna Priori & Brendan Lowther,

The Coordinators of the University of Waterloo Campus Response are excited to submit the following report entitled "University of Waterloo Campus Response Team Winter 2017 End of Term Report". The purpose of this report is to outline the accomplishments of the UWCRT, ensure that critical knowledge is passed on to future coordinators and minimize the turbulence associated with the transition between terms. This report serves as a compendium of knowledge accrued during the Winter 2017 Term.

This report was completed to satisfy the Winter 2017 End of Term Report requirement stipulated by the Federation of Students. This report was compiled from the knowledge of each of the CRT Directors with additional addendums from Coordinators, Saad Ahmad and Tatiana Portelli-Graham. Any questions, comments or concerns regarding the report matter may be addressed to the aforementioned Coordinators. Contact information is listed below.

Regards,

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1.0 Executive Summaries

1.1 Advocacy and Promotions

1.1.1 Position Description

As per Policy 2: Team Governance, the Directors of Advocacy and Promotions are responsible for increasing advocacy efforts with regards to student health and wellness, and to promote UWCRT by way of promotional campaigns and events. Advocacy efforts will involve, but are not limited to general awareness of CRT as a service on campus, health awareness campaigns in partnership with Health Services, and campaigns that promote the importance of learning first aid. Promotional efforts will involve planning and organizing events and activities that aim to promote CRT and other objectives that would benefit from student awareness. The Advocacy and Promotions Director will also organize the team for promotion during recruitment and ensure sponsors for CasSim. The director will also be the main contact between UWCRT and Feds marketing. The Advocacy and Promotions Director actively seeks new external and internal funding and donation sources for any other events or goals set by the operations committee.

1.1.2 Promotional Materials

The following promotional items were used this term: business cards, leaflets, stress and stress hearts.

Comments and Suggestions:

1. Many students took an interest in the band-aid holders in previous terms. Stress hearts were also exceptionally popular in the Winter 2015 and Spring 2016 term.
2. Continue to investigate more cost effective promotional materials or giveaways at your leisure. (This company seems to have potential <https://www.4imprint.ca/>)
3. Team members often enjoy the stickers which is a continuous form of advertisement for the club. Continue to encourage members to use them for personal belongings as a means of promoting CRT.
4. Term specific leaflets were designed with Marketing instead of pamphlets. The template for this can be found in the Winter 2017 Drive. Update to include term specific dates. Attempt to get it printed on cardstock paper.
5. Business cards can be ordered as needed, but the current design must be maintained as all FEDS service business cards must follow the same format.

6. It can take quite a while for promotional items to be ordered through FEDS Marketing. **Ensure requests are made well in advance.**
7. Other promotional item ideas: bear keychains, bandaid holders, CRT printed on band-aids, CRT Balloons, frisbees, stickers in the shape of bandaids, and mini first aid kits

1.1.3 Recruitment of New Members

Number of Applicants: 95

Number of Rookies: 17

At the beginning of each term, the Directors of AnP, the Directors of Membership, and the Director of Communications collaborate to execute the recruitment campaign for that term. Tasks related to recruitment involve:

- Creation and distribution of posters
- Emailing professors to post recruitment slide on LEARN
- Creating a class announcement list and assigning members to announcements
- Social media campaigns promoting recruitment
- Presence at Feds Services Fair and Clubs Fair
- Email OCC and On-Campus Residence Coordinator for marketing avenues

Generally, the AnP Director will oversee tasks involving posters, setting up booths at the fairs, and class announcements. The Communications and Membership Directors will help out as needed.

1.1.4 Casualty Simulation Promotion and Sponsorships

Approximately 35 external volunteers were recruited to participate in our Casualty Simulation. We also had a variety of sponsorships and donations from local businesses as summarized in the following table. For future terms, a copy of all sponsors and what they are donating should be submitted to FEDs.

Business	W'17 Donation
Adventure Guide	3 x \$25.00 gift cards
Bombshelter Pub	11 Free Dinner Gift Cards
Bulk Barn (Boardwalk)	Bulk Barn Gift Basket <i>(also come to them</i>

	<i>early in the term and request any clearance candy as donation)</i>
Campus Bubble Tea	Free Bubble Tea Coupons (10?) and Free Ice Cream Coupons (50?)
East Side Mario's (Plaza) *	1 x \$40 gift card
Frat Burger*	1 x \$25.00 gift cards
Sobeys (Columbia)	\$20.00 gift card
Zehrs (Fischer-Hallman)	1 x \$50 gift card
POTENTIAL: Starbucks (AHS and STC building)	<i>2 Boxes of Coffee and Pastries</i>
DID NOT DONATE W'17: Food Basics	1 x \$25 gift card
DID NOT DONATE W'17: Wholesale Club	1 x \$25 gift card

Notes:

KW4Rent provided us with an abundance of squishy hearts to be distributed during CasSims in a previous term. If we should run out, reach out to Danita to inquire if they would like to sponsor us again.

Contact: Danita Jaipersaud, djaipersaud@pricaglobal.com, 519-340-0182

1.1.5 Additional Winter 2017 CRT Events

Who can CRT The Hardest?:

An initiative with Membership to increase team awareness for the recruitment period. Competition for members to wear and carry as much CRT off-duty gear for as many days. It took place in the week leading up to the closing of Rookie Application. Based on the idea that a person must be exposed to a brand/logo multiple times before they will consider joining/buying into the brand.

- Make a post in the general members page about the competition and it's goal and that there will be a prize. Encourage people to talk to people about applications.
- Facebook event page where members can post their pictures

- Event turnout is unquantifiable. About 20 members participated, no direct results but a relatively high number of applicants for Winter term

Recruitment Open House:

Small office event to allow applicants to come out and ask questions, meet responders and see the office. Took place a couple days before end of Rookie Application.

- Promote Facebook event and encourage members to share
- Event turnout was low, but relatively low effort and encourages students to visit the office

CRT Open House:

An open house was organized to promote general team awareness. This consisted of 6 fair style booths situated in the Multipurpose Room in SLC.

- First aid themed game booths were designed to attract students to the area. This included:
 - A paint wall to promote the use of effective PPE
 - A vitals station to promote general health awareness
 - A heart toss between two competitors in which squishy hearts were given to the winner
 - A 'Pin the band-aid on the boo boo" station was set up as well. This was not as popular as the rest.
- A general booth was set up as well, which consisted of: promoting general team awareness, signing up CasSim volunteers and the first aid packs being displayed as well.
- A team slideshow was set up as well.

1.1.6 Plans to be Implemented Spring 2017

Sponsorship Package:

The Sponsorship Package can be found on the Drive. It is mostly completed, with minor edits to be made. A list of potential sponsors have to be created and approached with the package, starting Spring 2017

Promotional Video:

This will be designed next term with the intention of rolling out in Fall 2017. Currently, a promotional video or an infographic describing the team is the topic in mind.

1.1.7 Additional Comments/Strategies:

1. Develop a strong promotional campaign targeting at first year students in residence for welcome week in the Fall terms.

2. Ensure that students from all faculties are contacted. More Arts and Environment representation is needed.
3. Discuss with the Directors of Membership the possibility of purchasing an End of Term Gift for the team that helps to promote CRT.
4. It was very difficult to get the attention of students passing by in Vendor's Alley, even with a large number of free items. In the past, over $\frac{3}{4}$ of the students had little to no interest and automatically dismissed any attempts to attract them towards the event. In order to avoid this problem, plan events so that they coincide with other appealing events on campus to target a more open audience.
5. Students do not appear to mind liking the CRT Facebook page in return for free items.
6. Submit more written articles to the FEDS website. This term we submitted an article to the FEDS website and it was extremely easy for campaigning and promotions.
7. Follow up with Feds Marketing for any promotional material requests. Go in person to their MC office, if you can to speak to the designers directly

1.2 Communications

1.2.1 Position Description

The Director of Communications largely serves a secretarial role within the Operations Committee, who is present for Rookie selection, OC meetings, trainings, policy review, new OC selection, file review, etc. Therefore, one of the major roles of this position is the detailed documentation of minutes during meetings and distributing the minutes to be made available to appropriate members following the meeting (usually within 24 hours).

