

Emergency Medical Response Group EMRG at UTSC

Constitution

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I. Statement of Objectives

- a. EMRG has been established as a non-profit, volunteer organization to provide first aid and emergency assistance to the UTSC campus community.
- b. Emergency services are provided to the community as explained in section IV of the constitution.

II. General Regulations

- a. EMRG at UTSC provides emergency services to all faculty, alumni, staff, undergraduate students, graduate students, and visitors while on UTSC property.
- b. The Office of the Chief Administrative Officer shall maintain full control over fiscal operations of the group and EMRG at UTSC agrees to adhere to financial by-laws found in the FPM (Financial Procedures Manual) to be obtained from Student Affairs, or SCSU.
- c. Should EMRG hold a fundraiser or event that requires food handling, EMRG will conform to the guidelines provided by the city and the Toronto Health Department and the rules of UTSC.

III. Operating Documents

- a. All EMRG responders
 - i. The Constitution
 - ii. The Standard Operating Procedures
 - iii. The Protocol between the University of Toronto Scarborough Campus Emergency Response Group and University of Toronto Scarborough Campus Safety
 - iv. The Covid-19 General Assessment Tool (GAT)

IV. Procedure for recruiting new Active Responders and Termination of Active Responders

- i. all new recruits are required to have current Standard First Aid and CPR-C certificates recognized by approved agencies
- ii. all applicants shall obtain and complete a new recruit form either through electronic or paper application by any indicated date(s) and submit it to the acting director of Human Resources or EMRG website before the given deadline as specified on the form
- iii. the acting Human Resources Director alongside the executive team will review all new recruit forms received by the recruitment deadlines in order to select candidates for interviews
- iv. a timed written exam may be used to aid in the selection for interview candidates
- v. a timed written and/or practical evaluation may be included in the interview process

- vi. a 2/3rd majority vote in favour of the applicant following an interview is required to accept any volunteer as an active responder
- vii. new recruits are required to be available for orientation and in-service trainings. Failure to be available will result in immediate non-consideration of applicant
- viii. new recruits will be placed on a Probationary Period as detailed in section 4.4 of the Standard Operating Procedure. After which, the recruit will be promoted to full active responder status
- ix. all new recruits must submit all forms, including but not limited to a return slip from Health & Wellness, member contract, and proof of certification if requested by the Executive committee by deadline (approximately a week after EMRG first in-service). Please refer to Health & Wellness Protocol for further information.

Physical Fitness tests may also be applied, as the EMRG at UTSC has a goal of responding to calls within a reasonable time, based on the location of the call, from anywhere on campus (parking lots included).

No recruit shall be listed as an active volunteer of EMRG without completing each of the above steps.

Upon failure to report to scheduled interviews the interested applicant will forfeit their place in the recruitment process and the next interested applicant will be contacted. The interested applicant must also be available for recruitment orientation(s) and monthly training if the applicant wishes to successfully obtain a position on the team. Date(s) recruitment orientation(s) will be advertised on the paper and/or electronic application form(s) as being mandatory in order to be considered for the team. Failure to be available for mandatory orientation(s) and monthly training may result in automatic non-consideration of applicant. The Executive Committee have the rights to waive these mandatory requirements under special circumstances.

Note: All dates and deadlines apply to all applicants so as to ensure that all are given fair and equal opportunity to become part of the team. Successful candidates must complete all forms before active duty. Please refer to member contract for responsibility and roles.

It is the responsibility of the responder to be familiar with their roles and responsibilities. Failure to conform at any time may be grounds for termination or other disciplinary action.

An active responder shall be terminated from the team if...

- i. emergency service guidelines provided during certification or ongoing training, or EMRG Standard Operating Procedures and associated memorandums are not followed
- ii. the active responder provides services for which they are not certified
- iii. the active responder harasses, endangers, threatens, or causes bodily harm and/or mental distress to others
- iv. an active responder is deemed late without appropriate communications, or absent for a shift a total of three times

- v. the active responder fails to respond to a call **unless deemed unsafe**
- vi. withdrawal from school or any other possible reasons that may not allow the responder to perform his or her duties
- vii. the active responder is dishonest, or displays prejudicial behaviour while on duty or in affiliation with EMRG at UTSC
- viii. a member continues to not comply with roles and responsibilities after suspension
- ix. a member has received a total of three warnings

In accordance with section IX of the Standard Operating Procedures, a responder may be terminated subject to the approval of the Executive Committee.

All volunteers, including the executive committee, are bound by the terms and reasons discussed above for termination.

