

**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. 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 2/3<sup>rd</sup> 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
- iiii.** 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

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 2/3<sup>rd</sup> 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/BLS, 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 present at monthly training meetings.
7. All training coordinators must take 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 take 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. Is responsible for organizing a promotional committee.
6. Must take 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. Finance 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: August 25th, 2024

# Emergency Medical Response Group at University of Toronto at Scarborough

## Standard Operating Procedures © 2006

Written by Blair Bigham, Andrew Mondor, Jaclyn Day, and Jocelyn Paul and Humphrey Ho; edited by the Executive Committee, EMRG at UTSC, 2014-2015, 2021-2022, 2023-2024, and 2024-2025.

The authors and contributors are not responsible for any information held within this manual, or interpretations of this manual.

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### **SECTION 1: MANDATES MISSION STATEMENT**

The Emergency Medical Response Group at the University of Toronto Scarborough will strive to serve the students, staff, faculty and visitors on campus in a professional, compassionate, and timely manner while attempting to make the campus a safer place for all through educational campaigns and emergency medical response.

Through continuing medical education, our members will have the highest and most current training available, in order to provide our patients with the best possible care.

### **EXECUTIVE MISSION STATEMENT**

The EMRG Executive will strive to provide leadership for all EMRG members while maintaining the integrity of the team by ensuring appropriate training, equipment, and protocols. The Executive will stand by any member who practices their training or protocol as specified by the Executive. All decisions will be made based on fairness and equality. The Executive members will be approachable, compassionate, responsible, and will strive for the betterment of the team.

## **SECTION 2: RECRUITMENT/TERMINATION PROTOCOLS**

### **2.1 Introduction**

All of the following adhere to topics discussed under section(s) **IV (a), (b)** of the Constitution for Emergency Medical Response Group (EMRG) at the University of Toronto Scarborough.

Regardless of the situation, all conflicts pertaining to the recruitment or departure of EMRG volunteers will be discussed among executive members and/or higher bodies (advisory committee, etc.) at regularly scheduled meetings.

Immediate notification of any such conflict is to be brought to the attention of the Director of Human Resources. The Director of Human Resources is fully responsible for notifying the Executive Director.

All interested volunteers shall be able to seek information and advice from any executive committee members. Under **no** Circumstances is a single executive member authorized to make a final decision on recruitment and/or termination of a volunteer, pending previous discussions with the executive committee.

### **2.2 Recruitment**

As outlined in section **III** of the constitution, volunteers shall be recruited according to the following guidelines:

- 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 director or acting director of Human Resources before the given deadline as specified on the form.
- iii.** The Human Resources Director or acting Director 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 2/3<sup>rd</sup> 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 training. Failure to be available may result in immediate non-consideration of the applicant.
- viii.** New recruits will be placed on a twelve week Probationary Period as detailed in section **4.4** after which, the recruits will be promoted to full active responder

status.

**ix.** All new recruits must submit all forms including a return slip from Health & Wellness as requested by the Executive committee by the deadline (approximately a week after EMRG first in-service).

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) of 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 right 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.

## **2.3 Termination**

Please refer to section 10.6.

## **SECTION 3: TRAINING**

**3.1 Introduction** EMRG at UTSC will strive to be progressive in new training, effective in ongoing training, and competent when utilizing the skills and knowledge obtained from this, and other training.

### **3.2 Initial Training**

All active responders must maintain current Standard First Aid, BLS, and CPR-C certification. At the discretion of the executive committee, any active responder may be asked to perform some or all of the skills of the SFA-C course in a practical evaluation. In the event that an active responder fails a skills evaluation:

- i.** They are responsible for scheduling a remedial test within two weeks.
- ii.** A second unsuccessful evaluation or the lack of a second evaluation will render the responder inactive.
- iii.** The inactive responder may be given a third chance to prove their SFA-C skills in a practical evaluation at the discretion of the executive team
- iv.** If deemed appropriate by the executive team, the inactive responder will be advised to resign from the team

The next step of initial training will be the Automated External Defibrillation. Communications, health and safety, standard operating procedures and conflict training will also be offered. Upon completion, responders will be considered LEVEL 1.

Following this, selected recruits will be offered the opportunity to enroll in an Emergency First Responder (or equivalent) course. This course may or may not be paid for, in whole



or in part, by EMRG at UTSC. Upon completion, responders will be considered LEVEL 2.

All members are required to have AED training through an approved agency.

Additional initial training may be included as deemed necessary by the Executive Committee, including, but not limited to, communication training, equipment training, policy training, etc.