In addition, the Director of Communications is also tasked with the responsibility of drafting weekly CRT update emails to be sent out to all members to ensure that all members are up to date with current CRT affairs. Contents of these emails include any key information, reminders, and important dates. After the email, the Director is also tasked with updating the CRT WordPress Website with the contents of the currently weekly email. Emails are sent using a mailing list, which is also the duty of the Director to keep updated, ensuring that active and non-active members' emails are correctly inputted into the correct mailing list.

Lastly, the Director of Communications is also responsible for managing CRT's social media channels and maintain clear lines of contact with relevant Feds services. CRT's public Facebook group and Twitter are its main social media presence to the public. The Director is also tasked with coordinating with the SLC Turnkey Desk, particularly with Scott Pearson, to provide an up to date office key list. Furthermore, it is also the task of the Director to collaborate with Feds Marketing to create new responder ID tags every term for on-shift purposes.

1.2.2 Objectives Achieved

Akin to previous terms, CRT social media channels have enjoyed further growth from more significant advocacy and promotions efforts, spearheaded by the Directors of Advocacy & Promotions combined with the Director of Communications. CRT's outreach on social media has expanded this term. CRT's Twitter account has experienced growth from 636 to 651 followers over the term. However, the most significant levels of expansion occurred at the public Facebook page. The number of "likes" by the public on the public UWCRT Facebook page has increased from 1160 to 1313. Shift photos and weekly "Teammate Tuesday" initiatives, as well as substantial

pushes in AnP initiatives were paramount in facilitating growth this term. More joint AnP-Communication initiatives is recommended for future terms going forward.

During this Winter tenure, new ID tag formats have been implemented yielding a more professional ID tag for responders. The new tags have also been expanded to include the non-emergency number for EMS.

This term a new pilot strategy was employed, whereby CRT handled the editing and input of photos into the new ID templates. It was observed that once editing was completed, the tags could be simply printed by Feds marketing, which significantly improved efficiency of ID tag creation. Tags were completely processed and finished quite early this term. While it is more work for the Director of Communication, this practice is also advised moving forward.

Furthermore, a formalized template for taking minutes was also created this term. The new template offers a more systematic and organized method of generating minutes during meetings. Lastly, communication emails were reformatted to into a more organized layout, and a more engaging approach to drafting the emails was taken to increase weekly reading turnout, while also enhancing team morale.

1.2.3 Suggestions

As shown in this term, the Director of Communications position can be expanded to be much more than a simple secretarial position. The Communications position may be used effectively to aid in advocacy and promotions as well as to increase team morale and general member engagement.

Further ventures and joint initiatives between AnP and Communications directors should be explored moving forward. One such recommendation is setting up a Q&A style initiative (using Reddit or Facebook) to foster more engagement with the public. This initiative would allow the public to send in questions, to which responders on CRT can post to respond.

In addition, it was also proposed that another extension to the popular Facebook initiative, "Teammate Tuesday", may also be employed. "CRT Alumni: Where are They Now" can potentially be implemented in future terms to reach out to responders who have graduated, and allow them to speak about their professional and post-grad experiences past CRT.

Lastly, it was also proposed that additional tags can be made to accompany the termly ID tags. These additional tags would include common team acronyms (e.g. ALGEE,

CPR++, OPQRST, etc.), radio codes and protocol, and the NATO phonetic alphabet that may be useful for responders as references when in the field.

1.3 Membership

1.3.1 Position Description

The Directors of Membership are responsible for team's morale, unity, and volunteer appreciation. They are also specifically accountable for preparing, scheduling, and heading up the group interview process. The Directors of Membership are also responsible for the maintenance and upkeep of all member files. An important role of the Directors of Membership position is the planning of team socials and other team bonding activities. The Directors of Membership also oversee the procurement of off-duty wear for members as well as end of term gifts for active members.

1.3.2 Interview Weekend

All applicants must have a valid certification with Standard First Aid and any level of CPR. Certifications that we accept are found under Workplace Safety and Insurance Board (WSIB) (<http://www.wsib.on.ca/>)

There were 95 applicants who applied this term. Some applicants required a night interview because they are enrolled in a First Aid course. As of Spring 2016, pre-screening of the applicants occurs after applications close. A session with both the coordinators is pre-planned and all applications are read and reviews and selection for yes/no/maybe with all applicant names is made on a separate doc. After pre-screening, only 80 applicants were given an interview. Out of the 80 people who were scheduled to attend interviews, 15 people did not attend the interviews. Interviews were held during 2 days, with Sunday only having a morning session. For Interview Weekend structure please search the Drive for old files.

The interview process consisted of four components: formal interview, soft-skills situation, communication station, and practical situation assessment. The Coordinators are responsible for the formal interview stations (1), and the Trainers along with ATs were responsible for the practical scenarios (2). Membership devised the communication station activity and associated marking rubric, but RnD, Inventory, and AnP ran this station (3). Finally, Membership created the soft situation along with marking rubric but was ran by Comms, Scheduler, and ATs (4).

A total of 13 rooms were booked out in the Mathematics and Computer (MC) building, but only 8 rooms were used. One room was used for the communications sit (both activities happened simultaneously), two for the soft sit, two for practical sit, two for interviews and one was used as the lockdown room (this is where the applicants

arrived and stayed). The Lockdown room was used to talk to applicants in between stations, and is where applicant pictures were taken to use for the rookie selection slides.

To succeed with a smooth Interview Weekend, All OC and ATs must be present.

1.3.3 Positive Notes

- Positive feedback from applicants on the process
- Rooms booked in advance by coordinators
- Dissemination of schedules and maps for each station helped
- Helpful that applications closed on the Wednesday at midnight so Thursday could be spent sending emails and notifying applicants for their designated time slots, giving them at least 24 hour notice. This also left Friday for just creating member files and scheduling.
- Having each OC member running their sit responsible for setup and takedown of their own room, as well as posting signs in the windows of their rooms to notify the general public that the scenarios are simulated saved time.
- Calibrating the scoring between judges helped eliminate some marking discrepancies
- Making sure that all OC have a schedule and understand when they have to rotate was a bonus to staying on time
- Set up a shared powerpoint with all the applicant names for OC members to input their scores after each person helped with setting up for selection after - add pictures to this powerpoint
- Created a standard deviation excel sheet helped with the selection process
- Having 2 days for interviews and selection on the second day was easier on OC members as they weren't burning out by the end of the day.

1.3.4 Areas to Improve Upon

- Add a component to Interview Weekend that allows all of OC to interact with all of the applicants.
 - Could be in the form of a game.
 - It will add ~10-15 minutes to each round of interviews, but feedback from OC favoured this change, although responses to time addition were not taken as positively.
 - Important to have at least minimal interaction with every applicant, rather than building an impression from scratch, based on feedback from other OC members.

1.3.5 Training Weekend

Membership was responsible for devising activities for training weekend to help applicants bond among their cohort and with returning members. Games such as horses, knights and cavaliers, atoms, huckle buckle, and name tag were played during this weekend.

Improvements: Have name tags or wear ID tags during training weekend to help learn members' names.

General Points

- Use down times and breaks to encourage members to get to know each other better.
- Have mini icebreakers to engage everyone during lunch time

1.3.6 Training Weekend Activities

As part of Membership duties, activities were hosted for each training session for team building purposes. Conducting activities that pair with Trainers' agenda for the session should be coordinated beforehand.

General Points

- List of membership activities have been compiled for reference.
- Delegate hosting parts of the games to Membership Committee members.