Upon failure to comply **with** ANY of the above points, the following actions shall be taken:

1. Sections **i-iii**, **v** & **vii** will require an immediate meeting between the involved responder and a minimum of 3/5 executive members, after which the remaining executive members will be informed. The results of the meeting shall be documented and reported to the advisory board to determine appropriate outcome and resolution. All terminations will be done in consultation and approval of the advisory board.
2. Sections **iii** & **v** require a meeting with all executive members at the soonest possible time for all parties. Until the meeting takes place, the responder may be suspended or put on a probationary period as deemed so by the supervisor or a director (or acting director).
3. At the time of any incident that could possibly lead to termination, it is the responsibility of the supervisor to assist the Director of Human Resources (or acting director) in drawing up a summary of the incident which is to be signed and dated by the responder, supervisor and executive members present. By signing, all involved state that what was **written** is factual. In the event that the Director of Human Resources (or acting director) is unavailable, another executive member may draw up an incident summary.
4. Warnings will be issued upon any other acts stated above or deemed inappropriate by the executive committee. A record of discipline, obtained from the Director of Human Resources, **must** be filled out, dated, and signed by the involved responder and an executive member after each occurrence. These will be kept in the responder's file and may be retrieved for further use.
5. Termination will proceed via a 2/3rd majority vote by the Executive committee. An Executive member will meet with the terminated responder and explain the decision within 5 days of the decision.

6. Whether termination takes effect immediately is subject to a 2/3rd majority vote. Termination is final, but all responders have the right to appeal decisions made by the Executive committee. If an appeal is requested, it must be in writing and be received by the Advisory Board chair within 30 days of termination. The Advisory Board will then meet with both parties to determine the appropriate outcome.

After a responder has received three warnings for any reason, a meeting with all executive will be held to determine further action(s).

IV. Emergency Services Guidelines

- a. Emergency services provided by this organization include First Aid, HCP, CPR, Emergency First Response and Emergency Medical Response.
- b. The services provided shall not exceed the training and certifications held by an active Responder
- c. Services provided to the UTSC community may include but not be limited to
 - i. 24/7 on call emergency response on campus
 - ii. emergency responders at any approved event run on University of Toronto Campus, if request for such service is sent in to the Executives at least three days prior to the event date
- d. All active responders will follow the EMRG at UTSC Standard Operating Procedures.

V. Executive meetings procedure

- a. Executive meetings shall take place weekly or as deemed necessary by the committee.
- b. Coordinators must meet with their respective director as deemed necessary.
- c. An agenda for the meeting shall be drawn up by the Executive Director of EMRG and handed out to all executive members at each meeting.
- d. The Executive Director shall chair all executive meetings. In event that the Executive Director is unable to attend, the meeting shall be chaired by the Director of Human Resources
- e. An issue not on the agenda can be added by passing a motion at any point in the meeting.
- f. Minutes for every Executive meeting shall be taken by the Director of Human Resources. In the event that the Director of Human resources is unable to attend or is chairing the meeting, the Director of Finance shall take minutes. Minutes from regularly scheduled executive meetings shall be made available to all volunteers (upon request).
- g. Only the Executive Members shall have voting rights on issues discussed at executive meetings.
- h. Minutes of meetings shall be documented by the Executive Directors and will be made available upon request from the Human Resources Director.

VI. Duties and Structure of Executive

- a. Executive membership shall consist of six positions; Executive Director, Daily Operations Director, Human Resources Director, Communications Director, Finance

Director, Training Director(s) and two members of ex-officio occupied by the Manager of Police Services at UTSC and the Manager of Health and Wellness at UTSC.

i. Executive Director:

1. Is responsible for Chairing Executive Meetings
2. Is responsible for providing agendas for all executive meetings
3. Is responsible for providing leadership and direction to all of EMRG @ UTSC
4. Is responsible for handling all external complaints in an appropriate and timely manner
5. Is responsible for overseeing team training and certification and providing guidance to the training director(s)
6. Is responsible for keeping training protocol up to date including infectious disease protocol
7. Is responsible for all relations with the university, including Police and Health and Wellness
8. Is responsible for relations with Toronto EMS and other affiliates
9. Is responsible for all media relations
10. Is responsible for all awards, certificates, quality assurance and annual reports
11. Is responsible for all aspects of the Patient Care Report (PCR)
12. Is responsible for maintaining the team's integrity and honesty

ii. Daily Operations Director:

1. Is responsible for keeping updated equipment and uniforms
2. Is responsible for keeping all statistical data up to date
3. Is responsible for maintaining EMRG at UTSC office
4. Is responsible for organizing special events crews in coordination with the Communications Director
5. Is responsible for maintaining the team's integrity and honesty
6. Is responsible for maintaining an adequate stock of equipment

iii. Human Resources Director:

1. Is responsible for recruitment of new active responders following the guidelines given in section IV. of the constitution
2. Is responsible for bringing up issues of termination and deactivation regarding active responders
3. Is responsible for keeping updated records for the certification and personal records of all executive members and active responders
4. Is responsible for disciplinary actions and conflict resolution
5. Is responsible for all paperwork regarding disciplinary action and recruiting
6. Is responsible for taking minutes at executive meetings
7. Is responsible for chairing meetings in the absence of the Executive Director
8. Is responsible for scheduling active responders and on-call supervisors

9. Is responsible for documenting and communicating internal complaints to the executive committee
 10. Is responsible for maintaining the team's integrity and honesty
- iv. Communications Director:**
1. Is responsible for communication between the executive committee and the team via e-mail and other means deemed necessary
 2. Is responsible for organizing team social events
 3. Is responsible for overseeing team fundraising and awareness and providing guidance to the fundraising coordinator
 4. Is responsible for overseeing and providing guidance to the following but not limited to the communications coordinator, the team promotions coordinator, the social coordinator, and the health promotions coordinator.
 5. Is responsible for maintaining the team's integrity and honesty
 6. Is responsible for coordinating special events with the Operations Director.
 7. Is responsible for updating the EMRG website.
- v. Finance Director:**
1. Is responsible for all financial matters associated with EMRG at UTSC
 2. Is responsible for the EMRG at UTSC bank records
 3. Is responsible for organizing the EMRG at UTSC budget
 4. Is responsible for maintaining all financial records
 5. Is responsible for ensuring all reimbursements are handled appropriately
 6. Is responsible for taking minutes at executive meetings in the absence of the Director of Human Resources
 7. Is responsible for maintaining the EMRG @ UTSC trust account
 8. Is responsible for maintaining the team's integrity and honesty
 9. Is responsible for matters pertaining to Standard First Aid courses that are offered to the public; including payments, promotions and registration.
- vi. Training Director(s):**
1. Is responsible for organizing a monthly training schedule
 2. Is responsible for initial and ongoing team training
 3. Is responsible for organizing bi-weekly training session for members
 4. Is responsible for assisting with new member recruitment
 5. Leads a training committee that helps with team training
 6. Accommodates requests made by members for additional training
 7. Must be an EFR or SFA/CPR-C Instructor and hold their current EFR certification
 8. Is responsible for organizing monthly meetings with the Training Coordinators to discuss the agenda for in-service
 9. In the case of multiple members being appointed to the Training Director position, they collectively contribute a single vote towards all executive decisions.

b. All directors must hold a current EFR certification.

VII: Duties and Responsibilities of Coordinators

Introduction:

The role of an EMRG coordinator is to contribute to the team in a specific leadership capacity and to report to their designated director. The following positions are EMRG coordinators but the list is not exhaustive.

a. Training Coordinator

1. Reports to the Training Director(s)
2. Organizes in-services along with the Training Director(s)
3. Assists the Training Director(s) with all scheduled training sessions
4. Assists responders with additional training upon request by the Training Director(s)
5. Is responsible for assisting with new member recruitment
6. All training coordinators must be EFR trained and may elect to become SFA/CPR-C instructors.
7. All training coordinators must be present at monthly training meetings.
8. All training coordinators must taken on a supervisor role

b. Human Resources Coordinator

1. Reports to the Human Resources Director
2. Assists with recruiting new active responders following guidelines in section IV of the constitution.
3. Assists with shift scheduling for active responders.
4. Must taken on a supervisor role

c. Communications Coordinator

1. Reports to the Communications Director
2. Assists with event planning
3. Assists with fundraising and promotions
4. Assists with volunteer recruitment for special events
5. Organizes a bimonthly newsletter from the executive committee to the members
6. Is responsible for organizing a promotional committee.
7. Must taken on a supervisor role

d. Webmaster

1. Reports to the Communications Director
2. Is responsible for all matters pertaining to the EMRG website including but not limited to website development, database integrity, communication with web-hosting provider, website security, access controls/permissions, and emergency maintenance.