### **3.3 New Recruit Orientation**

New recruits, prior to working their first shift with EMRG at UTSC, must attend New Recruit Orientation. New Recruit Orientation must include, but is not limited to, the following: overview of the EMRG at UTSC Constitution, overview of the Standard Operating Procedures, CPR training, BLS training and EMRG at UTSC medical directives/protocols (if applicable).

### **3.4 Orientation Training**

Prior to working their first shift during a new school year as a responder, returning EMRG at UTSC members must attend Orientation Training to update any operational changes EMRG at UTSC has undergone during the summer in addition to completing all forms as requested by the executive committee. Orientation Training must include, but is not limited to, the following: review of the Standard Operating Procedures, CPR training, and EMRG at UTSC medical directives/protocols (if applicable).

### **3.5 Ongoing Training**

Each responder must attend at least one (1) in-service every month. Failure to meet this requirement will be documented and result in immediate suspension until alternate training arrangements are made, if possible. If alternate training cannot be arranged, the responder will be suspended until he or she is able to attend the next in-service training. Failure to attend a second unexcused in-service will result in a written warning. Failure to attend a third in-service will result in termination.

In-service training dates for each academic year will be available at Orientation Training of that particular school year.

The contents of the in-service are to be determined by the Training Director or Acting Training Director in collaboration with the Executive Director. If a responder is unable to attend any of the in-service trainings offered in a particular month due to academic conflicts (i.e. exam, lab, practicum, class, etc...), he or she must complete the in-service exemption form at least one (1) week prior to the first training that month to work out alternate training arrangements if possible. If alternate training cannot be arranged, the responder will be suspended until he or she is able to attend the next in-service training.

The possibility of alternate training arrangements for responders without a valid reason for missing in-service training as deemed appropriate by the Executive Director and Training Director. Upon successful completion, the responder will have 1 month until another in-service must be attended. Upon unsuccessful completion of the in-service, the responder will be deactivated until they meet the necessary requirements. When at all possible, EMRG at UTSC will do co-training, such as recertification, with Police Services to form a close working relationship.

### **3.6 Paramedic Students**

Responders enrolled in the Paramedic program may use their knowledge on a call, however cannot perform any skills not already in their skill-set as a Level 1 or Level 2 responder.

### **3.7 Paramedic (Program) Graduates (A-EMCA)**

Any EMCA-certified responder will be considered Level 3 and will follow all EMRG at UTSC standing orders. Standing orders (AED, Symptom Relief) of other agencies where the responder is employed (i.e. Toronto EMS, Durham Region EMS, York Region EMS) are not to be used on EMRG at UTSC shifts, as there is no medical direction for those protocols at UTSC. The EMRG at UTSC Medical Advisor may grant EMCA-certified responders from select services the ability to use their skills. Any change in responder levels and skills set will be noted in the standing orders of EMRG at UTSC.

### **3.8 Remote Protocol**

In the event that EMRG must operate remotely, responder testing, trainings, and in services are to be conducted virtually and facilitated by members of the EMRG Training team. Mandatory attendance quotas must still be established by the Training Directors and applied.

## **SECTION 4: ROLES AND RESPONSIBILITIES**

### **4.1 Introduction**

Each member will uphold their duties as follows:

### **4.2 All Responders**

Each active responder is responsible for:

- i. Attending one in service training session every month
- ii. Following all directives as set out by the EMRG at UTSC standard operating procedures and constitution
- iii. Keeping certifications up to date by recertifying when necessary
- iv. Meet the minimum shift requirements as outlined in the member contract
- v. Keeping personal contact information up-to-date
- vi. Responding to executive correspondence in a timely manner
- vii. Maintaining the integrity of the team
- viii. Attending mandatory extra training sessions which will be notified to the responder by the Training Directors with a minimum quota set by the Training Directors

### **4.3 On-Duty Responders**

Each shift should consist of 1 EFR-certified and 2 SFA-certified or higher responders. The minimum operating quota for shifts is 1 EFR-certified and 1 SFA-certified or higher responders.

Each on-duty responder is responsible for:

- i. arriving for all shifts at least 15 minutes before the shift officially starts and staying until relieved by the active responders scheduled for the next shift or informing the supervisor that the other responder has not yet arrived
- ii. take direction from supervisor
- iii. following all directives as set out by the EMRG at UTSC standard

- operating procedures and constitution
- iv. keeping all patient information organized and confidential
- v. responding to every call in a professional and timely manner
- vi. wearing and maintaining the EMRG at UTSC uniform, as outlined in the member contract
- vii. wearing the required level of personal protective equipment (PPE) on call

## **4.4 Probationary Responders**

### **4.4.1 New Responders**

Each new recruit will be placed on a twelve week probation period where the responder's skills and performance on duty as well as in training will be observed by the executive as well as training personnel. Each probationary responder is responsible for:

- i. attending additional training sessions with training personnel as deemed necessary by the executive team or training director
- ii. working shifts with at least one experienced active-duty responder
- iii. following all rules as detailed in section **4.3** and **4.4**
- iv. passing 2 out of 3 required testings to become an active responder on the team

### **4.4.2 New Emergency First Responders**

Each new emergency first responder will be placed on a twelve week probation where the responder's skills and performance on duty as well as training will be observed by the executive as well as training personnel. Each probationary responder is responsible for:

- i. attending additional training sessions with training personnel as deemed necessary by the executive team or training director
- ii. working shifts with at least one experienced active-duty Level 2 responder
- iii. following all rules as detailed in section **4.3** and **4.4**
- iv. passing 2 out of 3 required testings to become an active responder on the team

### **4.4.3 Required Testing**

As stated above (**4.4.2 iv.** and **4.4.3 iv.**), probationary members must pass 2 out of 3 testings to become an active member on the team. A failure to attend a testing without prior communication results in an automatic fail of that testing. If a probationary member is unable to attend a testing due to a prior commitment, that member must contact the training director(s) at least 3 days in advance of the original testing date. Additionally, all questions regarding any skills related to testing must be asked before 12:00 AM on the day of testing and no training director or coordinator is required to answer questions after this time.

## **4.5 On-Call Supervisors**

Each on-call supervisor is responsible for:

- i. at least **3** supervisor shifts a month, during which they cannot be on active duty, unless they are required to cover a shift for an EFR that cannot attend a shift for emergency reasons
- ii. ensuring that all of the scheduled active responders show up for their assigned shifts
- iii. finding a replacement for any absentee responder
- iv. following all directives as set out by the EMRG at UTSC standard operating procedures and constitution
- v. arriving promptly within 2 hours in emergency situations when called by an on duty responder
- vi. filling out and signing appropriate forms pertaining to the shift, crew and any

incidents vii. making sure appropriate paperwork is filled out and filed by on-duty responders viii. must be an active responder

#### **4.6 Active Supervisors**

Each active supervisor is responsible for:

- i. being available to all members of the team for consultation on an appointment basis
- ii. providing input to the executive committee as to training and daily activities of the team
- iii. following all directives as set out by EMRG at UTSC standard operating procedures and constitution
- iv. ensuring they have at least 8 months of experience as an active responder and hold Emergency First Responder (or equivalent) certification
- v. reporting to the Human Resources Director of any member who fails to attend a scheduled shift due to illness or injury
- vi. raising any issues pertaining to a member's performance on a call or while on duty to the executive committee

#### **4.7 Executive Committee Members**

- i.** Executive Director
- ii.** Director, Human Resources
- iii.** Director, Operations
- iv.** Director, Communications
- v.** Director, Finance
- vi.** vi. Training Directors

These roles and responsibilities are outlined in the Constitution.

### **SECTION 5: DAILY PROTOCOLS**

#### **5.1 Shift Time**

Day shifts run from 09:00h to 17:00h Night shifts run from 17:00h to 09:00h the following day. During the hours of 23:00h and 06:00h the team of three must be aware of each responder's location

The responder is expected to arrive 15 minutes prior to the start of the shift, as outlined in section 4.3

When a special event is booked, an additional team may be assigned to it at the discretion of the Operations Director. These crews are expected to arrive at least 30 minutes prior to the start time of the event. (Start time refers to the time the organizers have asked EMRG to arrive, which is not necessarily the time the public is able to arrive)

#### **5.2 Shift Location**

The outgoing crew is to meet the oncoming crew at the EMRG office (BV-306). Night crews are permitted to be in the EMRG office and should sleep there, so long as they are able to receive and respond to calls.

No responder shall leave the UTSC property without the permission of a supervisor. Failure to meet this condition will result in immediate termination.

At the discretion of the on-call supervisor, an EMRG member may be relieved of duty by another active responder of equal or greater training level for a short period of time.

Crews assigned to a special event may not leave that event until the end of the shift. One responder may leave to go to pick up supplies, or to call a supervisor if necessary.

### **5.3 Uniform**

**ALL responders** are expected to be in full uniform, consisting of full length pants, orange EMRG t-shirt or orange EMRG sweatshirt, and a watch. All on-duty responders are expected to be in full uniform, consisting of an orange EMRG shirt. In the case of special events they may be asked to have black dress pants. Footwear must consist of flat shoes with closed toes. When members are required to cross public transit routes, all members are required to wear a reflective vest.

