

# Queen's First Aid Campus Response Team

## **POLICY MANUAL**



Revised: January 2017

# 1 Introduction

This document is a collection of policies concerning Queen’s First Aid Campus Response Team. The sections within serve to establish a certain position on a matter that affects the unit and its members. Procedures that relate to these policies are referenced in line and correspond to the “Procedures Manual”, a separate document. Any clause contained in this document that is found to contradict or offend any policy of St. John Ambulance, Queen’s University, or the Alma Mater Society of Queen’s University, will be considered void and without effect.

## 1.1 Change Log

Version	Section(s) Changed	Effective Date
1.0	All sections.	17 Jan 2017

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### 3 Definitions

- a. “Unit” means Queen’s First Aid Campus Response Team aka St. John Ambulance Division 970;
- b. “University” means Queen’s University at Kingston;
- c. “Policy” means any statement, position, or motion ratified by a majority of members at a duly constituted general meeting;
- d. “Constitution” means the constitution of the Unit;
- e. “MoU” means the memorandum of understanding between the Unit and the University as amendment from time to time;
- f. “Quorum” means a simple majority (50% + 1) of eligible voters;
- g. “Member” means any person that is considered active and in good standing with the Unit;
- h. “Inactive member” means any person that is no longer active or in good standing with the Unit; alumni are also considered inactive members;
- i. “Regular academic year” means the Fall & Winter semesters (September to April, inclusive);
- j. “AMFR” means Advanced Medical First Responder Level 1 aka. “First Aid Responder”;
- k. “Alum” means any former member of the Unit that retired while in good standing;
- l. “Branch” means the Loyalist Branch of St. John Ambulance;
- m. “CSES” means University Campus Security & Emergency Services;
- n. “EHS” means University Department of Health & Safety;
- o. “USC” means Unit Standards Committee;
- p. “CSU” means St. John Ambulance Community Services Unit.

### 4 Amendment & Policy Review Committee

- a. Amendments to this document must be confirmed by a majority of the membership to become effective;
- b. A log of changes to this document will be maintained on Page ii;
- c. A committee will be established in September of each academic year comprised of:
  - i. Unit Chief;
  - ii. Deputy Unit Chief;
  - iii. Operations Officer;
  - iv. Three (3) Unit Members randomly selected from a pool of Members that express interest
  - v. Any other Member the committee deems to be of value when discussing certain issues.
- d. The Committee will be chaired by the Unit Chief and will meet when necessary to discuss policy updates and changes.

- e. All proposed policy changes must be considered by the committee prior to being submitted to the unit for final approval. Policies being considered need not be ratified by the committee but only discussed. The Committee is therefore not required to vote on policies being considered.

## 5 Membership

- a. Members of QFA must satisfy membership criteria for the Unit and St. John Ambulance, Ontario Council. The criteria are shown below in Section 5.1: Membership Criteria is adopted from SJA Medical First Response Services Administration Manual.

### 5.1 Membership Criteria

- a. Members of the Unit must maintain:
  - i. All required training certifications;
  - ii. Good standing in the Unit;
  - iii. The minimum number of volunteer hours for members;
  - iv. No criminal record;
  - v. Applicable branch administrative requirements;
  - vi. Enrollment as a student of the University; and
  - vii. An acceptable level of physical fitness.
- b. Applicants to the Unit must:
  - i. Be at least 16 years old at the time of application;
  - ii. Possess a valid Standard First Aid, or equivalent, Level C CPR/AED certificate from an approved training agency.
- c. Any person dismissed from the Unit, or any other SJA Unit is permanently ineligible for membership.

### 5.2 Ordinary Members

- a. Members that satisfy the criteria in Section 5.1 (a) will be “ordinary” members;
- b. Ordinary members are authorised to provide patient care and participate in Unit activities.

### 5.3 Probationary Members

- a. Applicants selected for membership are “Probationary” members until the following requirements have been satisfied:
  - i. AMFR certification has been achieved;
  - ii. Criteria found in Section 5.1 (a).
- b. Probationary members must successfully complete the earliest available Unit organised AMFR course;
- c. If AMFR course failure occurs, the member has one year from the day they were selected to attain AMFR certification at their own cost;
- d. Any probationary member that fails to graduate to ordinary status within one year of selection will cease to be a member that that time. In this event, re-application to the Unit is prohibited;
- e. Probationary members may accompany ordinary members on duty and provide care up to the level they are certified to perform (i.e. Standard First Aid).

### 5.4 Inactive Members

- a. An active member may become “Inactive” in the following circumstances:
  - i. A letter of resignation is accepted by the Unit Chief;
  - ii. A leave of absence is authorised by the Unit Chief;
  - iii. The Unit Chief or Branch Manager terminates membership;

- i. A USC recommendation to suspend or dismiss a member is accepted by the Unit Chief and Branch Manager.

## 5.5 Alum Members

- a. All members that retire from the unit in good standing are considered Unit Alum;
- b. Former members of the team may return to the school for special events on a letter of permission from their current CSU provided that:
  - i. they left the Unit in good standing;
  - ii. they are recognised alumni of the University;
  - iii. they, upon leaving the CRT, joined a CSU and maintained their AMFR certification through that unit;
  - iv. the University approves of alumni or non-student responders doing duties on campus.
- c. These members will perform the duties of a first responder, and will be accompanied on-shift by a current Unit member;
- d. Alumni members will not be able to serve on the Unit Executive or as the Unit Chief.

## 5.6 Leaves of Absence

### 5.6.1 Long-term Leave

- a. An active member may request a long-term leave of absence lasting not longer than one regular academic year (or equivalent) and not shorter than one semester;
- b. If a leave of absence is authorised by the Unit Chief, the requestor will be considered “inactive” as of the start of the subsequent semester of the regular academic year;
- c. If the requestor returns to the Unit following the conclusion of the authorised leave of absence and does not meet the criteria in Section 5.1 (a), the member will be considered “probationary”;
- d. If the member does not intend to return as an Active member following the conclusion of the leave of absence they will be considered an Alum;
- e. Requests for long-term leaves of absence will be made in writing to the Unit Chief. Responses will be conveyed as well in writing.

### 5.6.2 Short-term Leave

- a. An active member may request a short-term leave of absence for a period less than a semester;
- b. The length and conditions of the leave are subject to consultation with the requestor and the Unit Chief;
- c. Requests for short-term leaves of absence will be made in writing to the Unit Chief. Responses will be conveyed as well in writing.

## 6 Annual General Meeting

- a. An annual meeting of all members of the Unit will occur in October;
- b. Quorum is defined as the presence of 50% + 1 of the total number of active members;
- c. In the event Quorum is not maintained, the meeting can continue, but all business discussed must be voted on at a subsequent meeting to take effect;
- d. The agenda for the meeting will include, but is not limited to:
  - i. A presentation of the executive’s strategic plan;
  - ii. A presentation of the budget for the fiscal year;
  - iii. A presentation of the report of the past year’s operations;
  - iv. An open discussion on relevant topics of the day that pertain to the Unit;
- e. Any member may add an item to the agenda, subject to confirmation by a majority of members present;



- f. Attendance at the meeting is mandatory for members.

## 7 MFR Scope of Practice

- a. Any member found to contravene the SJA MFR Scope of Practice (shown below) will be subject to a professional conduct review as per Section 8.1: Professional Conduct.

“Only volunteers who are 16 years of age or older with a valid SJA AMFR Level 1 certificate are eligible to provide independent patient/client care as Medical First Responders (First Aid Responders) at SJA authorised events.

Complementing the work of EMS, MFR volunteers shall, to the best of their ability and level of training, apply the protocols intended to preserve life, prevent the condition of the patient from deteriorating, and promote recovery.