1.3.7 Social Events

Membership activities were held throughout the term; there were formal and informal events. Major formal events are BoT, MoT, EoT.

- Create Facebook events for each event. Not everyone goes through the emails and some people forget if it's not on Facebook.
- Encourage all OC members to come out to these events so that they can be the familiar faces on the team, making them easier to approach.

Rookie Night

- Who: Rookies, OC members, ATs
- Where: CRT Office
- Why: Getting rookies comfortable with each other and OC/ATs before training weekend.
- What & General Comments:
 - This event was a great turnout. Almost all of the rookies made it out, as well as majority of OC/ATs.

- Highly recommend having this every term! Rookies were visibly more comfortable and active during training weekend.
- A great way to introduce Rookies to some of the team, before being thrown into a room of strangers for a whole weekend.

Beginning of Term (BOT) Event

- SLC Takeover
- Who: All members
- Where: SLC + CRT Office + SLC MPR
- Why: Bonding to encourage the growth of the family dynamic
- What & General Comments:
 - This event was generally well-received, there was a good turn-out of approximately 20-25 people throughout the overall night.
 - Activities were planned all throughout the SLC and included a potluck, crafts, and board games

Movie Night

- All members were invited to the CRT office to watch a movie and to have a break during midterm studying
- General Comments:
 - Small turnout, but this was expected. About 10-15 members, majority OC/ATs, a few rookies.
 - An intimate event for whoever can make it out. Definitely recommend for future terms.

Middle of Term (MOT) Event

- Scavenger Hunt
- Who: All members
- Why: Stress Relief for Academics/ Work.
- What & General Comments:
 - There was quite a poor turnout for this event, with about 7 OC members and 6 general members in attendance. This was originally supposed to be a campus-wide scavenger hunt, but due to rainy weather, it was moved indoors.
 - OC members were stationed at each location with a clue to get to the next location.
 - Random locations in PAC and SLC were chosen, and clues were made according. Some were riddles, some were song lyrics. To prove the team had gone to the previous location, they had to take a selfies with the OC member there before getting their next clue.

End of Term (EOT) Event

- BANQUET
- Who: All members
- Where: Fed Hall
 - The hall had to be booked at least a month in advance, preferably before
 - You would have to get numbers and dietary restrictions and give it to the catering staff at Feds Hall a week before the event, so they can prepare the venue.
- What & General Comments:
 - There was a big turnout: 59 members paid and showed up, with no one paying and not showing up
 - Feedback was generally positive; food was good, social time was really fun
 - There were some presentations: Graduate appreciation, cassim placements and EOT awards.
 - A murder mystery was planned by Mohesan, the winning table was allowed to go grab dinner first.
 - Tables were assigned to go in a random order after so there won't be a long line at the buffet
 - For next term (Spring), it would be good to have less of a formal event. Instead go out to a restaurant that members could dress up and still socialize.

1.3.8 Off-Duty Wear

- Paris Fashions and Embroidery was the company contacted (Local to Waterloo)
- Art work and plans for off-duty wear sent ahead of time to reduce downtime waiting for the company
- Issues: Give plenty of time for invoices and payments to be made
- Suggest ordering swag as early as possible and start organizing swag after interview weekend
- For off-duty wear, limit the number of items available
 - Suggest no more than 4

1.3.9 Volunteer Appreciation Gifts

- Ordered crewnecks with the Membership shield on the left chest.
- Used the uniform polo shirt sizes from the Member Registration form

- Used TshirtElephant → Super easy to work with. Initial contact was slow, but then emails were getting instant replies.

1.4 Scheduling

1.4.1 Position Description and Responsibilities Checklist

It is the responsibility of the Director of Scheduling to set minimum volunteer hour requirements per member and to schedule shifts, regular meetings and office hours throughout the term. The Director of Scheduling works with the Operations Coordinator as the main contact for event organizers including the Bombshelter Pub, Athletics, UW Staff, as well as Society, Club and Service managers and associated personnel. The Director of Scheduling is also required to manage all administrative tasks pertaining to the UWCRT scheduling website, including tracking volunteer hours for all members. The Director of Scheduling must ensure that all members have valid certifications in their file upon going to shift.

In list form, this includes:

- 1) Set minimum volunteer requirements per member
- 2) Schedule shifts, regular meetings, and office hours (**Internal Scheduling**)
- 3) Work with Operations Coordinator as main contact for event organizers (**External Scheduling**)
- 4) Manage all administrative tasks pertaining to UWCRT scheduling website - RMS
- 5) Ensure that members have valid certifications upon going on shift
 - a. The Director of Scheduling is responsible for maintaining responder profiles on RMS. This included suspending non-returning members, deleting graduated members, adding new rookies and updating the certifications of all responders.

The Scheduler should also watch responder hours and contact responders if they are running low on hours. This can be done using the “Naughty List” on RMS.

1.4.2 Internal Scheduling

Internal Scheduling refers to scheduling times for OC Meetings, OC Office Hours and Regular Training. It is best to get this done as early as possible. A document named, Availability Sheet (Template), was used for internal scheduling. This was shared with all OC members, and from the OC Availability sheet found within the document, OC Meeting times and Office Hours (via the highlighted yellow section) were determined. The Combined Availability sheet was used for setting up weekly OC meetings. The availability sheet was not referred to for the scheduling of regular training as trainings were scheduled to be on Sunday's this term.

The Scheduler is also responsible for helping the Director(s) of Training create shift test schedules for training weekend. Lists of members who need to take tests, as well as rooms numbers should be obtained from the Trainers, and testing pairs should be made. It would be ideal to pair a rookie member with a more experienced member.

1.4.3 External Scheduling

External Scheduling has to deal with organizing CRT responders to provide first-aid coverage for events. The event organizers usually send in a coverage request along with information on the event through an event form. It is then the scheduler's role to analyze the event in terms of risk of injury, number of participants at event, location, duration, and CRT's capability of providing coverage. If a coverage request is sent within a week from the event, first-aid coverage is usually not guaranteed.

All CRT shifts are scheduled using [Real Magic Scheduler \(RMS\)](#) All scheduling instructions are available in the RMS Manual document in the google drive of crtscheduler@gmail.com

Shifts should be on RMS at least two weeks before they begin, with the critical period being one week (7 days). This could vary depending on the Director of Scheduling's preferences and what they see fit. Members typically must achieve at least 75% of their required shift hours prior to exam time, as there have been challenges in the past with members taking most of their hours during Exam Shifts and not contributing to the team during the rest of the term.

1.4.4 Winter 2017 Term

Proposed Changes to RMS

There is currently an "RMS 2.0" that is being worked on by a member of the team. There were some changes applied to the current RMS during the Winter 2017 term. The changes made this term are as follows:

- Rookie duplication error fixed when copying shifts
- AMFR certification section added
- Rookies can no longer take Secondary shifts if the Rookie slot is 'Unavailable'
- Added a 'Next Week' button

The new RMS will be including these changes that were discussed during the Winter 2017 term. Changes are encouraged to be implemented for the Spring 2017 term:

- Separate Suspended and Regular members in admin view
- Change the colour of the links for admins (Take shift vs. boot responder)

- Change ("yes","no") for suspended column to ("Suspended", "Unsuspended)
- Change colour of shifts that go critical
- Split shifts up by types (buttons for members)
- Ranking System by Hours completed (top 3 members potentially shown)
- Page with link to WordPress, FB, and twitter
- Create an option to allow the rookie slot to open up for everyone on a per shift basis
- Calendar view to choose dates when creating a shift
- Link for the shift sign out form
- Separate Secondary and Rookie requirements so they can be controlled individually
- Notifications or reminders for scheduled shifts
- Save previous hours done, even after the next term
- Alphabetize by first name
- Delete more than 1 shift at a time

There is a proposed schedule to update RMS and get it running before the start of the Spring 2016 term, but the developer is having difficulty with some bug fixes, and was slightly delayed due to their coop workload. We have recruited one other person outside CRT to help with the external image of RMS. Ideally, we'd like to have RMS 2.0 run in parallel to the current RMS during Spring 2017.