e. Operations Coordinator

1. Reports to the Operations Director
2. Help maintain the office status

3. Is responsible for ensuring room laundry is done and beds have clean sheets
4. Responsible for helping with inventory and organizing special events (equipment, radios etc)
5. Must taken on a supervisor role

f. Courses Coordinator

1. Reports to the Finance Director
2. Assists with SFA course sign up and paperwork
3. Available for questions and payments for SFA/CPR-C courses
4. Is responsible for matters pertaining to Standard First Aid courses that are offered to the public; including payments, promotions and registration

VIII. Executive Recruitment and Termination Procedure

- a. A new executive shall be recruited according to the following guidelines
 - i. The Executive Director shall inform all team members of an available executive position through a posting on the EMRG website or other means.
 - ii. All candidates must be active responders with EMRG at UTSC and hold Emergency First Responders Certification.
 - iii. All executive members are recruited for a one year term. Prospective candidates must apply with a resume to the existing executive members before the posted deadline.
 - v. Interviews with each interested candidate will be conducted by the existing executive members.
 - vi. Existing Executive members will consider both the applicant's resume and interview responses to choose the best candidate for the position. A 2/3 majority vote is required to accept any new executive member.
- b. An Executive Member may be terminated according to the following guidelines
 - i. The Executive member fails to attend any three executive meetings without prior notice
 - ii. The Executive member is terminated from the team as per section III. b.
 - iii. The Executive member fails to perform their duties outlined in section VI.

IX. Finances

- a. The team shall have a bank account in the name of **Emergency Medical Response Group at UTSC.**
- b. The Office of the Chief Administrative Officer shall maintain full control over fiscal operations of the group and EMRG at UTSC agrees to adhere to financial by-laws found in the FPM (Financial Procedures Manual) to be obtained from Student Affairs, or SCSU.
- c. All cheques or withdrawal statements shall be signed by two of the Executive members, and must be recorded clearly. The cheque recipient cannot sign their own cheque.
- e. An annual statement and budget shall be prepared by the Finance Director in July of the current year and approved by the executive committee. An operating

- budget request for the upcoming fiscal year is to be drafted in May, approved by the executive committee, and submitted to the CAO for approval on April 1 (by the necessary deadline as required by the University of Toronto at Scarborough)
- f. EMRG at UTSC shall control dues and monies acquired entirely by the members of EMRG at UTSC.

X. Annual Report

a. Introduction

EMRG at UTSC is a student-run organization operating on the campus of the University of Toronto at Scarborough, receiving funding from different sources. As such, the University has a vested interest in the functions and operations of the EMRG team. In appreciation of this, and to ensure the University is equipped with the necessary information to execute its oversight duties, an Annual Report will be completed by the Executive team of EMRG and filed with the Chief Administrative Officer each year.

b. Guidelines

The operating year begins May 1 and ends April 30. An annual report will be filed by May 15 for the year ending the preceding April.

c. Contents

The Annual Report should be detailed, accurate and concise. Appendices should be attached where records can be provided. The Annual Report will contain sections outlining:

- Team composition, Executive composition, hiring, termination, resignations, etc.
- Initial and ongoing training, including trainer information and training records
- Equipment usage statistics, purchases and losses
- Call statistics and Ambulance call information
- Team safety information / injury to responders
- Complaints and compliments
- Relations with campus groups, Toronto EMS, other organizations
- Relationships with Health and Wellness and UTSC Police
- Health Promotion / Awareness initiatives
- Space allocation usage
- Financial Report, changes to the previous years budget request
- Additions, deletions and alterations to the SOP or Constitution
- Annual Accountability Report as requested by the CAO
- Other issues deemed appropriate by the Executive or Team
- Other issues as requested by the Chief Administrative Officer

At all times patient confidentiality will be respected.

This report will be prepared by the outgoing executive, and presented to the Advisory Board and CAO and the public at the annual report meeting in May.

d. Oversight

Should the annual report be unsatisfactory, the CAO may advise the Principal to order the EMRG team to cease operations and stop all funding. The Principal of UTSC has complete authority to direct the team to cease operations and stop all funding. In such a situation, the team will comply pending approval of a proposal to Operate, which is to be filed by the Executive.

e. Budget Approval and Review Process

The EMRG at UTSC Finance Director and Executive Director shall submit an Operating Budget request for the upcoming fiscal year, forecast expenditures for the current fiscal year, and spending plans for the use of estimated unspent funds or carry-forward to the CAO for approval by April 1. In mid-April, a budget meeting shall take place Executive Director and Finance Director of EMRG and the Advisory Board and CAO.

XI. Amendments

- a. Any changes made to the constitution will require a 2/3rd majority vote by the executive members, and will be reported to the Advisory Committee.
- b. Last Amended: May 11, 2022