### 1. Professional Responsibilities

- 1.1 Maintain appropriate inter-personal interaction with patients/clients
- 1.2 Maintain patient/client confidentiality
- 1.3 Comply with scope of practice
- 1.4 Recognise "patient rights" and the implications on the role of the provider
- 1.5 Function within relevant SJA policies and procedures and within the relevant jurisdictional legislation
- 1.6 Work collaboratively with other emergency response personnel
- 1.7 Maintain skills and knowledge to required level of training
- 1.8 Participate in continuing education and professional development, as required

### 2. Communication

- 2.1 Deliver an organised, accurate and relevant patient history
- 2.2 Interact effectively with the patient/client, relatives and bystanders who are in stressful situations
- 2.3 Provide information to patient/client about their situation and how they will be treated
- 2.4 Produce effective documentation; record organised, accurate and relevant patient information and treatment provided
- 2.5 Practice effective interpersonal relations; treat others with respect; exhibit empathy and compassion while providing care; and exhibit diplomacy, tact and discretion

### 3. Health and Safety

- 3.1 Practice safe lifting and moving techniques using appropriate equipment
- 3.2 Assess scene for safety
- 3.3 Report hazards and incidents following SJA Council and/or event venue procedures
- 3.4 Conduct procedures and operations consistent with Workplace Hazardous Materials Information System (WHMIS) and jurisdictional requirements
- 3.5 Practice infection control techniques as per Council and jurisdictional requirements
- 3.6 Familiar with emergency plan and relevant emergency contact information

### 4. Assessment and Diagnostics

- 4.1 Complete scene survey and conduct triage as required
- 4.2 Obtain patient history
- 4.3 Conduct primary patient assessment with respect to ABCs
- 4.4 Conduct secondary patient assessment
- 4.5 Conduct ongoing assessments based on patient presentation
- 4.6 Assess vital signs:
  - a. pulse (rate, rhythm strength)
  - b. respiration (rate, rhythm, depth)
  - c. measure blood pressure by auscultation and palpation

d. assess skin colour, temperature and condition

e. assess pupil reactivity and size

f. assess level of consciousness (AVPU or GCS)

Note: Diagnostic tools that involve invasive techniques (go below the dermal layer), such as glucometers, are not authorised for use by SJA MFR volunteer responders.

## 5. Therapeutics

5.1 SJA MFR volunteers are **not** permitted to carry, prescribe, dispense, or administer any medication (prescription or over-the-counter), except ASA for use **ONLY** for chest pain believed to be cardiac in nature (e.g. heart attack and Angina). MFR volunteers must ensure:

a. The patient is 18 years of age or older, and consent is obtained from the patient for the volunteer to provide or assist with administration of ASA;

b. The ASA is provided by SJA as per local policy and procedure, and it is non-coated and in the correct dosage: 1 adult (325 mg) or 2 low-dose (80-81 mg);

c. The principles of safe medication administration are followed which include:  
checking expiry date;

ensuring the package has not been tampered with, and

determining whether the patient has an allergy or sensitivity to ASA an active gastrointestinal bleed or has undergone a recent major trauma or injury with potential for internal bleeding.

5.2 If a patient has their own medication and is unable to self-administer it during an emergency situation SJA MFR volunteers may assist the patient to take their own prescribed medication in the following situations:

a. For a patient experiencing a breathing emergency, such as an asthma attack,

SJA MFR volunteers may, upon obtaining consent from the patient, assist the patient to take the inhaled medication prescribed to the patient following the principles of safe medication administration.

b. For a patient experiencing a severe allergic reaction or anaphylaxis, SJA MFR volunteers may, upon obtaining consent from the patient, assist the patient to take their own medication in the form of an auto-injector prescribed to the patient following the principles of safe medication administration. During a severe anaphylactic reaction where the patient may not be able to administer the medication, MFR volunteers may administer the patient's epinephrine autoinjector upon consent.

c. In special circumstances where the patient does not have their own epinephrine auto-injector, and one is available on site from a venue, and SJA MFR volunteers are authorised for its use, MFR volunteers may assist or administer the medication upon consent from the patient and following the principles of safe medication administration. This does not apply to the use of a bystander's medication.

NOTE: The foregoing (National) policies concerning medication are permissive in nature, not prescriptive. Individual Council/Territorial offices will decide on the adoption of these policies within their respective jurisdiction(s), based upon legal, regulatory, or Council/Territorial office constraints, and issue specific guidance on their applicability in the Council areas.

5.3 Maintain upper airway using manual manoeuvres and positioning; if casualty is wearing a full face shield helmet, may perform helmet removal if emergency airway intervention is required

5.4 Provide oral suctioning with manually powered suction device

5.5 Measure and insert an oropharyngeal airway (OPA)

5.6 Prepare oxygen delivery devices; recognise indications for oxygen administration, take safety precautions, recognise different types of oxygen delivery systems, and utilise portable oxygen delivery systems

5.7 Deliver oxygen and administer manual ventilation using nasal cannula, simple face mask, pocket mask, non-rebreather, and bag-valve masks, as applicable

5.8 Conduct CPR at the Health Care Provider (HCP) level

5.9 Conduct automatic external defibrillation

5.10 Control external bleeding through the use of direct pressure, dressings, bandaging and patient positioning

5.11 Provide basic care for soft tissue injuries

5.12 Immobilize actual and suspected fractures

a. provide manual spinal support

- b. measure and apply a cervical spine collar
- c. provide manual support and splinting of fractures
- d. apply tensor bandages only to secure splints or maintain immobilisation; tensor bandages are not to be used for applying compression or restriction to injuries
- e. provide manual support and use of a femoral traction speed splint for closed mid-shaft femur fractures; check local protocol for restrictions

#### 6. Restricted Skills

There may be additional skills taught during the MFR training for the sole purpose of providing support to EMS when requested and are not to be initiated by SJA Volunteers without EMS support.

### **ONTARIO SUPPLEMENT**

In addition to the scope of practice identified in the National Medical First Response Services Administration Manual Scope of Practice (shown above), volunteers 16 years of age or older with a valid SJA AMFR Level 1 certificate may perform the following competencies as Medical First Responders (First Aid Responders) at SJA authorised events.

#### 5. Therapeutics

5.2 c) In accordance with the Canadian Diabetes Association guidelines for the treatment of hypoglycemia, it is recommended to provide the conscious casualty 15 grams of carbohydrate when safely able to swallow. The easiest non-medication form that can be carried and provided by the MFR would be a commercially available glucose tablet (e.g. Dex4 tablets). The MFR may carry glucose tablets and should provide the conscious casualty suspected of experiencing a diabetic emergency the equivalent of 15 grams of carbohydrate (4 glucose tablets).

5.13 Measure and insert a nasopharyngeal airway

5.14 Provide oral suctioning with an electrically powered suction device provided the MFR has received appropriate training and familiarisation with the device to be used.

5.15 Complete full spinal immobilisation including the use of a log roll, securing the casualty to a spinal board, and immobilisation of the head using towel rolls, head blocks, or a commercially available device for which the MFR has received appropriate training or familiarisation. Full spinal immobilisation (beyond manual spinal support and application of a cervical spine collar) should only be completed when there are sufficient resources available to complete it safely and effectively and in the following situations:

- a) Where it is necessary to move the casualty to another location for casualty safety and to facilitate the timely handover to EMS
- b) The ambulance will be delayed for a considerable length of time and all other assessments and interventions are complete.

5.16 Apply and use of a KED (Kendrick Extrication Device) when required for spinal immobilisation and extrication provided that the situation meets the criteria defined in 5.15 for full spinal immobilisation AND the MFR has completed appropriate training and practice in the use of the KED.

## 8 Progressive Discipline

- a. To protect the integrity of the Unit, a progressive discipline system that focuses on rehabilitation will be utilised;
- b. The discipline system will not be punitive.

### 8.1 Professional Conduct & Standards

- a. Members are forbidden to discuss the details of any incident and/or patient in public or with a non-team member unless the non-team member is a health care professional attending to the patient.
- b. Members are forbidden to be under the influence of alcohol, illicit drugs, or any substance that hinders the ability to effectively perform duties as required while on-shift.

- c. Members are forbidden to consume alcohol or illicit drugs in the hours immediately prior to the beginning of their shift.
- d. Members on-shift are not permitted to enter any place where alcohol or drugs are being served unless they are specifically requested to provide first aid care in such a place.
- e. Members are forbidden to consume or be under the influence of alcohol or illicit drugs while wearing any part of the Unit uniform or the SJA logo or identifiers. No part of the Unit uniform, or any article bearing the SJA logo or identifiers, is to be in any place in which alcohol or drugs are being served and/or consumed.
- f. All members must comply with SJA CRT radio protocol and procedures. Radio misuse of any kind will not be tolerated.
- g. Members are forbidden to leave the designated shift coverage area for the duration of their shift unless they have received expressed permission from the Unit Chief or a Supervisor and a qualified replacement assumes the absent member's responsibilities.
- h. Members must provide care to the standard expected by SJA community service members. Any member found negligent in the area of patient care will be disciplined accordingly.
- i. Members must always act in a manner which is professional and promotes the Unit's positive image within the community. Acting in a manner deemed unprofessional will be grounds for disciplinary action.
- j. Members must be on time for all shifts and shift changeovers.
- k. Members must check their equipment packs and replace any and all missing equipment that is available in the base of operations before leaving the base of operations at the beginning of each shift.
- l. Responders must record all sign in and sign out activities, equipment used, and patients treated on the appropriate forms (e.g. shift logs, crutch sign-out, etc.).
- m. Members are forbidden to miss any scheduled shift or portion thereof without finding an approved replacement or receiving permission from the Operations Officer. (Responders who cannot make it to a scheduled shift are responsible for finding a replacement for their shift.) Only in exceptional circumstances will the Operations Officer find a replacement for the scheduled shift.
- n. Members must attend all required team training sessions, in-service sessions and team meetings.
- o. Members are not permitted to be seen smoking while on shift or in uniform. This regulation exists in order to promote an image of good health within the community; if it is a problem for any responder, they should discuss it with the Unit Chief.
- p. Members are expected to attend 2 complementary trainings per semester, in accordance with section 12.2.