1.4.5 CRT Coverage on Campus

Bomber events tend to have high risk for attendees. To increase Bomber coverage, it is important to maintain regular contact with Bomber staff. The main contact for events will be requested through [Cedric Garcia](#), who should be emailed at the beginning of every month to see if there are any upcoming events. It is also helpful to follow the events on the Bombshelter Pub's official Facebook page in the case that there is a last minute event and Bomber staff forgets to update CRT.

In addition, CIF coverage has remained at 19 hours per week: Sundays 13:00-22:00, Mondays 18:00-23:00, and Thursdays 18:00-23:00. For the Winter 2016 term, CRT did not have much difficulty filling in the Primary slots for shifts; however due to the OC meeting occurring during CIF shifts, finding primaries to take monday was difficult near the end of the term. It is suggested that the OC meeting should not coincide with regular CRT shifts.

1.4.6 CRT Coverage Off-Campus

This term CRT did not cover any off-campus events. Although CRT was requested, we were not allowed. Any requests for off-campus events must be discussed by the Operations Coordinator and be approved by FEDS.

1.4.7 Hours Summary

Total Hours Covered by Primary Responders:	587.5 Hours
Total Hours Covered by Secondary Responders:	583.5 Hours
Total Hours Covered by Rookie Responders:	409.75 Hours

Total Regular Shift Hours by CRT Volunteers:	1580.75 Hours
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Total AnP Shift Hours:	243.0 Hours
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Total Office Hours Held:	428.0 Hours
Total Official CRT Volunteer Hours	2251.75 Hours

Summary of Hours Covered

Summary

Primary Hour Requirement: 14 Responders	25 hours	Total Required Hours	350.0
		Total Shift Hours	-
Secondary Hour Requirement: 35 Responders	20 hours	Total Required Hours	700.0
		Total Shift Hours	-
Rookie Hour Requirement: 17 Responders	20 hours	Total Required Hours	340.0
		Total Shift Hours	-

1.5 Inventory

1.5.1 Position Description

The Director of Inventory is responsible for the acquisition and maintenance of the majority of UWCRT's physical resources. Keeping track of the team's equipment through an online database, making purchases from first aid suppliers on behalf of the team, managing the team's training provisions, and ordering and distributing uniforms all fall under the scope of the Director's responsibilities. Furthermore, Inventory ensures that packs are prepared and ready for active use on UWCRT shifts. The Director of Inventory also collects new first aid reports from the UW Safety Office and disposes of the biohazardous waste that accumulates as a result of casualty responses on shift

1.5.2 Position Checklist

- Full pack checks at the start of term.
- Full Inventory Cabinet supply count at start of term.
 - Use the inventory database from former Director to estimate if any immediate orders need to be placed per uses of previous terms.
 - Start building a database for the current term and keep track of resources.
- Distribution of uniforms at the start of term and following training weekend (for rookies).
 - Continue the database from previous term to keep track of who has uniforms and which uniform
- Monthly manual AED checks
- Disposal of biohazardous waste at UW Health Services.
- Establish Inventory Committee after training weekend.
- Set up a pack check schedule to be followed by the Inventory Committee
- Develop new inventory-related initiatives that are both short-term and long-term
- Order first aid supplies as necessary, per observation and online database.
- Maintain good communication and develop a rapport between members on the team and specially among rookies.

1.5.3 Winter 2017 Purchases Summary

Quantity	Item
50	Triangular bandage
10	8x10 abdominal pad
5	6" cohesive compressive
2	2" gauze (bag of 12)
10	Large compress bandage
3	Small gloves (box of 100)
3	Medium gloves (box of 100)
3	Large gloves (box of 100)
15	2" Elastic bandage
45	4" Elastic bandage
10	6" Elastic bandage
20	Shock blanket
50	Fluid disposal bag
Quantity	Item
50	Triangular bandage
10	8x10 abdominal pad

1.5.4 Items Consumed

This is available in the Google Drive and titled "Fall 2016 Inventory Database".

1.5.5 Recommendations

These are some recommendations incoming Director of Inventory:

- Implement new "Ready for shift" tags for packs
 - Find a way to keep people accountable for replacing supplies after shift

- Find new 3 x 8 non-adherent pad distributor.
 - Currently we do not have a distributor that provides this product (the last purchase was made from Amazon)
- Find a way to fit speed splints into our packs
 - Due to their large size I struggled to find a place where a speed splint could fit in our existing packs. Potentially look into condensing the speed splints or find a different design that is smaller in size
- Work with the coordinators to create a long term inventory budget that accounts for equipment and supplies that are more costly to replace
 - For example: BP cuff calibration, replacing uniforms, AED battery's (expire in 2023)
- Design and implement new uniforms
 - Determine the pricing strategy that would work best for the future (members paying for their own uniform vs. CRT paying for it's members uniforms)
 - Potentially find a distributor of tack pants and place a bulk order for all members interested

1.5.6 Inventory Committee

The Inventory Committee was formed on February 7th after Training Weekend to allow rookies to finish their testing. The committee involved 18 members and included most of our rookies this term. Once implemented, the inventory committee kept the packs orderly, double-checking each other's work and signing the schedule appropriately. Most rookies performed checks on a weekly basis without reminders.

The pack checks were performed at least twice a week, thus, each member performed a pack check once every 10 days. The schedule for pack checks for Winter 2017 can be found in the Google Drive and is titled "Winter 2017 Inventory Committee Schedule".

1.5.7 New Initiatives

There were several new initiatives implemented throughout this term:

- New trauma packs diagrams were created and implemented
 - The Med-slinger trauma packs became operational at the beginning of the term after consulting with OC and senior members to finalize the supplies and layout of the trauma packs
- Pack Check reference document was created
 - A word document outlining the major steps was created for members of inventory committee

- Reference tags for individual sections of primary and secondary packs were introduced
 - The idea to include tags on each section of our primary and secondary packs outlining their contents was implemented
 - This project was not effective as there is no means to permanently secure the tags to the inside of our packs
 - Future work is needed to determine if these additional contents lists are necessary and (if so) how they can be adequately secure
- The uniform database is being redone
 - All uniforms will be collected at the end of the term to be renumbered and the uniform database updated
 - A new uniform database should be created in Spring 2017 to reflect the changes
- Explored options for new uniforms
 - Based on survey responses I looked into the prices associated with updating our uniforms (to another polo T-shirt)
 - Quotes for the prices can be found in the CRT Inventory inbox

1.6 Training

1.6.1 Position Description

As a Director of Training, you are responsible for maintaining the standard of care that CRT adheres to as outlined in the current revision of the team manual. This entails ensuring all active members on duty have received a vote of confidence from the trainers and coordinators and ensuring all members have passed their shift tests before going on shift. Trainers should confirm that all training material being presented is current and any outdated material should be updated. Furthermore, trainers need to be seen as mentors for the rest of the CRT and always trying to further advance the team's training goals. In a similar vein, trainers need to guide assistant trainers (AT's) for the term and to ensure they are developing as both mentors and potential future OC members. The training committee, consisting of the trainers, AT's, and possibly the Operations Coordinator, should meet weekly to discuss and plan future training events and discuss potential roles and responsibilities of the AT's. In this position it is very beneficial to plan ahead as much as possible. As all team members are also students, it is necessary to consider when the workload will be heaviest, such as when the first set of midterms hit. This is why it's ideal to have a detailed training strategy laid out for the term at the beginning and have as much CRT training work done as early as possible once receiving the position.