### **5.4 Shift Change**

Outgoing and incoming crews will meet in the EMRG room to transfer equipment. If there is no scheduled night crew, the day crew shift leader is responsible for locking all equipment and rooms securely. All outgoing crews will sign out and all incoming crews will sign in using the computer scheduling system. An individual responder may leave, provided a member of the incoming team with equal or greater certification has arrived and signed in, unless there is no incoming team scheduled.

### **5.5 Absenteeism**

If a responder does not report for duty within 30 minutes of his or her shift, the responders on duty must notify the on-call supervisor. Should the responder arrive, the on-call supervisor must be informed. If an outgoing responder has a commitment, he or she must speak to the on-call supervisor regarding the matter.

If a responder is unable to attend a scheduled shift because of an illness, the responder must report it to the on-call supervisor. The responder will then be deactivated until a return to work clearance form is completed and signed by the Health and Wellness Centre physician at UTSC.

If a responder knows he or she will be late, he or she must call the on-call supervisor as soon as possible AND the EMRG office or a member of the oncoming team and inform them of the lateness. If a responder is going to be absent due to personal emergency, the same conditions apply, and he or she must attempt to find a replacement. Failing this, the supervisor will be responsible for finding a replacement. All absences and personal emergency incidents will be documented by the shift supervisor.

If a responder needs to switch his or her shift with another responder, the following conditions must apply: the replacement must be an active responder, the replacement must be at the same or greater level as the responder, the on call supervisor and Human Resource Director

and Human Resources Coordinator must be informed, and attempts must be made to inform the outgoing and incoming shifts.

## **5.6 Equipment Carried**

All three modules, an oxygen bag, a second oxygen bag and a trauma bag with an AED must be carried at all times, and should be equally distributed amongst the on-duty team. This equipment **MUST** be checked at the beginning of each shift. Any missing or used equipment is to be reported via an Equipment Inventory form and the equipment must be restocked by the responder or Operations team after the call is completed. If there is no restock available, the on-call supervisor and Operations team must be alerted. The contents of each kit are outlined in the Mandatory Equipment Document.

Modules specific for responding to external events should be stocked and maintained, and must be checked prior to the event.

Any malfunction of equipment requires that the on-call supervisor be notified and an incident form be filled out.

Communication equipment will be carried by each responder at all times as specified by the Communication Protocol document.

## **5.7 Communication**

All members are expected to read and abide by all rules outlined in the police protocol (attached to the member contract).

Each on-duty responder will carry a handheld radio programmed for the emergency channel as indicated by STUDENT EMRG. The radio must remain on and tuned to the specified channel at all times while on duty.

In case of an emergency, EMRG will be contacted by police on STUDENT EMRG. Once the member receives the call, they must turn to CAMPUS POLICE, which will remain until the end of the call. Once the patient is released, members must turn radios back to STUDENT EMRG. When a medical call is received on STUDENT EMRG, all responders will radio back confirming they received the call and will notify the police that they are on their way to respond to the call. The responder will then notify the police and other responders that they are switching to CAMPUS POLICE for the remainder of the call. Once the call is complete the responder will turn the radio back to STUDENT EMRG.

In the event that the EMRG team receives two (or more) calls at the same time, the crew will try and determine through the call information which call is of a more urgent nature. At that point, the senior on-duty responder will determine which responders will respond to each call. Responders must remain at their assigned call until they are cleared from the scene as specified in section **5.15**

When a medical call is received by UTSC police, dispatch will relay the pertinent information to the EMRG team via radio. Upon receiving the call, each member of the team will radio police, indicating that they have received the information and will be responding to the call. One member of the crew will also radio police to determine where they will meet if police and EMRG are responding together. If police are not responding, EMRG will radio police dispatch once on scene if police help is needed, or if an ambulance is going to be called.

Once the team is cleared from a call, they will radio dispatch to end the call and put the team's status back to available.

In the case that an EMRG member is flagged down by a student for a major incident, the EMRG member must radio police and other on-call members immediately. In case of a minor incident, the EMRG member may assist and complete a patient form.

It is recommended that police accompany EMRG to every call; however, if the police are busy, all members of the responding team must respond together if there is no police accompanying between the hours of 06:00 and 23:00 hours. No single member of EMRG can respond to a call alone, unless the call is of a minor nature. If a call comes in between 23:00 and 06:00 hours, the responding team is encouraged to wait until police are available to respond. If police are unavailable and the call information is determined by the crew to be extremely urgent, the crew of three may attend the call without police escort. If the scene is unsafe, the crew will leave immediately and notify police.

Radios will strictly be used for EMRG matters only. Any radio use which is not directly related to a call (and/or modest communication amongst members regarding member location etc.) will not be tolerated. The radio channels must be open and available for call dispatch at all times.