## 8.2 Disciplinary Action

- a. Breach of regulations a. through g. may be grounds for immediate dismissal from the Unit. Breach of regulations i. through p. may also be grounds for dismissal or probation at the discretion of the Unit Chief, but more often will result in the following disciplinary action:
  - i. For the first offence, a verbal warning is conducted in private with the Unit Chief. This is documented in the member's personal file.
  - ii. The second time a responder is in violation, or if the previous problem persists, a written WARNING will be issued. This warning will consist of the Unit Chief sitting down with the member and creating a corrective action plan. The plan will define the problem, establish steps and a timeline for improvement, and will be signed by both the Unit Chief and the member.
  - iii. The third time disciplinary action is taken, the responder is eligible for dismissal. If dismissal is not decided upon as the course of action, other appropriate disciplinary action may be taken at the discretion of the Unit Chief.
  - iv. Any time a member is dismissed from the team, that member's name and the circumstances will be forwarded to the provincial CRT liaison and Branch Manager, in the event that the member should attempt to join another CRT or SJA Unit.

- b. All members have the right to appeal within seven days of either probationary action or dismissal from the team. Appeals will be considered by the Unit Standards Committee in accordance with Section 8.3.

### 8.3 Member Accountability for Hours

- a. It is expected that all responders will dedicate at least 6 hours per week to Queen's First Aid.
- b. The 6 hour per week expectation may be extended to overall 64 hours per semester, or 32 hours per 6 weeks of the regular school year, not including orientation week shifts.
- c. At the 6-week point in each Fall and Winter semester, the Operations Officer will total the hours dedicated both on-call and at events by all active members for the preceding semester.
- d. Those who do not meet the 32-hour requirement will receive an email from the Operations Officer informing them of this. This email will serve as a notice and also invite responders to provide feedback to the Operations Officer as to how they may aid the individual in achieving the extra hours required for the remainder of the term to achieve their expected hour requirement.
- e. At the conclusion of the Fall semester, the Operations Officer will again total up the hours completed by each unit member for the semester.
- f. Unit members who have not met their 64 hours/ semester will be scheduled for a meeting early in the Winter semester in which remedial action will be the focus and a plan for improvement will be made and documented in writing. A short training situation to ensure responder skill remains intact will also be required.
- g. At the conclusion of the year, members who have not fulfilled their hour requirement for the Winter semester will attend a meeting with selected members of both the incoming and outgoing executive to discuss their commitment to the unit.
- h. At this point, it will be up to the discretion of the executive to determine the most appropriate course of action, taking into consideration the responder's overall dedication to the unit and their personal circumstances.

### 8.4 Unit Standards Committee

- a. The Unit Standards Committee (USC) is responsible for reviewing appeals and complaints.
- b. The USC will be comprised of the following members (or their designate):
  - i. Unit Chief;
  - ii. Unit Deputy Chief;
  - iii. Operations Officer;
  - iv. Branch Manager; and
  - v. Two member-at-large.
- c. The members-at-large will be elected by a majority of members at the beginning of each academic year to sit on the USC for a non-consecutive term of one year;
- d. The Unit Chief is the Chair of the USC;
- e. Should a matter be brought to the USC that involves a member of the committee, that member will be recused from any related proceeding;
- f. If a matter presented to the committee concerns the appeal of dismissal, the Unit Chief will be recused from all proceedings and will deliver a rationale for the dismissal to the USC;
- g. If a member of the committee is dismissed from the Unit, they will be replaced by another member of the unit, at the discretion of the Unit Chief.

## 9 Unit Governance

### 9.1 General

- a. In accordance with SJA policy, the Unit will be governed by an executive comprised of 6 members. As per SJA policy and traditions, these 6 will be appointed Unit Officers.

#### 9.1.1 Unit Chief

- a. The Unit Chief (UC) is the ranking Officer of the Unit;
- b. The UC will be ultimately responsible for the administration and care of the Unit and its Members;
- c. The UC shall chair an executive committee comprised of him/herself and the 5 Unit Officers;
- d. The responsibilities of the UC are found in Unit Chief Position Description.

#### 9.1.2 Unit Officers

- a. There will be five officer portfolios:
  - i. Training Officer (Training Officer Position Description);
  - ii. Operations Officer (Operations Officer Position Description);
  - iii. Logistics Officer (Logistics Officer Position Description);
  - iv. Public Relations Officer (Public Relations Officer Position Description);
  - v. Administration Officer (Administration Officer Position Description).
- b. The Unit Chief, Unit Deputy Chief, and Unit Officers will be appointed in accordance with Appointment of Unit Officers.

#### 9.1.3 Unit Deputy Chief

- a. The Unit Deputy Chief (UDC) will assume all responsibilities of the Unit Chief in the event the UC is unavailable or unfit to act in the capacity of UC.
- b. The UDC will be appointed by the Officer Selection Board and will assume one of the Unit Officer positions and certain UC responsibilities as described in Appointment of Unit Officers.
- c. The responsibilities of the UDC are found in Unit Deputy Chief Position Description.

## 9.2 Operations (On Call)

- a. The Operational Command Structure defines the leadership structure for on-call and event shifts where medical first response services are offered by the Unit;
- b. In any given situation where members are acting in the capacity of a first aid responder, the ranking member (i.e. the member with the highest level designation) will have the final decision-making authority as it pertains to the incident;
- c. All members will follow the direction of ranking members so long as there is agreement that the decision is in the best interest of all relevant parties;
- d. At no time will any member follow instructions that will put any person, including themselves, in a position where it is reasonable that harm will be felt;
- e. Members will follow all medical-related directives issued by a higher medical authority;
- f. Notwithstanding Section 9.2 (a), the on-scene CSES officer has the authority to activate a higher response level regardless of the decision of the ranking Responder.

#### 9.2.1 Trainee

- a. Probationary members of the Unit are considered “Trainees” until they achieve “ordinary” status as per Section 5.2

## 9.2.2 Responder

- a. Responders are Active Members that are not supervisors.

## 9.2.3 Supervisor

- a. Responders that meet the following conditions will be appointed supervisor for a one-year, renewable term:
  - i. Express interest in the position
  - ii. Acknowledges and accepts the responsibilities of the position
  - iii. Has a good service record.

## 9.3 Training

- a. For all training related exercises and activities, the following leadership structure will be followed. The purpose of this structure is to enable all members of the unit to develop their skills, both technical and professional.

### 9.3.1 Probationary Member

- a. Probationary members of are members of the Unit as per Section 5.3.

### 9.3.2 Member

- a. Members are ordinary members as defined in Section 5.2.

### 9.3.3 Team Leader

- a. A Team Leader is a Unit member that is appointed by the Unit Chief and Training Officer to facilitate the training of a team of members not exceeding 6 (excluding themselves) as per Training Team Leader;
- b. Team Leaders report to the Training Officer on all matters pertaining to training.

### 9.3.4 Training Officer

- a. the Training Officer is responsible for all training for the unit as per Training Officer Position Description;
- b. The Training Officer will meet regularly with the Team Leaders to monitor training progress and the overall health of the Unit;
- c. The Training Officer will report to the Unit Chief on matters related to Unit training.

## 10 Appointments

- a. Appointments to leadership positions within the Unit will be merit and availability based;
- b. Executive appointments will be conducted in a manner described in Appointment of Unit Officers.

## 11 Recruitment

- a. The Unit Chief will facilitate at least two recruitment initiatives per regular academic year. The application process is outlined in Recruitment;
- b. Applicants must satisfy Section 5.1 (b – c) to be eligible.

## 12 Training & Assessments

### 12.1 Purpose

- a. To ensure the Unit is capable of rendering quality emergency first aid in a professional and standardized manner;
- b. To develop confidence in the abilities of all Members;

- c. To develop Unit Esprit De Corps and a sense of comradery amongst members.