1.6.2 Winter 2017 Term Summary

- Continued with Rookie Week from S16
- Continued with mental health first aid training
- Emphasized practical and thorough scenario training during monthly trainings, as prepared by the Assistant Trainers
- Facilitated CasSim training in smaller groups in the week leading up to the competition
- Presented a full CasSim debrief at the following monthly training to better indicate strengths and weaknesses

1.6.3 Interview Weekend

The training committee from Winter 2017 discussed the necessity of informing applicants at the time of their interview confirmation what to expect during the interview process, such that they may be less caught off guard, so we completed this again this term. We also used minimum scores for the selection of rookies to avoid in unnecessary discussion for candidates.

1.6.4 Training Weekend

Presentations ran more thoroughly this term allowing for more practice time as well as good material coverage. New presentations were created to accompany the detailed information. We opted to continue Rookie Week, as implemented by the Directors of Training in Spring 2016. Rookies came in for a two-three hour block during the week before Training Weekend. In this time they went over the same slides and practices as Rookie Friday, but instead in a one-on-one fashion. We also completed Rookie Night, which was an optional training and social night for Rookies to come in and meet OC/ATs and have additional time to go over training material.

1.6.5 Trainings

Trainings ran well for the most part. Casualty Simulation practice ran on time this term and should as well in the future, practice should be prioritized over additional material, as has been requested by our members. This term did not include any guest speakers, which should be remediated for the coming term, as it is a great benefit to the team.

One of the major issues faced this term was the motivation of secondaries and primaries to engage with training topics. In the future, we recommend using experienced members for case studies and encouraging primaries to take leadership roles during practice scenarios. Similarly, the incoming training team would be benefitted by critically evaluating training incentives to encourage participation and attention during lectures and practice sessions.

1.6.6 Casualty Simulation (CasSim) - World's End

This is the first term that CasSim had a theme, titled World's End. All situations were based on this concept. Would highly recommend doing this every term as it gets judges, casualty volunteers and mostly, the responders, extremely excited to compete. Marketing created an amazing poster for this event which can be found in previous emails titled "CasSim poster".

The Director of Advocacy and Promotions is now in charge of supplying sponsorship for CasSim and organizing food. Both directors were imperative in the process. In the future, it is necessary to coordinate ahead of time to make sure that, should the directors of AnP be competing, that there is someone to collect and disperse the food for lunch, so it does not fall to the trainers at the last minute.

It is noted that Assistant Trainers were all head judges for CasSim this term, along with two additional head judges. This allowed for much needed practice with major shift test scoring which is vital to foster future directors of training and coordinators. CasSim is the first time most AT's mark an MST style scenario so it is

crucial they feel ready and are comfortable doing so. Support judges that did assist this term were mainly past CasSim judges, AT's, rookies from the previous term and Trainers. As was requested last term, AT's and other head judges were taught how to judge and use marking sheets. Additionally, it is imperative that judges complete their judging sheets in full, including their own name and the name of the team they are marking. Both Zayd and the Operations Coordinator were in charge of receiving all judging sheets from the situations to be totaled. This allowed only these two to be accountable for correct addition of scores - allowing for no mistakes in marking. This term there was a feedback was done at the final training as it allowed the responders to really reflect of the situations.

AT's are also in charge of makeup for each of their scenarios after going through a makeup crash course provided by the trainer (optional). This seemed very useful in ensuring makeup was put on in a timely manner, which has been a problem in the past. When getting props for scenarios, it is recommended that you give a list of stores to head judges that you plan to visit so they know what kind of props they can get. If head judges need special props not located at a store the trainer is going to, they should be advised to find the item themselves and be given a budget and told to bring back an itemized receipt for reimbursement from Feds.

In the past, props and makeup were purchased from K-W Surplus, Giant Tiger and Victoria Party Store. Currently, training has a good stock of makeup for next CasSim with maybe just a few paint brushes needed. There are 2 boxes of an assortment of props from previous CasSim events in labelled blue bins, these should be utilized for future CasSim events. CasSim spending (only spending a trainer really needs to worry about) has ranged anywhere from 100 to 250 dollars depending on makeup and props needs. This range should be considered when future budgets are created.

1.6.7 Assistant Trainers

Future Trainers and OC members are reminded that the goal of this position is to mentor future trainers/OC members and create continuity and succession. The AT role is currently very flexible and allows each AT to give as much as they want to the role. A discussion was held at the first meeting to discuss goals, and expectations throughout the term.

During the term the training committee and the operations coordinator (optional based on their availability) should continue to meet on a weekly basis to touch base with regards to what's going to happen at all future training events and so tasks can be delegated accordingly. We had ATs more involved this term in running practise

scenarios during trainings which allows ATs experience running trainings without having to do presentations which few AT's enjoy. This position has developed well since its original implementation many terms ago and now provides AT's with a good amount of responsibility without overloading them. Defined roles while still providing lots of flexibility in the potential roles that can be taken on by AT's has allowed the role to do well both this term and in previous terms.

1.6.8 Guest Speakers

CRT should continue to use all resources including St. John Ambulance (SJA), alumni, and a plethora of guest speakers for topics such as Post Traumatic Stress Disorder (PTSD), Critical Incident Stress (CIS), Mental health first aid training (Suicide/sexual assault training), and 911 dispatch. Outside resources should be contacted well in advance of when trainings will take place to ensure greater participation from these resources.

1.6.9 Mass Casualty Incident (MCI)

As always MCI was conducted within CasSim as a double-sit, taking up two slots, where two teams competed at a time with a unified score. Modified MCI testing sheets were used, to mixed effect - while they are straightforward in premise, the division of treatment levels made it challenging to score teams consistently. This should be re-examined prior to MCI in the coming term.

1.6.10 Training Goals

Goals accomplished this term:

- Continued with skipping the Rookie Night of Training Weekend and replacing it with a Rookie Week instead. It results in a higher rookie passing rate than the previous term and was well received by everyone involved. An optional Rookie Night was implemented as well.
- Primary info sheet created to help guide new primaries, those people who are interested in the position
- Training packs that are more accurate to actual shift packs created, will be expanded upon in the coming term.
- Mental Health Training Initiative was continued
 - Consider implementing a formal subcommittee for mental health promotion, including CIS

1.7 Research and Development

1.7.1 Term Summary

There are currently two active projects under the Director of Research and Development portfolio. The first project is the development of On-Call protocols and logistics and the second project is the procurement and implementation of Epinephrine as a symptom relief medication.

1.7.1.1 On-Call

The change to On-Call would require a change in the format of the way that the University of Waterloo Campus Response Team offers its first aid services. Instead of being available only through the request of Services, Societies and Clubs, the team is looking to change its service such that it would be available either (a) during periods when Health Services is closed or (b) on a 24/7 basis through police dispatch. From previous On-Call exercises during the Spring 2016 Term and the Fall 2016 Orientation Week, five key aspects were identified for improvement. These aspects were: a larger budget for additional supplies and training, more space for equipment and sleeping areas for responders, a vehicle to facilitate faster travel around campus, a dedicated parking space for the aforementioned vehicle and a notification or alarm system to alert responders to a call and provide critical incident details.

1.7.1.2 Survey

We want to gauge student support for our service and we decided that the best way to do this would be through a survey. There are several key factors that will allow for the survey to be successful. Firstly, we want to make sure that we are engaging an adequate number of students. In consultation with Federation of Students Marketing Department, we determined that we would need a minimum of 300 students in order for the survey to be statistically relevant. As of the end of Week 1, 256 students had filled out the survey. While this does put us in good position entering next term, it would be beneficial to still push for the larger goal of 1000 students. This will give us a better idea of how we would fair in a referendum, since this would capture roughly 3% of the student population. Previous Federation of Students Elections have had turnouts in the

neighbourhood of 7%-11% of the total student population. So by capturing nearly one quarter to one half of potential turn out, we can ensure we will have a good representation of student opinion. Additionally, we need to allow the survey to remain open long enough to obtain enough student support. Based upon consultation with Feds Marketing, we would recommend leaving the survey open until May 31st, 2017. This will allow us to partner the survey advertisement with our recruitment efforts, ensuring we are able to reach a larger proportion of the student population than each advertising campaign would garner individually.