## 5.8 Definition of ON CALL and ON DUTY

On-call refers to the supervisor responsible for the operation of EMRG on a particular shift. This supervisor must be within 2 hours of the UTSC campus, and must be reachable by phone. In the event that the supervisor must return to the campus, taxi fare or mileage will be paid. The on-call supervisor may ask, if necessary, for an alternate supervisor to attend to a situation, however the scheduled supervisor is still responsible for all situations.

On-duty refers to a responder who is assigned a shift. The responder may not leave UTSC property without the permission of a supervisor. While on duty, responders may go about their usual day; however, they **MUST** respond to any call that comes in. **Responders are prohibited from being on duty on days when they have a scheduled exam or test or practical.**

**No responder, supervisor or director shall consume any alcohol, drugs, etc. within the 12 hours prior to the shift or while on duty or on-call. Failure to comply will result in immediate termination.**

## 5.9 Valley Calls

If a call comes in from the valley, when a special events crew is not on duty, the team will contact police dispatch to determine the nature of the call as well as where it is located in the valley. Police will be asked to accompany the team and their equipment to the valley in the police car, to allow for a safe and quick response time. If police are not available to respond with the team, the team will inform police that they will not be able to respond until a police officer can accompany them. At this point, a decision must be made in conjunction with the police as to whether or not an ambulance should be called, if not already done.

If there is a large event scheduled for the valley, a special events team can be arranged to work in the valley for the duration of the event as long as the organization gives EMRG at UTSC a minimum of one week notice. If an injury occurs while the team is posted in the

valley, the team will notify police if an ambulance has to be called.

**5.10 Team Member Injured** Should a team member be injured while on duty, the following steps will occur in sequence:

- i. if the responder is injured while responding to a call, or because of a physical illness which impairs their ability or the ability of their teammates to adequately perform treatment, the remaining responders will triage the situation. If possible, one will assist the injured responder and the other will assist the patient.
- ii. If the responder is deemed to be incapable of responding to a call by the remaining responder for unforeseen reasons (e.g. shock, decease of family friend, etc.) the remaining responders will triage the situation. If possible, one will assist the responder and the other will assist the patient.
- iii. If required, an ambulance will be called
- iv. UTSC dispatch will be informed that EMRG is out of service. The on-call supervisor will be notified, and if necessary will arrange for a replacement crew
- v. The injured team member will be immediately released from duty. The team member will be required to see a physician at the Health & Wellness Centre to obtain a return to work clearance.

### **5.11 Emergency Services Required**

An ambulance shall be called if:

- i. the call is of a serious nature
- ii. Obvious help is required
- iii. The team cannot effectively handle the call volume
- iv. If requested by patient
- v. or at the discretion of the responder

Fire services shall be called if:

- i. a situation involves or may later involve smoke or fire
- ii. a situation involves hazardous materials
- iii. a situation requires the patient be extricated
- iv. or at the discretion of the responder

Police Services shall be called if:

- i. responders are in danger
- ii. a crime was committed
- iii. The patient or bystanders request police
- iv. or at the discretion of the responder

### **5.12 Clearing a Scene**

A response crew may clear a scene when:

- i. the patient refuses further care
- ii. The ambulance has left the property with the patient on board
- iii. The police clear the team from the scene
- iv. No patient is found, and dispatch has confirmed receipt
- v. U of T dispatch has cancelled the team
- vi. The patient is transferred to the care of the health and wellness centre at UTSC
- vii. The patient is transferred into the custody of a responsible adult to be transported for further care, or to agreed upon transportation arrangements made for them to seek



further care following appropriate PCR informed consent and signatures.

An individual responder may clear a scene when it is between the hours of 06:00 and 23:00 AND:

- i. the team leader has concluded that three responders is not necessary
- ii. The team leader has concluded that the patient's care will not be compromised by the absence of a responder
- iii. The responder has informed the other responders that he or she cannot attend to this call for reasons including but not limited to patient-responder conflicts, personal reasons, or illness.

In the case of any of the above, the on-duty supervisor shall be notified at the earliest possible convenience, and the incident will be documented.

While on a call between the hours of 23:00 and 06:00 the team must remain together at all times. At least two responders must remain on scene from arrival to the time the call is cleared for safety and liability reasons. The team must then go to the office or discreet location to complete paperwork and/or restock equipment.