## 12.2 Training Classifications

- a. There are two classes of training:
  - i. Mandatory and;
  - ii. Complementary.
- b. Unit members must attend all mandatory training unless notice is given by the member in advance of the training to the Training Officer and the Training Officer approves the absence;
- c. If a mandatory training is missed without permission, the member will face disciplinary action under Section 8;
- d. Members must attend at least 4 complementary trainings in the regular year (2 per semester).

## 12.3 Skills Assessment

- a. At the beginning of each academic year, all members will participate in a mock emergency scenario. Performance will be evaluated by the Training Officer (or designate) and is expected to meet the AMFR standard of care. Members that do not perform satisfactorily in this assessment will be given one week to repeat a similar scenario. If the member's performance still does not meet the expected standard, the member will be subject to Unit Standards Committee as per Section 8.1: Professional Conduct;
- b. Performance by any unit member at a Compulsory or Complementary Training that does not meet the standards of an MFR as outlined in Section 7 will be subject to an additional skills assessment at the discretion of the Training Officer.

## 13 Uniform

- a. All active members scheduled on an authorized shift will wear the Unit Duty Uniform (UDU) in accordance with Appendix M Unit Duty Uniform;
- b. Members are not authorized to wear any element of the UDU when not on a scheduled shift.
  - a. The Unit Chief may authorize members to wear the UDU at meetings or public events on a case-by-case basis.

## 14 Equipment

- a. Equipment, supplies, furniture, garments, and any other asset owned by the Unit will not be used for personal consumption or activities.

## 15 Public First Aid Courses

- a. The Unit will facilitate first aid courses for members of the Queen's community as per Appendix O
- b. Efforts will be made to offer reduced prices to members of the Queen's Community;
- c. The Unit will only act as a facilitator of this service; all administrative elements will be managed by the Branch.

## 16 Finances

- a. The Unit is an unincorporated association ratified by the Alma Mater Society of Queen's University Incorporated as a club. The Unit is also a division of St. John Ambulance;



- b. The Unit will operate in a manner consistent with that of a non-profit organization with defined objectives and respective of its governing authorities;
- c. The only revenue sources will be the Student Activity Fee remitted to the Unit by the AMS and any donations, grants, or gifts to the Unit;
- d. The signing officers of the Unit will be the Administration Officer and the Unit Chief.

## 16.1 Accounting Practices

- a. All transactions will be recorded and matched with proof of purchase, deposit, or sale;
- b. The Unit bank account will require authorization from both signing officers to process any transaction (including cheques);
- c. The Unit may maintain a reserve fund for the purpose of protecting cash-flow in the summer months and in the event of emergency expenses.

## 16.2 Reimbursements

- a. Any member that personally incurs an expense as a result of their involvement in official Unit business is entitled to reimbursement, subject to approval by the Administration Officer and submission of proof of expense;
- b. All reimbursements will be paid by cheque.

## 17 Volunteer Recognition

- a. In recognition of the substantial voluntary commitment by members of the Unit, volunteer recognition events are permitted.

## 18 Communications & Media Relations

- a. The Unit Chief and the Public Relations Officer are the only official representatives of the Unit.
- b. Notwithstanding 18 (a) no member will speak on behalf of the Unit on any matter;
- c. Members asked for comment by the media will refer the question to either the Public Relations Officer or Unit Chief;
- d. Members will ensure that patient confidentiality is paramount in circumstances involving the media.

## 19 Complaints

- a. The Unit Chief will ensure that the public has an avenue to submit concerns regarding the Unit and its members;
- b. Any concern or complaint received by the Unit Chief will be investigated and acknowledgement that the communication was received will be issued within 48 hours;
- c. Complaints will be taken seriously and thoroughly investigated. If the Unit Chief determines that there are grounds to launch a professional conduct review, the Unit Chief is empowered to do so in accordance with Section 8.1.

## 20 On-Call Boundaries

- a. Members providing on-call coverage shall not leave the area shown in On Call Boundaries, Main Campus (including Harkness Hall);

- b. The only exception to 20 (a) is when members are responding to an incident in West Campus, in this case, the members will be transported to the scene by CSES.

## 21 Record of Patient Interaction

- a. Every instance where a member renders care to a person will be recorded on a Patient Care Record (PCR) in accordance with Patient Care Record.
- b. Every instance where a confirmed page is issued by the CSES Operator will be recorded on a PCR even if the patient has left the area prior to arrival. In order to insure CSES and QFA reports coincide.

## 22 Event Coverage

- a. Members of the Queen's community can request QFA to attend an event to provide first aid services in accordance with Event Coverage.

## 23 Expectation of Commitment

- a. Members are expected to maintain the following commitments:
  - i. Volunteer at least 6 hours per week;
  - ii. Volunteer for 2 Hockey shifts per semester;
  - iii. Participate in mandatory training; and
  - iv. Attend the Annual General Meeting.

## 24 Major Incidents

- a. A Major Incident (MI) is any incident that meets the below criteria:
  - i. Severe Trauma;
  - ii. Defibrillation/CPR;
  - iii. Vascular emergencies (e.g. Stroke, TIA, Angina, etc.);
  - iv. Breathing Emergency (e.g. Anaphylaxis, Rescue Breathing, use of OPA/NPA, etc.);
  - v. Severe mental health emergencies.
- b. A member involved in a Major incident will follow the "Major Incident Response Protocol".
- c. Unit Members are encouraged to activate the Major Incident Response Protocol if they, in their own opinion, would like to discuss the events of a call.
- d. The Unit Chief is responsible for determining what incidents will be considered Major Incidents.
- e. The Unit Chief will advise the Branch & CSES Operations Manager of any MI and those involved.

## 25 Critical Incident Stress

- a. Members involved in a Major Incident will be debriefed by the Unit Chief as soon as reasonably possible. At this time, the Unit Chief will advise the member of resources offered by SJA pertaining to Critical Incident Stress.
- b. The supervisor involved will debrief the responder and discuss CIS protocol, if capable.
- c. Following the meeting, the Unit Chief will inform the Branch that a member was involved in an MI and CIS protocol was discussed.

## 26 References

1. SJA Council for Ontario: Campus Response Teams Standard Operating Procedures, September 2013.
1. SJA Council for Ontario: Medical First Response Services Administration Manual, December 2013.

## Appendix A MFR Volunteer Agreement

Note: This appendix contains a sample MFR agreement form.

<b>Position Title:</b> First Aid Responder First Aid Response Program – Unit Member		<b>Effective Date:</b>	<b>Term of Appointment:</b>
<b>St. John Ambulance Provincial/Territorial Office:</b>	<b>Unit/Division #</b>	<b>Community Services Manager/Coordinator:</b>	

### I. Position Summary

Upon successful completion of the SJA Volunteer Orientation, members will be assigned to a First Aid Response Unit by the Community Services Coordinator/Manager. It is expected that a member will act at all times as a conscientious member of the team responsible for providing the community service, meeting the program objectives, portraying a professional image, and contributing to the overall mission of SJA in Canada. The First Aid Responder's primary responsibility is the provision of first aid coverage at public events, as authorized by the SJA Centre's Community Services Coordinator/Manager.

### II. Required Qualifications, Skills and Knowledge

- Meet all screening requirements as per St. John Ambulance (SJA) policy
- Current Standard First Aid certificate with Adult/Child/Infant CPR (pre-requisite for MFR training)
- Physical, verbal, and mental ability to perform patient care and duty requirements effectively and efficiently as determined by the Community Services Coordinator/Manager in conjunction with event venue requirements (includes ability to lift and climb stairs)
- Successful completion of the Medical First Responder (MFR) Level 1 training program within 1 year of application date
- Maintain training and skill level required
- 16 years of age or older

### III. Accountability

The Community Services Coordinator/Manager is responsible for the delivery of SJA Volunteer Programs and the volunteers who provide the services. Volunteers are accountable to the Community Services Coordinator/Manager. As part of a First Aid Response Unit/Division, volunteers report to the Leader and while on duty at an event, report to the Event Supervisor. Volunteers are expected to perform volunteer services to the best of ability, to adhere to all SJA program policies and procedures, and comply with the SJA National Volunteer Code of Conduct.