1.7.1.3 Space Requirements

On-Call exercises during the Spring 2016 Term and Fall 2016 Orientation Week demonstrated that the University of Waterloo Campus Response Team would require more space in order to transition to On-Call. Our current space is inadequate for a number of reasons. Firstly, current space limitations do not allow for our service to have adequate sleeping facilities within the Student Life Centre (SLC). Additionally, if we procure an alarm system for On-Call, we cannot verify that it would not be disruptive to patrons in the silent study area across from us. Finally, the Student Life Centre currently has a policy whereby Students are not allowed to stay overnight in the Service Offices. This has been an issue when the space has been used as the on-campus base of operations for longer duties such as St. Patrick's Day and Orientation Week. Either this policy needs to be adapted to exempt CRT, or an additional space outside of the SLC needs to be secured.

At other universities with On-Call, responders who are On-Call have a designated space to sleep and work on their academic commitments undisturbed. Obtaining such a space would alleviate concerns from Health Services regarding student volunteer's capabilities to manage their academic commitments and sleep schedule while completing shifts on an On-Call basis. Space was brought up as a concern at the CRAB meeting. At the meeting, Dr. Baldwin said that he could have space for us at Health Services within the next two years. This means that we need a 2 year stop-gap to accommodate us during this transition period. In previous conversations with the Services Manager, it was highlighted that space may be

available for the interim period on the basement floor of the Mathematics and Computing (MC) building.

1.7.1.4 Vehicle

Another element that On-Call requires is a vehicle to facilitate faster transport around Campus. Other Campus Emergency Response Teams have established that numerous forms of transportation can be effective On-Campus. The main three to consider that have been successfully implemented at other campuses are (1) bicycles, (2) All Terrain Vehicles (ATVs) and (3) Sports Utility Vehicles (SUVs) or Pick-Up Trucks.

1.7.1.5 Parking

Communication with Ed Danhousen, the Operations Supervisor for Parking Services has confirmed that CRT will be able to procure a space in the future. Once we know the location, we will be able to finalize costs and potentially set it up as a restricted space depending on location. Ed should be contacted once we know where our On-Call vehicle will need to be stationed.

1.7.1.6 Alarm and Notification System

An alarm system should be implemented in the office to notify responders in the case of a response. This system will be able to be turned on and off by CRT members, a visual as well as an auditory stimulus will be used, UW police will have the access to summon us, a way to turn off the alarm then immediate await instructions will be put in place. This alternative seemed like an option that would ensure that most of the concerns that the responders had brought up regarding sleep schedule can be avoided.

1.7.2 Epinephrine

As with On-Call, the implementation of Epinephrine has multiple main components that are key to its implementation. The five main components are: a protocol for the use of Epinephrine, budgeting for the use of Epinephrine, logging and storage of the Epinephrine, development of a training program for responders to ensure

that the Epinephrine will be used in a safe and responsible manner that complies with protocol and the final approvals from the numerous oversight partners involved.

1.7.2.1 Budgeting

Budgeting for the use of epinephrine is one of the key constraints for the University of Waterloo Campus Response Team. Current forecasts suggest that it would require a nearly \$3600.00 increase to our current budget, recurring per annum. This forecast accounts for the purchase of 12 adult and 12 child Epi-pens, without replacement for use, that would need to be replaced on an annual basis because of expiry. Without additional support from either the Federation of Students, Health Services or the student body, this is not currently attainable for our service. Additionally, as per St. John Ambulance regulation, we would not be able to administer Epinephrine unless it is supplied by the venue, which in this case is the University. In the future, it would be constructive to discuss this with Health Services in order to ensure that they would be able to supply Epinephrine for us. Otherwise, we cannot use St. John Ambulance as our regulating agency or body for the act of carrying and administering Epinephrine.

1.7.2.2 Logging and Storage

At the Winter 2017 CRAB meeting, Health Services agreed to store the Epinephrine on our behalf. Thus, we will be using their logging system as well. While the default storage site could still be Health Services, we would need several on hand for the On-Call room and Office. We would also need a way to store Epi-Pens when shifts end after Health Services has closed, as we would be unable to return them until morning. Another key hurdle with the implementation of Epinephrine is setting up appropriate sharps disposal in each location so that used Epi-Pens can be disposed of safely. The solution to this problem was to have a keycard access safe that could be programmed to accept a Watcard Style Responder ID.

1.7.2.3 Training Program

This term the developed training program was approved by the Campus Response Advisory Board. The next step will be to submit the training program to the St. John Ambulance Provincial and National Councils for approval.

1.7.2.4 Approvals

Thus far, we have obtained approval from the University of Waterloo, Health Services and Tony Lea, the Executive Director for Kitchener-Waterloo St. John Ambulance. In order to proceed further, we will need to create policies for the storage, access and logging of auto-injectors and obtain the necessary storage resources. This, combined with the training program, will be forwarded to Kevin Morgan, who is the Provincial CRT Program Advisor, so that he can seek final approval from the Provincial Council and National Office for St. John Ambulance.

1.7.3 Term Summary - Assistant Researcher Projects

The following sections will provide a brief synopsis of the work completed by the assistant researchers. Each one will outline their project, the main objectives associated with each project goal, work completed during the term, and future work to be completed.

1.7.3.1 On-Call Internal Analysis

To understand the dynamic of the team several sets of observations were made. The preliminary set of observations were taken through a set of interviews conducted with rookies, primaries and Operations Committee members to get a feel of what people were looking for within the office space and on-call itself. By conducting these interviews, I was able to establish what the general needs of the group were and develop a survey in order to get more of a team consensus. After analyzing the data from the survey, the following observations were made:

1. Many people were very concerned about how to balance their academic workloads with the demands of On-Call.

2. Members were particularly worried about having to be on overnight and their sleep schedules.

1.7.3.2 Recruitment and Hiring Procedures

As the largest Feds service, in both numbers and coverage, it is paramount for CRT to take a lead in advancing the acquisition process for general members and the selection process for its executive members, herein referred to as OC for “Operations Committee.” Thus, the main goal of my project will be to enhance the current process for acquiring general and operations committee members by improving scalability, robustness, and time-costs through integrated team feedback and long-term considerations for service expansion.

This term will focus on gathering feedback from members on OC, primaries, secondaries, rookies, unsuccessful applicants, and alumni. The feedback, in general, will aim to comprehensively understand strengths and weaknesses in the current acquisition process. This feedback will be attained from different cohorts as follows:

- 1-on-1 discussions with some past and all current OC members
- 1-on-1 discussions with some past and all current primaries
- Randomized surveying of 50% of secondaries and 50% of rookies
- Randomized surveying of unsuccessful applicants
- E-mail survey blast of CRT alumni

Each of the surveying methods will incorporate quantitative-/qualitative-based questions to attain both numerical data and opinions. With the numerical data, *basic* statistics will be considered to determine if there are significant differences in opinions between the different cohorts. This would enable better decision-making when creating the retrofitted acquisition process.

Improving time-costs requires the new processes to either maintain or decrease the amount of time it currently takes to acquire members for the general team or OC. Though this will be a challenging project, it aims to alleviate stress from OC members by providing a well-developed, retrofitted general/OC member acquisition process that can be depended on.

1.7.3.3 Team Development

The main goal of this project was to increase the number of Primaries on CRT through the efficient development of rookie/secondary members and standardizing primary training, thereby reducing transition time between ranks.