### **5.13 Campus Safety Protocol**

Campus Safety must be contacted and activated for all non-walk in calls of all moderate and higher acuity. EMRG responders and Campus Safety officer conduct should be adhered to as specified in the joint protocol document: [https://docs.google.com/document/d/1soYpvWHvY8zm-298RhqBQyoscl2\\_V5pD/edit?usp=sharing&oid=108429442293229948181&rtpof=true&sd=true](https://docs.google.com/document/d/1soYpvWHvY8zm-298RhqBQyoscl2_V5pD/edit?usp=sharing&oid=108429442293229948181&rtpof=true&sd=true)

### **5.14 Behaviour and Use of EMRG office**

No responder, supervisor or director shall consume any alcohol, drugs, etc. within the 12 hours prior to the start of a shift, or while on duty or on call. The EMRG office is only to be used by ON DUTY responders and supervisors, and by executive members for EMRG purposes. The office must be cleared of anyone not on active duty upon EMRG activation. The crew room is to be kept clean and well maintained in accordance with established health and safety protocols. Failure to do so may result in the room being closed. No person shall engage in any sexual activity in the crew room. Failure to comply with this rule shall result in immediate termination. Members must conduct themselves in a professional manner while in the EMRG office

## **Section 6: Responder Health and Well-Being Protocols**

### **6.1 Introduction**

EMRG at UTSC will strive to maintain the health of all active responders.

### **6.2 Sickness and Injury**

Any active responder that should suffer a physical or mental illness or becomes injured – be it while on or off duty – such that the sickness or injury negatively impacts the responders ability to respond to a call, treat a patient, function within the team and has a shift within 7 calendar days must be reported to the Human Resources Director of the

Executive Committee.

It is the responsibility of all team members to raise any concerns about the physical or mental health, or the well-being of another responder to the Human Resources Director who will then document, and inform the remaining members of the Executive Committee. The identity of all involved parties will remain confidential.

When the Human Resources Director is made aware, that a team member is suffering from a physical or mental health illness, the following steps will be taken:

1. The Executive Committee shall then investigate the matter, and meet with the responder in question, and deactivate the responder from active duty.
2. The deactivated responder may return to active duty only once they have visited a physician and have a Return to duty form completed by a physician in the Health & Wellness Centre at UTSC.
3. The responder will be subject to any and all conditions dictated by the physician at the Health & wellness Centre for return to duty.

Members who are absent from shifts due to illness will be required to visit a physician and submit a Return to duty form from the Health & Wellness Centre. Failure to do so will result in the deactivation of the responder from all upcoming shifts until such paperwork has been completed and received by the Executive Committee.

## **SECTION 7: MEDICAL PROTOCOLS**

### **7.1 Introduction**

The Training Director and Executive Director, in concert with the Medical Advisor, Paramedic Advisors, and Advisory Committee, will form guidelines and protocols regarding medical care, equipment and training in addition to the guidelines set out by the certifying agencies. In this section, EMRG standards include communications, health and safety and standard operating procedures.

### **7.2 Level 1 Responder**

Certified in: Standard First Aid, CPR-C, AED, Basic Life Support (BLS), EMRG Standards. A level one responder will work at his or her level, in accordance with the Red Cross, Lifesaving Society or Toronto EMS First Aid and AED standards, in addition to any standards set out by the executive committee or the Medical Advisor.

### **7.3 Level 2 Responder**

Certified in: Emergency First Responder, all Level 1 qualifications in accordance with the Canadian Red Cross EFR standards

### **7.4 Level 3 Responder**

Certified in: Symptom Relief Drug Administration, all previously mentioned certificates  
Additional Qualifications: Emergency Medical Care Attendant / Paramedic A level three responder will work at his or her level, in accordance with the Medical Directives, and the standards set forth for Level 1 and 2 responders, in addition to any standards set out by the executive committee or the Medical Advisor.

## **7.5 Standing Orders**

There are no current standing orders.

## **7.6 Recertification**

It is the responsibility of each individual responder to keep his or her certifications up to date. EMRG at UTSC will run recertification courses but cannot guarantee a course. The Director of Human Resources is responsible for tracking all certificate expirations. The Director of Human Resources may require certain certifications to be renewed more frequently than what is mandatory for the public. Any responder whose certificate expires prior to recertification will be deactivated immediately.

## **7.7 Deactivation**

Deactivation means that a responder is no longer working any scheduled shifts. The Director of Human Resources may deactivate a member at his/her request due to medical concerns, family emergencies or other special circumstances. The duration of deactivation will be agreed upon between the member and the Director of Human Resources. The Director of Human Resources will notify the executive members of the deactivation. Upon deactivation, the Director of Human Resources will document this event and it is to be signed by the Executive Director, Director of Human Resources and the member in question. In the event of deactivation due to medical concerns, the responder must obtain clearance and the return to duty form, from a Health & Wellness physician or nurse at UTSC before reactivation can occur.

A request to be deactivated must be sent to the Director of Human Resources through email ([humanresources@emrgatutsc.com](mailto:humanresources@emrgatutsc.com)) by the member in question at least 7 calendar days in advance if the nature of the deactivation is not an emergency.