### IV. Tasks

- Successfully complete the national training requirement, Medical First Responder – Level 1, and maintain certification requirements
- Provision of first aid services to the level of authorized SJA volunteer training
- Successfully complete annual CPR recertification
- Successfully complete annual continuing education modules as per training directives and any additional training as needed based on unit/area
- Attend unit meetings as required
- Arrive at duties on time and properly attired as outlined in the SJA Volunteer Dress Code, displaying personal cleanliness and hygiene using scent-free products, and neatly groomed
- Be prepared for public duties with adequate SJA supplies as per the provincial Member Supply List
- Attend pre and post event briefings
- Report any and all incidents to the Event Supervisor and/or Unit/Division Leader
- Professional demeanor and confidentiality of information is required at all times

## AGREEMENT

To become and remain an active SJA volunteer is not automatic; the organization has the right to release volunteers from active duty in situations whereby it is in the best interest of the organization, its clients or its mission.

The Volunteer MFR/First Aid Responder agrees to perform their duties using the knowledge and skills permitted within the SJA approved *MFR Volunteer Scope of Practice* and to not perform skills outside this scope regardless if they have a higher level of training. Volunteers who choose to perform skills outside the approved scope of practice may be subject to dismissal.

As per the national St. John Ambulance screening policy, it is the volunteer member's responsibility to report to St. John Ambulance any provincial or federal investigation incidences, enquiries, or charges including:

- Previous occurrences,
- Currently pending occurrences,
- Occurrences arising between this date and the annual update.

The volunteer has read the position description and agrees to perform to the best of abilities.

A copy of the St. John Ambulance Code of Conduct for Community Services has been provided and reviewed in conjunction with this position description.

SIGNATURES OF VOLUNTEER AND COMMUNITY SERVICES MANAGER

## Appendix B Unit Standards Committee (USC)

### General

- a. The Unit Standards Committee (USC) will resolve motions by way of simple majority voting;
- b. Quorum for meetings of the USC will be 50%+1 of committee members;

### Scope

- c. The Unit Standards Committee (USC) has the authority to consider appeals of disciplinary action from members and;
- d. Is responsible for ensuring the standard of conduct and skill for members is commensurate with the expectations of SJA;

### Appeals

- e. The USC has the authority to nullify and reverse disciplinary action(s) ordered by the Unit Chief;
- f. A member that intends to appeal a disciplinary action against them must do so in writing. The details of the appeal will be sent to the members of the USC via email.
- g. The USC has the authority to enhance disciplinary actions against a member if warranted.

### Skills Assessment

- h. Before the completion of the scheduled AMFR course for re/certifying members, each returning unit member must satisfactorily complete a skills observation.

### Skills Assessment Situations

- i. Skills will be demonstrated through a structured one casualty situation, with opportunity for evaluation of the following areas to the standards of an MFR in accordance with Section 7. :
  - i. Primary Assessment
  - ii. Secondary Assessment
  - iii. Treatment
  - iv. Communication

### Failure to Meet Assessment Standards

- j. Failure to meet the expected standards during the assessment will result in remedial training organized by the Training Officer.
- k. If the member fails to demonstrate skills in the management of airway, breathing, or circulation, they will be removed from scheduled on-call shifts until they can successfully meet treatment standards.
- l. Upon completion of remedial training, the member will complete a second casualty situation by the Training Officer. Failure to meet the expected standards during the second skills assessment can result in further remedial training and further skills assessment at the discretion of the Executive.
- m. The Training Officer will be responsible for all skills assessments.
- n. Executive members must also complete skills assessments:
  - i. Before the commencement of Orientation Week, all Executive members are to participate in a skills assessment, held to standard by the Training Officer.
  - ii. The Unit Chief will hold the Training Officer to standard.
  - iii. The completion of these assessments will serve as successful Supervisor assessments in accordance with Appendix D.

- iv. If unsuccessful the first time, Executive members must successfully complete a second skills assessment within 48 hours or will be relieved from their Executive duties.

#### Failure to Meet AMFR Standards

- o. If an Executive member fails to successfully complete AMFR, in addition to being removed from scheduled on-call shifts, they will also be removed from their Executive duties permanently.
- p. Replacement of the Executive member will proceed in accordance with Appointment of Unit Officers.
- q. If the Unit Chief fails to successfully complete AMFR, they will be permanently removed from their position, and a new Unit Chief will be selected.
- r. In the interim, the Deputy Unit Chief will assume all responsibilities of the Unit Chief, per Unit Deputy Chief Position Description.

## Appendix C Appointment of Unit Officers

### Unit Chief

#### Selection Process Overview

- a. The collection of written applications will be initiated by the Unit Chief in late January.
- b. The Unit Chief will notify all Unit Members that the application period will be open for 2 weeks.
- c. The Unit Chief will assemble a Selection Board who will conduct the interviews in accordance with the rules on selection found within this appendix.
- d. The Unit Chief will chair the Selection Board. This involves confidentially collecting applications, conducting candidate interviews, leading the deliberation, declaring verdicts to candidates, and announcing the Unit Chief-Elect to the Unit.
- e. The Unit Chief will immediately conduct a vote of confidence for the Unit Chief-Elect in accordance with vote of confidence procedure outline within this appendix.
- f. In the event the Unit Chief-Elect does not pass the vote of confidence the selection process will start over.

#### Requirements

- g. Applicants must satisfy the following criteria to be considered:
  - i. Must be a current Unit Member
  - ii. Must be in good standing
  - iii. Must be an active member for at least a year at the time of application
  - iv. Thorough understanding of the policies and procedures of Queen's First Aid CRT
- h. Applicants must submit a resume and a letter of intent to be considered.
- i. The Unit Chief can permit the application of a Unit Member who has not been an active member for at least a year at the time of application.

#### Selection Board

- j. Attendance on the Selection Board is mandatory for all selected Unit Members.
- k. All Unit Members will be reminded of their duty to serve as a member of the Selection Board a minimum of two weeks from the Selection Board date by the Unit Chief.
- l. At the discretion of the Unit Chief, a Unit Member in the case of extenuating circumstances may be removed as a Selection Board Member. The Unit Chief will immediately notify a new randomly selected Unit Member who fulfils the Selection Board criteria.
- m. The selection board will consist of:
  - i. The Unit Chief
  - ii. The Deputy Unit Chief or a randomly selected Unit Officer
  - iii. One randomly selected Unit Officer
  - iv. One returning new Unit Member
  - v. One returning old Unit Member
  - vi. One departing Unit Member
  - vii. The Clubs Manager of the AMS (or similar)
- n. The Clubs Manager will be a non-voting member who participates in the interviews and deliberations. They are to serve as the impartial party and confidant to any potential conflicts of interest.
- o. The selection board must consist of 50% returning Unit Members,
- p. Outgoing Unit Officers will replace Selection Board member roles if there is no appropriate designate. Such as in the case of Unit Chief re-application.
- q. Returning Unit Members will replace Selection Board members as required to fulfil the 50% returning Unit Member quota.



- r. If the Selection Board criteria cannot be met, the Unit Chief will delay the interviews until the criteria can be met.
- s. If the Unit Chief is reapplying, all their roles and responsibilities will fall to the Deputy Unit Chief or another randomly selected Unit Officer.

#### Interviews

- t. The Unit Chief in conjunction with the Unit Officers will create 8 interview questions.
- u. The interview will consist of 8 questions followed by a 10-minute platform presentation. Afterwards, all Selection Board members are permitted 5 minutes to ask any platform-specific questions.
- v. All applicants must be asked the same questions, with the exception of platform-specific questions.
- w. Applicants will prepare a platform presentation outlining: their goals for the unit, proposed changes and strategic vision. Applicants are permitted to use any form of media however only a projector and laptop will be provided.
- x. Applicants will be stopped if they exceed the allotted time, regardless if they have answered all questions or completed their presentation.
- y. The Selection Board Chair will present the interview questions thirty minutes before the interviews start. The Selection Board members may unanimously decide to alter or remove a question.
- z. All interview notes are kept in confidence by the Unit Chief for 2 weeks. Applicants may request feedback during this time.