In order to accomplish this goal, three main objectives have been identified:

1. Develop the leadership, soft skills, and interpersonal capabilities of prospective primaries more efficiently.
2. Ensure that Secondaries transitioning to Primaries are comfortable and capable in their new role.
3. Generate standard operating procedures for primaries while on different shifts.

Based upon the above objectives, the following deliverables were generated.

- A. Generate a team 'ethos' to clarify expectations and promote a stronger sense of unity
- B. Compose a document of Primary 'best practices' and expectations in conjunction with Training's overview of the role.
- C. Create a system in which members' soft and leadership skills are continuously practiced and improved upon.
- D. Compose a document of 'tricks of the trade' so that general responding knowledge can be passed on easily between members and between generations of responders.
- E. Revise and post fictional FARS in the office (one medical, one trauma) to demonstrate proper FAR writing practices.
- F. Ensure that a copy of both SFA and AMFR manuals are made available in the office at all times.

First-aid reports (FARs) are a critical component in documenting legal information in each response. They are used to inform other medical professionals on a casualty's condition, protect our responders from legal repercussions, and record statistics for the Safety Office at UW. Due to their significance, it is imperative that these documents are filled out appropriately in every situation. In order to ensure the

standardization and correct documentation of responses, two example FARs are being created: one related to medical emergencies and the other to trauma. Descriptions of how to complete each section of the report are included in the document being composed. Once completed, they are to be posted in the office for Responders' reference.

In the interest of providing easily accessible sources of accurate first-aid information, it was recommended that a Standard First-Aid and Advanced Medical First Responder manual be available in the office at all times. A copy of each has been secured and are in the CRT office.

1.7.3.4 On-Call Detailed Budget

The main goal of this project is to create a spreadsheet with various tiers for team advancement and establish the associated costs with advancing and maintaining the team to each tier.

The tiers are as follows:

Tier 1: Continue as is (SFA + MFR Primaries), but add Epinephrine.

Tier 2: Upgrade team to MFR Standard of Care and add Epinephrine.

Tier 3: Upgrade team to MFR Standard of Care, add Epinephrine, add 4 Seat ATV*, and add Partial On-Call (25%).

Tier 4: Upgrade team to MFR Standard of Care, add Epinephrine, add Small Vehicle*, and add Partial On-Call (50%).

Tier 5: Upgrade team to MFR Standard of Care, add Epinephrine, add Vehicle*, and add Partial On-Call (75%).

Tier 6: Upgrade team to MFR Standard of Care, add Epinephrine, add Oxygen, add Vehicle*, and add Full On-Call.

Tier 7: Upgrade team to EMR Standard of Care, add Epinephrine, add Oxygen, add Vehicle*, add Full On-Call.

* For the sake of showing the cost difference between the three types of transportation, they are separated into 3 tiers. In reality we will only go with one mode of transportation

2.0 Coordinator Review

The following sections are a synopsis of the key elements of the Winter 2017 term from the Coordinator role. It is key for incoming coordinators to review the changes outlined below in order to facilitate a smooth transition between terms. Please address any questions regarding the summary and changes highlighted in this section to either Saad Ahmad or Tatiana Portelli-Graham.

2.1 New Policies

The purpose of the following section is to outline the major changes associated with the University of Waterloo Campus Response Team Team Manual. Updates to Revision 4 are currently underway, and Revision 5 will be submitted for VP Internal and Services Manager for review by the end of April or in the beginning of Spring 2017.

2.1.1 Rookie Selection Policy

The Rookie Selection policy was rewritten after complaints were received that our methods were not efficient. Our policy now ranks the candidates according to how well they scored in our variety of tests. This method will allow the process of Rookie Selection to be faster, as we do not have to review all the candidates.

2.1.2 Primary Development Plan (PDP)

In order to have more people be promoted to Primary, we included the Directors of Training to have the ability to write and manage PDPs. This way the Trainers can have the ability to see where secondaries need to have more training and help facilitate that growth.

2.1.3 Third Shift Test Policy

Currently our policy states that after three failed shift tests, it is an immediate team dismissal. We found this term that a lot of responders were not willing to practice before their third shift test, therefore having one of our members being dismissed. We as an Operations Committee have changed our policy so that members must meet with one of the Trainers or Coordinators to go over simple responder skills, to help them practice before their third shift test.

2.1.4 Manual Blood Pressure Test

Some of our responders have the certification to take manual blood pressure in the field. To regulate our responders, we created a test that measures their skill in taking manual BP. If they pass the CRT-made test, then they will be allowed to take manual BP if their certification allows them to as well.

2.1.5 Certification Reimbursement

Our current policy was written to reimburse responders after they had completed AMFR (Advanced Medical First Responder), in hopes that they would become Primaries. We changed our policy so that members who want to take AMFR must score above 800 on our shift test (a score a Primary must hit in order to remain being Primary). The member also needs to be willing to give two terms of being a Primary.

2.1.6 Off-Duty Wear

Our old policy stated that our logo should not be printed on any off-duty wear. We wanted to maintain our professionalism and not emulate our uniform on our off-duty wear. We evaluated this practice and found that it would be appropriate for our logo to be on some special items. Our new policy is to have any swag with our logo get approval from OC and once it has approval it can be created.

2.2 Review of the Term

2.2.1 Priority Slots for responders at Counselling Services (Cheri Bilitz)

Cheri Bilitz arranged for priority slots to be available for UWCRT responders in the event of a mental health emergency, and agreed to have slots made available promptly for UWCRT members in the future. Please make sure to inform the team about this term to term. If a private phone call has to be made, the VP Internal and Services Manager have offered up their offices for use. Coordinators are also allowed to ask all members to empty the CRT office to make this call. It is recommended that the responder's information is on hand before making the call as this is required from Cheri. Information required: Full Name, Student ID, Phone Number and some availability. If Cheri's answering machine comes up, please do not leave any of the responders information. Instead leave one of the Coordinator's call information and a brief message similar to "Hi, my name is *insert name* calling from the Campus Response Team. We have a responder who is in need of a priority slot at counselling services. Please feel free to contact me at *insert number*. Thank you".

Cheri Bilitz: cbilitz@uwaterloo.ca

2.2.2 Exam Shifts (On-Call)

Due to responder shortages, exam shifts were reduced to when Health Services was not available (note 7PM-10:30 M-Th, 4:30PM-10:30 F, 8:30AM-10:30 PM Sat), and there were several hundred people writing exams. Donations (500 per term) were requested of the Registrar in Fall 2016 in support of taking on more members. This amount has not been received. Secondly, donation request for Winter 2017 has not been met either. Follow-up needed as this issue was not resolved this term. Responders were stationed within the CRT Office and dispatch via calls direct to the office or cell phone.

2.2.3 Donations (Athletics, Exam Shifts)

It is important that CRT has access to funding other than Feds. Due to the amount of CIF Intramurals shifts we take, it is reasonable that we receive donations from Athletics to cover the cost of inventory expenses. 500 has been given for this fiscal year. It is essential that we ask for more (500 per term). The end of the Fiscal year is the end of April therefore this term is when we may be able to negotiate a better deal. The original deal was that CRT contributed 15-20 hours a week for \$500 for the whole year. This is not beneficial to CRT. Talk with Feds VP Internal and have a jointed discussion between Feds, Athletics and Spring Coordinators on a higher rate. Similarly with the Registrar for exam shifts - see above.

2.2.4 St. Patrick's Day - Event & Recommendations

The Operations Coordinator, Saad Ahmad, was in charge and oversaw this event. This term St. Patrick's Day was on Friday, March 17th 2017. All files are in the Coordinator Drive → 2017 → 2017-Winter OC → St. Patrick's Day - W17.

Approximately a month before event make sure to get in contact with Bomber Management, Director of Police Services and Residences Director in regards to their schedules and functions. Please use Gmail to review past email conversations between the Operations Coordinator and said resource.