## **7.8 Equipment**

At all times, the following equipment will be carried amongst the on duty team:

- i.** Airway Kit
- ii.** Response Kit
- iii.** Response Kit (containing oxygen)
- iv.** AED

Additionally, supplies to restock will be in the EMRG office.

## **SECTION 8: RECORDS AND CONFIDENTIALITY**

### **8.1 Introduction**

EMRG will strive to maintain accurate and complete records in regards to call volume, patient care, personnel, etc. Patient confidentiality is a priority. At no time will a patient's personal information be disclosed, except to allied emergency agencies, UTSC Health and Wellness, UTSC Police Services, Toronto Paramedic Services or legal counsel.

## **8.2 Patient Care Forms**

After each call where a patient is found, an EMRG-approved patient care form will be completed and filed with the Executive Director. Once complete, this form is confidential. UTSC Health & Wellness is responsible for auditing patient care forms during months of operation.

Occasionally, supplementary forms must also be completed, for reasons including but not restricted to: statistics, scientific studies, efficiency studies, special events, emergency actions (i.e.: transfer to ambulance) etc.

Patient care forms must be LEGIBLE, COMPLETE, SIGNED and DATED by on-duty responders before leaving a shift. Failure to do so will result in documentation of the on-duty crew. Should the forms not be legible, complete, signed and dated on an ongoing basis then the form will be returned to the member for completion along with a verbal warning. Following 2 verbal warnings, the member will receive a written warning. Once a responder has accumulated 3 written warnings, the responder will be suspended from shifts.

All patient care forms are stored on a file secured in a locked cabinet in the EMRG office for no less than seven years.

## **8.3 Incident Forms**

Incident forms are to be filled out for any non-medical event that occurs during a shift (i.e. stand by for a fire, police event, injury to EMRG member, absenteeism, disputes within the team, etc) and filed with the Director of Daily Operations and the Director of Human Resources, and these forms will be discussed by the executive committee and appropriate parties.

## **8.4 Confidentiality**

a. Each responder will keep all patient information strictly confidential.

If responders feel that they must discuss an aspect of a call, they must do so in a private space where the conversation cannot be overheard. This can only be done with responders who were on the call, or with any supervisor or Director.

Supervisors and directors will be available for consultation on an appointment basis, unless a responder has an urgent concern, in which case a supervisor or director may be summoned immediately.

Breaching medical care confidentiality will result in immediate termination in all cases.

EMRG members may only share information regarding a patient's name and the hospital to which they are being transported with Allied Services. Specific information obtained from the patient or bystanders or information regarding injuries or the events of the incident is strictly confidential.

All information should be reported to EMS once they arrive on scene to allow for the best possible care. Information must be relayed to a nurse at the Health & Wellness centre at UTSC if care is to be continued there.

b. Members are not to disclose the contents of staff list to anyone outside of EMRG for any reason.

Request for such information must be relayed to the individual who will decide as to whether they wish to disclose their personal information.

## **SECTION 9: ADMINISTRATION**

**9.1 Introduction** EMRG at UTSC will strive to keep proper and private records, and operate effectively and efficiently.

### **9.2 Record Keeping**

The following records must be complete, when applicable, while on duty:

Incident Reports Patient Care Reports The following electronic forms must be filled out on a daily basis:

Shift Summary Sheet Call Log Statistical and Research documents Equipment Use

Log

### **9.3 Scheduling**

The following guidelines will be followed with respect to scheduling:

- i. A schedule will be available on line to all active responders. In the event of system failure the Director of Human Resources as well as the Human Resources Coordinator must have a paper copy in their possession. The executive members and on-call supervisor will work together to post a paper copy of the most current schedule in the EMRG at UTSC office at the earliest possible time.
- ii. Any conflicts are the responsibility of the responder. He or she may ask other responders to switch shifts or pick up an extra shift. The replacement must be at or above the level of the scheduled responder, and must be in good standing. If a replacement is found the Human Resources Coordinator must be notified. In turn the Human Resources Coordinator will make appropriate changes on the schedule.
- iii. If the responder cannot find a replacement, he or she must contact the Director of Human Resources, who will advise them on what to do next.

### **9.4 Reporting Concerns**

Concerns are to be reported to the next level of responsibility in the following order: Responder, Lead Shift Responder, Shift Supervisor, Appropriate Director, and Executive Director. Levels may be skipped if a member of EMRG at that level is part of the concern. If there is a concern regarding the Executive Director, the Director of Human Resources shall be notified. Should the executive committee be dysfunctional, the Advisory Board will be asked to step in.

## **9.5 Directors**

Directors are accountable to the advisory board. Directors will follow all responsibilities as outlined in the EMRG at UTSC Constitution and EMRG at UTSC standard operating procedures, including paperwork, record keeping, reporting, stock, finances, etc.