#### Selection

- aa. The board may adjourn only when:
  - i. A majority (four) of the voting Selection Board members reach a consensus on the Unit Chief-Elect; or
  - ii. A majority (four) of the voting Selection Board members determine that all applicants are unsatisfactory; or
  - iii. The Selection Board agrees by consensus they will be unable to reconcile their views on the Unit Chief-Elect.
- bb. In the event the board is adjourned with no Unit Chief-Elect:
  - i. The Selection Board is dissolved
  - ii. One week is allotted to collect new applications and choose a new Selection Board
  - iii. The application process is restarted

#### Vote of Confidence

- cc. The Unit Chief will hold an anonymous vote of confidence for the Unit Chief-Elect to be confirmed.
- dd. All Unit members are expected to participate in this vote of confidence.
- ee. The vote of confidence must:
  - i. Attain a minimum unit participation of 75%
  - ii. Receive 50%+1 votes in favour of the Unit Chief-Elect

#### Conflict of Interest

- ff. Members of the Selection Board will be given each candidate's application at least 5 days before the interviews are scheduled to take place.
- gg. If a member of the Selection Board has a conflict of interest, they have up until 3 days before the interviews to alert the Unit Chief or the Clubs Manager of the AMS. Conflicts of interest can be as follows:
  - i. Previous intimate relations affecting their impartiality
  - ii. Current intimate relations
  - iii. Familial relationship
  - iv. Other factors affecting their impartiality
- hh. The Unit Chief reserves the right to re-select any member of the board of which they have public knowledge of a conflict of interest.
- ii. In the event of a conflict of interest:
  - i. The Unit Chief will immediately notify a new randomly selected Unit Member who fulfils the Selection Board criteria
  - ii. The Unit Chief will immediately provide all applicant information to the selected Unit Member
  - iii. The selected Unit Member has 24 hours to notify the Unit Chief or the Clubs Manager of the AMS of any conflicts of interest
  - iv. This process repeats itself until a suitable Selection Board Member is found
  - v. If required, the Unit Chief will delay interviews until a suitable Selection Board member is found

#### Confidentiality

- jj. No member of the selection board may discuss any aspect of the candidate's application outside of the selection board. This includes all applicant information.
- kk. Candidates may choose to make their decision to apply for Unit Chief public.
- ll. Members of the Selection Board will not know of each other's involvement until arrival at the interviews.

#### Transition

- mm. The incoming Unit Chief is responsible for setting up a transition meeting with the Unit Chief within the next week.
- nn. The Unit Chief is responsible for ensuring the incoming Unit Chief is appropriately trained to assume their position. This includes demonstrating and providing a detailed transition report with all responsibilities before the end of the Unit Chief's term.
- oo. The Unit Chief remains ultimately responsible for their position until the last day of the Exam season. The incoming Unit Chief is expected to become knowledgeable of their position within two weeks of passing the vote of confidence.
- pp. The incoming Unit Chief is welcome at all executive meetings.

### Unit Deputy Chief

#### Selection Process Overview

- a. The selection process will follow that of Appendix C. However; one individual applies for the Unit Chief position, and one individual applies for the Deputy Unit Chief position in the same application package.
- b. The Unit Chief can allow the application of a member otherwise qualified that does not meet the minimum 1-year requirement.
- c. Applicants cannot apply for the Deputy Unit Chief position without finding another individual to apply for the Unit Chief position.
- d. The Unit Chief will include both the Unit Chief-Elect and the Deputy Unit Chief-Elect as a team in the vote of confidence.

#### Requirements

- e. Applicants must satisfy the following criteria to be considered:
  - i. Must be a current Unit Member
  - ii. Must be in good standing
  - iii. Must be an active member for at least a year at the time of application
  - iv. Thorough understanding of the policies and procedures of Queen's First Aid CRT
- f. Applicants must together each submit a resume and a letter of intent to be considered.
- g. Applicants must also submit a document outlining:
  - i. The Unit Officer position they intend to absorb
  - ii. The roles and responsibilities the Deputy Unit Chief intends to absorb; from the Unit Chief and Unit Officer position
  - iii. The roles and responsibilities the Unit Chief intends to absorb; from the Unit Chief and Unit Officer position

#### Transition

- h. The incoming Deputy Unit Chief and the incoming Unit Chief are responsible for setting up a transition meeting with the Unit Chief within the next week and the respective Unit Officer within the next 2 weeks.
- i. The Unit Chief and respective Unit Officer is responsible for ensuring the incoming Deputy Unit Chief and incoming Unit Chief are appropriately trained to assume their positions. This includes demonstrating and providing a detailed transition report with all responsibilities before the end of both their terms.
- j. The Unit Chief and Unit Officer both remain ultimately responsible for their position until the last day of the Exam season. The incoming Deputy Unit Chief is expected to become knowledgeable of their position within two weeks of passing the vote of confidence.
- k. The incoming Deputy Unit Chief is welcome at all executive meetings.

## Unit Officers

### Selection Process Overview

- a. The collection of written applications will be initiated by the incoming Unit Chief in early February.
- b. The incoming Unit Chief will notify all unit members that the application period will be open for 3 weeks.
- c. The incoming Unit Chief will assemble a Selection Board who will conduct the interviews in accordance with Appointment of Unit Officers, 3.3.
- d. The incoming Unit Chief will chair the Selection Board. This involves confidentially collecting applications, conducting candidate interviews, leading the deliberation, and declaring the verdict to the candidates and Unit.

### Requirements

- e. Applicants must satisfy the following criteria to be considered:
  - i. Must be a current Unit Member
  - ii. Must be in good standing
  - iii. Thorough understanding of the policies and procedures of Queen's First Aid CRT
- f. Applicants must submit a resume and a letter of intent to be considered.

### Confidentiality

- g. No member of the Selection Board may discuss any aspect of the candidate's application outside of the Selection Board. This includes all applicant information.
- h. Candidates may choose to make their decision to apply for Unit Officer public.
- i. Members of the Selection Board will not know of each other's involvement until arrival at the interviews.

### Selection Board

- j. Attendance on the Selection Board is mandatory for all selected Unit Members.
- k. All Unit Members will be reminded of their duty to serve as a member of the Selection Board a minimum of two weeks from the Selection Board date.
- l. At the discretion of the incoming Unit Chief, a Unit Member in the case of extenuating circumstances may be removed as a Selection Board Member. The incoming Unit Chief will immediately notify a new randomly selected Unit Member who fulfils the Selection Board criteria.
- m. The selection board will consist of:
  - i. The incoming Unit Chief (who will Chair the Board)
  - ii. The incoming Deputy Unit Chief or a randomly selected Unit Officer
  - iii. One randomly selected Unit Officer
  - iv. One returning new Unit Member
  - v. One returning old Unit Member
  - vi. One departing unit member
  - vii. The Clubs Manager of the AMS (or similar)
  - viii. The outgoing Unit Chief or outgoing Deputy Unit Chief
- n. The Clubs Manager will be a non-voting member who participates in the interviews and deliberations. They are to serve as the impartial party and confidant to any potential conflicts of interest.

- o. The outgoing Unit Chief will be a non-voting member who participates in the interviews and deliberations. They are there to assist the incoming Unit Chief with the interview process.
- p. The voting members of the Selection Board must consist of 50% returning members.
- q. Returning Unit Members will replace Selection Board Members as required to fulfil the 50% returning Unit Member quota.
- r. If the Selection Board criteria cannot be met, the incoming Unit Chief will delay the interviews until the criteria can be met.

#### Interviews

- s. The incoming Unit Chief with the assistance of the Unit Chief and Officers will create 8 interview questions.
- t. The interview will consist of 8 questions followed by a 5-minute platform presentation. Afterwards, all Selection Board members are permitted 2 minutes to ask any platform-specific questions.
- u. All applicants must be asked the same questions, with the exception of platform-specific questions.
- v. Applicants will prepare a platform presentation outlining their ideas for the unit. Applicants are permitted to use any form of media, however, the provided equipment if any will be announced by the incoming Unit Chief when applications are released.
- w. Applicants will be stopped if they exceed the allotted time, regardless if they have answered all questions or completed their presentation.
- x. The Selection Board Chair will present the interview questions thirty minutes before the interviews start. The Selection Board members may unanimously decide to alter or remove a question.
- y. All interview notes are kept in confidence by the incoming Unit Chief for 2 weeks. Applicants may request feedback during this time.