To set up responders in residences the Residence Director, Alex Piticco, was contacted. He referred the Operations Coordinators to Stephanie Wells, Residence Life

Manager. She provided CRT with the go-ahead to be stationed in the residences during the day and overnight. Stephanie also reminded all of the residence dons about CRTs 24 hours on-call time as well as the CRT cell number to be called for emergencies. This was extremely wonderful - Thanks to Stephanie Wells for allowing CRT to be at the residences for support during St. Patrick's Day.

CRT received a services parking pass from Parking Services to park the rental car. The car was stationed in the PAC/SLC services parking spot. Make sure to contact a month in advance. CRT also received four radios from Police Services. This was done by speaking in person with the Interim Director of Police Services, S/Sgt. Ken Jessop, who left the radios with a police dispatcher at the front of Police Services Office.

A week before St. Patrick's Day - the Director of Scheduling released an availability sheet for team to fill out. This allowed the Operations Coordinator and Director of Scheduling to add responders to shift. A total of five teams were on active duty - stationed in the CRT Office, Bomber, MKV, V1 and UWP. Please review the St. Patrick's Day Schedule - W17 in the drive for reference.

A supervisor (Saad Ahmad) was present for all times more than one team was present on call, this time 1600 to 0800. An assistant supervisor was also present for majority of the day to learn how to supervise large scale events. They had access to the CRT Cell Phone (which had the CRT Office phone on forward), AED and the rental vehicle. The vehicle was rented from Enterprise located on Weber St. Waterloo. A SUV was chosen over a car or golf-cart due to the weather, which called for rain/snow, as well as providing enough room for two supervisors and 3 responders plus packs. The SUV was purchased using CRT's budget. Supervisor's role was to transport responders place to place. A transport schedule is in the drive titled "transporter".

Zayd Schafer recommended that for next years event, the Coordinator work with the colleges around UW to set up teams. A recommendation made by Zayd was to remove the V1 team as MKV is able to cover the residences in that area. This will allow the V1 team to be placed into of the the central colleges.

Special thank you to Janelle Quinn for volunteering for 16 hours (Regular + Supervisor) as well as Zayd Schafer and Rahul Varghese for their input and recommendations along with assistance with Supervising the event. This event would also not be possible without the help and time management of Dorothy Soares, the Director of Scheduling who made sure to provide every responders with hours and experience. Thank you all.

2.3 Recommendations

2.3.1 Recruitment

Ensure that recruitment begins very early on in the term, with class announcements and booths to provide in communication with the team. Once applications close, schedule time to go through them and invite applicants that so potential to the team. By sorting through applicants, it will lower the workload and time commitment of OC. Interview Weekend should be spread out on two days for Fall and Winter term, as applicant and interviewee numbers are significantly higher compared to Spring. As stated above, we changed our Rookie Selection policy to greatly decrease the amount of time spent on selection.

2.3.2 SLEF Funding

This term we wrote a SLEF proposal for new equipment. We asked for funding for new BP cuffs, pulse oximeters, epinephrine safe, FAR cabinet, and an AED. We recommend asking OC members early in the term to think about what the team could benefit from having and starting the proposal early. This term we were given funding for pulse oximeters and BP cuffs, which will be bought in the Spring 2017 term. Health Services has agreed to help us find appropriate BP cuffs and pulse oximeters that would work in the field and also be cost effective.

It is extremely important that SLEF money is recorded and shared with incoming coordinators. This term we found that two years ago, CRT was granted SLEF money for a variety of things and did not spend the money. Whether this is from a miscommunication or a lack of timing, it is imperative that this never happens again.

2.3.3 Equipment Usage

During the Winter 2017 term, we found that many of our BP cuffs were showing errors while on shift or not working. We also found that four of our radios broke during the term. It is crucial to remind all members of the team about how to treat our equipment (radios - nothing to be clipped onto antennas, BP cuffs - not to be dropped and handled carefully). It is also extremely important for our equipment to be calibrated and tested properly and in a timely matter. Our AED is checked daily and an additional, more thorough check is completed monthly. Our BP cuffs should be calibrated every two weeks at least. Once we obtain pulse oximeters, these should be checked every two weeks as well.

2.3.4 Communication with Health Services

It was found that the more communication that is kept between Health Services and our service, ideally through the coordinators, is the most beneficial. Through our communication with Health Services, we were given a donation of training BP cuffs,

offers for new supplies, and help in acquiring new equipment at their discounted rate. They are a terrific resource that our service should work with and rely on more.

2.4 Responder Files

As part of the drive to reduce paper use and free up cabinet space, responder files (debrief comments, hours, awards) were done electronically. Responder files are to be created and updated in the Google drive file labelled Member Evaluation and Monitoring. End of Term file review was also completed electronically and can be found in the Member Evaluation and Monitoring Folder under Winter 2017 File Review.

The member files will be reorganized before the Spring 2017 term into Active, Inactive, and Alumni files. The Alumni files will be organized by year, so that they can be destroyed at the appropriate time in a prompt manner. The active and rookie files will be accessible by all of OC. This will allow, for example, Membership to place pictures of certifications in the responder files, and for the Scheduler to easily view if members certifications have expired. The certifications for all members are currently being collected and stored again between Winter and Spring 2017.

2.5 Campus Response Advisory Board (CRAB) Meeting

Overall, three topics were covered at the CRAB meeting. Each one has a dedicated section reviewing the progress and relevant information below.

2.5.1 Tiered Budget for Upgrading Standards

From previous CRAB meetings, Health Services inquired about a researched budget that allocated money towards our goals as a service. There were seven tiers made and presented, each tier allowing us at least one additional upgrade in our standard of care. This was brought forward to the CRAB in the hopes that a cost sharing plan between Feds and the University could be generated.

The budget was created based off of other University Campus Response Team's after comparing our own budget against theirs. It was found that our service has the lowest budget when compared to schools of similar sizes. The team has reached its maximum potential with its current budget and requires further funding in order to advance.

One of the main goals is to become an on-call 24/7 service, however this requires many resources that are outlined in the tiered budget. Significant infrastructure upgrades will be required for sustained on-call capabilities. The elements that have currently been identified as requiring an upgrade have been listed below:

- Vehicle

- Space
- Beds
- Alarm System

2.5.2 CRT Awareness and On-Call Survey

To gauge the students' opinion on having our service upgrade our standard of care and become on-call, a survey was completed and presented to CRAB. The survey also was designed to gauge student awareness for our service and to analyze our image. The survey questions can be found online and in the Coordinator drive. It is our expectation that we receive enough submissions by the beginning of Spring 2017 to begin analyzing the information and moving forward.

2.5.3 Epinephrine Training Protocol

The new training protocol for Epinephrine was presented to CRAB. The training was met with support, and was developed to meet the team's requirement to obtain Epinephrine. We also presented an Epinephrine administration test, that would be treated as a minor skills test, and would be required to be completed by all responders on the team every term.

2.6 Awards

This term, four awards were given out. Davin Singh was given the award for Beyond the Call of Duty. Dana Miettinen received the award for Fountain of Knowledge. Nathan Nagallo was awarded the rookie of the term. Geena Frew received the CRT Spirit Award. UWCRT also placed third & seventh in the ACERT NCCER competition this term, with two teams present.

2.7 Debrief Summary

Copy of this terms Debrief are in: Member Evaluation and Monitoring → Responder File
→ Debriefs → Winter 2017 Debriefs (Responses)

2.8 Response Tracker Statistics

The statistics for Spring 2016 - Winter 2017 will be compiled between the current Operations Coordinator and Spring 2017s new Operations Coordinator. This will be

compiled once Exam Shifts conclude. This compilation of statistics is very important to the further advancement of UWCRT thus will be a timely process. We hope to have it completed before the start of next term. A document titled "Response Trackers Statistics:Spring16-Winter2017" will be sent to Brendan Lowther and Vice President Internal.