## **9.6 Complaints**

All complaints from the public shall be reported to the Executive Director and brought to the attention of the advisory board. All complaints must be in writing, upon which the situation will be investigated by the executive director with the assistance of the advisory board.

## **Section 10: Disciplinary Action**

### **10.1 Introduction**

It is the responsibility of the responder to be familiar with their roles and responsibilities. In an attempt to be accountable, EMRG at UTSC will document all deviances from this Standard Operating Procedures and the references within it (such as Certificate Manuals, Memorandums, etc). All documentation will be signed by the responder in question, the issuer of the warning, and the Director of Human Resources .

### **10.2 Verbal Coaching**

Verbal coaching occurs between a Director and a Responder, Director and a Supervisor, Executive Director and a Director, or two of the other Directors and the Executive Director, the latter being the individual in question. Verbal coaching is an opportunity to remind the individual of policy, procedure, or protocol in an informal setting. Each verbal coaching session will be documented and signed by the individual in question and Human Resources Director.

### **10.3 Verbal Warning**

The Director of Human Resources will meet with the individual in question and deliver a verbal warning. The verbal warning is to be documented by the Director of Human Resources, and requires the signature of the individual in question.

### **10.4 Written Warning**

The Director of Human Resources documents a written warning. A written warning must be signed by the individual in question and the Director of Human Resources, and Executive Director.

### **10.5 Suspension**

The Human Resource Director or Executive Director may temporarily suspend a responder, and must then inform the Director of Human Resources within 24 hours, who will review and

investigate the case and decide if the suspension should continue while an investigation occurs. Suspension may be warranted in the event of repeated offenses as a final attempt to address ongoing issues prior to termination (e.g. repeated failure in attending in-services).

Should an investigation be warranted, the executive committee will be involved, and further action (termination) may result. The Director of Human Resources may suspend a responder if their Level 1 certifications are expired (ex: Standard First Aid, HCP and AED).

## 10.6 Termination

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
- x. An ON DUTY responder leaves UTSC property without the notification of the ON CALL supervisor

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 2/3<sup>rd</sup> 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).

### **10.7 Records of Discipline**

The Director of Human Resources will be responsible for maintaining all records of discipline, and has greater weight in decisions involving discipline.

## **SECTION 11: ADVISORY BOARD**

### **11.1 Introduction**

The role of the Advisory Board is to provide the EMRG team with oversight, guidance, support and experience. The Advisory Board is responsible for ensuring that the EMRG Constitution and Standard Operating Procedures, as well as any University Policies are followed by the EMRG executive team.

**11.2 Composition of the Board** The Advisory Board will ideally have representatives from the following disciplines/departments and will consist of minimally 6 members. The Director of Campus Safety & Security will chair the meetings. Police Services Health and Wellness Student Housing and Residence Life Facilities Management Supervisory of Study, Paramedicine Faculty Local EMS Agency EMRG executive team Ex Officio (past Executive Member) Medical Advisor Student Life Representative *Accessibility Services*

Meetings will be documented and minutes provided.

### **11.3 Meeting Dates and Agendas**

The Advisory Board will meet minimally six times per year and as required or requested by the EMRG executive. Challenges and concerns are to be discussed at each meeting, in addition to the specific topics outlined below. It is suggested that these meetings occur in:



**August:** to review plan for the coming year

**October:** to ensure adequate recruitment and training levels are achieved and provided

**December- January:** to review fall semester

**March:** to review winter semester

**May:** presentation of annual report prepared by EMRG executive to the Advisory Board

**June –July:** to discuss the annual report and deficiencies identified by the Board and/or EMRG team executives.

#### **11.4 Appointment to the Board**

Whenever possible, managers of the respective UTSC departments will be asked to sit on the board or invite a designate to sit on the board in their place. The EMRG executive team may also recommend and invite members in consultation with the Chair to be members of the board.

#### **11.5 Commitment**

It is desirable for Board members to attend all meetings, however it is understood that members may have other commitments. If Board members are unable to attend they are encouraged to send designates.

### **SECTION 12 ANNUAL REPORTS**

#### **12.1 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.

#### **12.2 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.

#### **12.3 Content**

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 and approved budget for the new fiscal year
  - 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.

#### **12.4 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.

#### **12.5 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.

### **SECTION 13: CHANGES TO THE SOP**

Additions, deletions and alterations to the SOP require the approval of 2/3 of the executive directors and must be forwarded to the CAO or his/her designate, as well as any group affected by the addition, deletion or alteration. The executive committee of each year should review the SOP before the start of operation in the fall (i.e review in summer).