#### Selection

- z. The board may adjourn only when:
  - i. A majority (four) of the voting Selection Board members reach a consensus on each new Unit Officer, or
  - ii. A majority (four) of the voting Selection Board members determine one or more applicants are unsatisfactory, or
  - iii. The Selection Board agrees by consensus they will be unable to reconcile their views on one or more new Unit Officer
- aa. In the event the board is adjourned with one or more position unfilled:
  - i. The Selection Board is dissolved
  - ii. One week is allotted to collect new applications for the remaining positions and to choose a new Selection Board

#### Conflict of Interest

- bb. Members of the Selection Board will be given every candidates application at least 5 days before the interviews are scheduled to take place.
- cc. If a member of the Selection Board has a conflict of interest, they have up until 3 days before the interviews to alert the incoming Unit Chief or the Clubs Manager of the AMS. Conflicts of interest can be as follows:
  - i. Previous intimate relations affecting their impartiality
  - ii. Current intimate relations
  - iii. Familial relationship
  - iv. Other factors affecting their impartiality
- dd. The incoming Unit Chief reserves the right to re-select any member of the board of which they have public knowledge of a conflict of interest.
- ee. In the event of a conflict of interest:
  - i. The incoming Unit Chief will immediately notify a new randomly selected Unit Member who fulfils the Selection Board criteria
  - ii. The incoming Unit Chief will immediately provide all applicant information to the selected Unit Member
  - iii. The selected Unit Member has 24 hours to notify the incoming Unit Chief or the Clubs Manager of the AMS of any conflicts of interest
  - iv. This process repeats itself until a suitable Selection Board Member is found
  - v. If required, the incoming Unit Chief will delay interviews until a suitable Selection Board member is found

#### Transition

- ff. The incoming Unit Officers are responsible for setting up a transition meeting with the respective Unit Officer within the next 2 weeks.
- gg. The Unit Officer is responsible for ensuring the incoming Unit Officer is appropriately trained to assume their position. This includes demonstrating and providing a detailed transition report with all responsibilities before the end of the Unit Officer's term.
- hh. The Unit Officer remains ultimately responsible for their position until the last day of the Exam season. The incoming Unit Officer is expected to become knowledgeable of their position within two weeks.
- ii. The incoming Unit Officers are welcome at all executive meetings.

## Appendix D Unit Chief Position Description

The Unit chief is charged with the responsibility:

### *Communications*

- a. to maintain open lines of communication with responders and executive at all times
- b. to facilitate internal team relations and conflict mediation
- c. to communicate directly with the school department, the team is affiliated to, in order to receive direction and relay areas of concern
- d. to communicate with departments on campus that are involved with SJA CRT
- e. to oversee and approve any communication between the team and the university or the community (e.g. reports, proposals, requests for funding, etc.)
- f. to act as a liaison with local EMS regarding operations
- g. to represent the team to the public and at provincial conferences
- h. to attend district/branch meetings
- i. to act as a liaison to St. John Ambulance, attend meetings as necessary, and communicate directly with the Local Branch Unit or with Ontario Council

### *Supervisory*

- j. to ensure that all team members are complying with team protocols at all times
- k. to take appropriate disciplinary actions should any team member stray from team protocols
- l. to encourage and aid responders to do their best on duty and to provide support to responders who are having difficulty understanding or complying with protocols
- m. to act as a leader and as support to the executive
- n. to provide honest and constructive feedback on a regular basis to team members regarding their performance
- o. to be readily available in case of internal team emergency
- p. to ensure that all supervisors are familiar with and comply with supervisory protocols

### *Team Management*

- q. to organise a mid-semester team meeting in both the Fall and Winter semesters
- r. to be aware of all aspects of team functioning and delegate responsibility to the executive
- s. to work with the executive to ensure that all training, testing, special events, etc., run smoothly
- t. to chair executive meetings
- u. to assume any Executive role in the event an Executive is unable to perform their duties
- v. to act as the chair of the Unit's Standards Committee

### *Team Operations*

- w. to be responsible for the entire unit's operations and ensuring executive officers fulfil their responsibilities as described in Appointment of Unit Officers.
- x. to be aware of the potential for team improvement and act to realize the team's mission for improvement
- y. to continually work to upgrade team standards by facilitating training opportunities
- z. to continually assess team operations and protocols to ensure that patient care and responder actions are appropriate for the university community
- aa. to act as a last resort for shift coverage in the case of an emergency

### *Administrative*

- bb. to be aware of all SJA SoP and all policies herein and policy amendment proposals
- cc. to ensure that all necessary reports are filled out and sent to the appropriate departments on campus
- dd. to ensure all PCR and EHS forms are being completed and filed appropriately. In addition compiling incident statistics for the academic year

- ee. to oversee the Unit's budget and provide budget presentations for the appropriate persons and committees at the appropriate times to ensure an adequate budget for the current and following year
- ff. to write the year-end report, for the school as required and submit the annual return for SJA which is based on a calendar year rather than the academic year
- gg. to be the primary emergency contact for the regional St John Ambulance branch.



## Appendix E Unit Deputy Chief Position Description

- a. In the event that the Unit Chief is incapable of performing any of their duties, the Deputy Chief will assume responsibility until the Unit Chief regains command.

## Appendix F Training Officer Position Description

The Training officer is charged with the responsibility:

- a. to act as the St. John Ambulance Divisional Training Officer.
- b. to ensure the competency of all unit members in accordance with AMFR standards.
- c. to ensure that all team members are complying with team protocols at all times
- d. to encourage and aid responders to do their best on duty and to provide support to responders who are having difficulty understanding or complying with protocols
- e. to act as a leader and as support to Team Leaders, supervisors and responders
- f. to provide honest and constructive feedback on a regular basis to team members regarding their performance
- g. to ensure that all supervisors are familiar with and comply with supervisory protocols
- h. to organizes all compulsory and complementary training, as well as any additional sessions they deem necessary for the success of all unit members (ex. Pre-AMFR training). S/he is not required to conduct training, but is responsible for organizing Team Leaders to facilitate these trainings. The Training Officer is responsible for organizing remedial training for those who require additional skills practice.
- i. to lead the organization of recruitment practical assessments and recruitment first aid workshops with heavy executive engagement.
- j. to organize QFA Cup per annum.
- k. to be responsible for the skills assessment for and promotion of Supervisors and Team Leaders with majority approval from the executive.
- l. to oversee and select the intramural captain, an appointed member who will coordinate and lead fitness activities for the Unit. S/he is also the liaison for the Queen's Intramural Department.
- m. to attend all executive meetings and remain current on all internal correspondence.
- n. to oversee the Simulations Captain, who maintains casualty simulation equipment and is responsible for the accurate depiction of casualty simulations during training assessments as requested by the Training Officer.

## Appendix G Public Relations Officer Position Description

The Public Relations officer is charged with the responsibility:

- a. to act as the St. John Ambulance Divisional Member Services Officer
- b. to maintain communications among:
  - i. Members and executive
  - ii. Executive and members
  - iii. The unit and the public
- c. to manage all communication forms such as:
  - i. The executive email account
  - ii. Social Media (Facebook, Twitter)
  - iii. The Queen's First Aid website
- d. to organize and advertise public first aid courses offered by the Unit.
- e. to maintain current contact information on ShiftPlanning for all unit members.
- f. to organize activities to boost unit morale and implement volunteer appreciation strategies.
- g. to implement volunteer appreciation strategies.
- h. to create any advertisements promoting the services or events offered by the Unit.
- i. to maintain the Queen First Aid CRT's visual identity by ensuring all publications are professional and factual.
- j. to obtain St John Ambulance Medical First Responder ID badges from the provincial offices.
- k. to oversee and appoint a chair/committee responsible for the planning of the local yearly St John Ambulance CPR-a-thon.
- l. to ensure all Event Sanctioning Forms are completed and submitted to the AMS in a timely manner.
- m. to attend all executive meetings and remain current on all internal correspondence.

## Appendix H Operations Officer Position Description

The Operations officer is charged with the responsibility:

- a. to act as the St. John Ambulance Divisional Duties Officer.
- b. to collect availabilities and schedule Responders and Supervisors for on-call shifts in a timely manner.
- c. to manage event coverage requests and communicate with event organizers.
- d. to manage requests made from other St John Ambulance Divisions (SJA Div.) and communicate with their representative(s).
- e. to schedule Responder and Supervisors for event shifts in a timely manner and ensure responders are aware of pertinent event details.
- f. to schedule Responder and Supervisors for SJA Loyalist Branch requests and ensure that responders are aware of pertinent request details.
- g. to institute and oversee a Supervisor Calling for each week of on-call service, assisting the On-Call Supervisor whenever necessary.
- h. to maintain records of Member hours, making an individual's hours and made available to them or a member of the executive upon request.
- i. to maintain confidential records of accumulated member infractions, demerit points and alerting the Unit Chief of any such infractions. These records are available only to executive members or the relevant unit Member upon request.
- j. to oversee the Competitions Coordinator who organizes all external competitions, namely MIXER and NCCER.
- k. to attend all executive meetings and remain current on all internal correspondence.

## Appendix I Administration Officer Position Description

The Public Relations officer is charged with the responsibility:

- a. to plan a budget for the academic year.
- b. to be fiscally responsible for the unit's finances and has shared signing authority on all accounts with the Unit Chief.
- c. to keep financial dealings with other parties in good order. A detailed breakdown of all transactions from the QFA account shall be presented to the executive on a monthly basis.
- d. to collect and maintain receipts for all expenditures made by the unit.
- e. to produce an organized, itemized, clear, concise and complete budget (with bank statements ) at the end of their term.
- f. to reimburse members and executive Members for authorized expenses made on behalf of Queen's First Aid CRT.
- g. to hold two budget meetings, open to the entire Unit, during the course of their term, one in each semester. These meetings must be held during the evening and be advertised to the Unit at least two weeks in advance. All receipts and financial information will be made available at the aforementioned meetings for any member auditing.
- h. to assure that all student fees are spent in accordance with AMS Clubs Policy, namely that they will not be used to pay a salary, that they will not be donated to charities, and that the money will be spent in the year it is received.
- i. to oversee the Social Coordinators, who organize volunteer appreciation events and are essential in developing a sense of unit comradery.
- j. to attend all executive meetings and remain current on all internal correspondence.

## Appendix J Logistics Officer Position Description

The Public Relations officer is charged with the responsibility:

- a. to oversee the ordering of all medical, taxi chits, overnight supplies, uniform, radio and office equipment.
- b. to monitor the supply and condition of all medical, taxi chits, overnight supplies, uniform, radio and office equipment.
- c. to ensure every member of the unit has the necessary supplies (sheets, pillowcase) for overnight shifts.
- d. to ensure the Walk-Up Office and On-Call supplies pool remain stocked.
- e. to clean Member uniforms and equipment sullied from call incidents only.
- f. to ensure the efficient and proper disposal of biohazards and environmentally hazardous materials from the Base of Operations.
- g. to approve or remit any mandatory or supplementary articles of clothing bearing the Queen's First Aid CRT logo.
- h. to be the secondary emergency contact for the regional St. John Ambulance branch.
- i. to attend all St. John Ambulance Regional meetings throughout the year along with the Unit Chief.
- j. to maintain confidential member personnel files of all Unit members and retain Alum members files for 7 years. These records are available only to executive members or the relevant unit Member upon request.
- k. to ensure all St. John Ambulance forms are completed promptly, namely:
  - i. Membership Forms;
  - ii. Status Change Forms and;
  - iii. Police Checks
- l. to immediately suspend on-call activities for Members without the requisite St John Ambulance forms.
- m. to share non-emergency duties with the Unit Chief relating to the following organizations:
  - i. Alma Matter Society;
  - ii. University Campus Security & Emergency Services;
  - iii. Environmental Health and Safety
- n. to order various Queen's Organizations and AMS Clubs/Services first aid supplies
- o. to oversee the Casualty Simulation Captain, who maintains casualty simulation equipment and is responsible for the accurate depiction of casualty simulations during training assessments as requested by the Training Officer.
- p. to attend all executive meetings and remain current on all internal correspondence.

## Appendix K Unit Supervisors

### Selection

- a. Supervisor selection will be made in September.
- b. Any members unable to attend the scheduled testing will be given an opportunity to test for the position upon the commencement of fall classes.
- c. The success of the applicants is at the discretion of the Training Officer and the number of positions available.
- d. Members must successfully complete an advanced skills assessment and must demonstrate skills that meet MFR and QFA CRT on-call standards.
- e. Situations will be evaluated by the Training Officer and selection of Supervisors will be at the discretion of a majority vote of the Executive.
- f. The second round of skills assessments will be held at the beginning of winter semester for the promotion of new Supervisors at the discretion of the Training Officer.

### Eligibility

- g. Members must have at least one year of active status and be in good standing to apply.
- h. Eligible members must complete the application sent out by the Training Officer in a timely manner, agreeing to the responsibilities outlined in Section 4.

### Returning Members

- i. Members who previously held Supervisor status must reapply each Academic year; former Supervisor status does not guarantee status the subsequent year.

### Responsibilities

- j. Longer on-call shifts hours
- k. Accountability to act as a mentor and role model for all responders
- l. Dutiful completion of Call Debrief Sheets for each Probationary member, should they be the Supervisor on one of the Probationary Member's first five calls.
- m. Attendance at short monthly Supervisor meetings.
- n. Responsibility to fill shifts during their designated on-call week.
- o. At the start of each semester, Supervisors will sign up for one on-call week during the semester to ensure the shifts are filled for that week.
- p. On-call supervisors will contact members who do not have their hours before other members for the week to fill shifts.
- q. On-call supervisors will be expected to cover any remaining shifts.
- r. If the Supervisor on-call is unable to cover all of the shifts, they must contact the Duties Officer for assistance.
- s. Should a Supervisor accumulate 3 demerits throughout the course of the Academic year, they will be relieved of their supervisory role following a meeting with the Executive.

## Appendix L Training Team Leader

### Selection

- a. Team Leader selection will be made by the end of Orientation Week.
- b. The success of the applicants is at the discretion of the Training Officer and the number of positions available.
- c. Members must successfully complete an advanced skills assessment and must demonstrate skills that meet MFR and QFA CRT on-call standards.
- d. Situations will be evaluated by the Training Officer and selection of Team Leaders will be at the discretion of the Training Officer.

### Eligibility

- e. Members must have at least one year of active status and be in good standing to apply.
- f. Applicants must commit to one full year as a Team Leader.
- g. Eligible members must complete the application sent out by the Training Officer in a timely manner, agreeing to the responsibilities outlined in Section 9.3.3: Team Leader.

### Returning Members

- h. Members who were previously Team Leaders must reapply each Academic year.

### Responsibilities

- i. Team Leaders are expected to attend all compulsory training and will arrive early for debriefing with the Training Officer.
- j. If a Team Leader is unable to attend a compulsory training, they must communicate this to the Training Officer.
- k. Team Leaders are expected to attend at least 4/6 pre-AMFR trainings.
- l. Team Leaders are expected to attend at least 4/6 complementary trainings.
- m. Team Leaders will lead training sessions created and outlined by the Training Officer, including
  - i. Running skills-based practice
  - ii. Judging situations
  - iii. Leading educational discussion
  - iv. Giving constructive feedback to the members of their team
- n. Team Leaders are to prioritize the training of Probationary members and the participation of each member of their team.
- o. Team Leaders report directly to the Training Officer regarding:
  - i. Members failing to meet MFR standards
  - ii. Skills progress updates of all members
  - iii. Disciplinary issues



## Appendix M Unit Duty Uniform

While on duty:

- a. CRT uniform shirt must be worn; a CRT jacket may be worn over the team shirt.
- b. Responders are not to wear torn clothing; neatly patched clothing is acceptable.
- c. Long hair is to be tied back.
- d. Necklaces should either be tucked in or taken off for safety. Similarly, large earrings should not be worn. Stud earrings are acceptable. Elaborate or ornate rings may cause a tear in your gloves, use discretion.
- e. Comfortable, closed-toe shoes must be worn. These should be shoes that are appropriate for the weather and easy to run in. Sandals are not appropriate. The reasons for this are twofold: one, a responder may be required to run, move quickly, walk through wet or soiled areas, and two for personal safety, protecting responder's feet from hazards. Safety shoes encouraged, they are manufactured in a number of semi-casual styles and may provide added protection when on duty.
- f. Clothing bearing slogans or pictures which could be deemed offensive should not be worn while on duty.
- g. Walking shorts may be worn, but judgement should be used to determine that they are not too short. Shorts should have a hem. Cut-offs are not acceptable.
- h. Skirts are not appropriate to be worn on-shift as they could seriously hinder your ability to run to a call or perform your duties to the best of your abilities.
- i. Responders should wear a belt to which a radio and keys can be attached.
- j. Responders must wear a watch with a second hand or digital second readout for monitoring vital signs.
- k. When participating in off-campus duties, dark coloured trousers should be worn in place of jeans or other pants. Tactical/paramedic pants are acceptable. The CRT shirt and jacket are the accepted uniform of CRT members, even off campus.
- l. Any member assigned to a scheduled shift will wear a unit duty uniform for the duration of the shift.
- m. Uniform headdresses (i.e. Ball cap or Toque) are optional but recommended.
- n. The UDU will not be worn for any reason unless the wearer is acting in their official capacity as a QFA member.

## Appendix N Recruitment

### Application Procedures

- a. Two recruitments will be run each year as required. One recruitment will take place in the fall, shortly following the beginning of the fall semester. The other will take place in the spring, toward the end of the winter semester.
- b. The recruitment will begin with an advertising campaign geared toward the student body. The methods of advertisement used are up to the discretion of the executive.
- c. The executive will select a date and time when applications will be due, and all applications submitted before this cutoff must be accepted. Applications submitted after this time will not be accepted with no exceptions. This is to ensure that the selection process remains fair and equitable.
- d. The executive will review all applications, and all information collected in the application form will remain confidential.
- e. In order to be considered for an interview, the applicant must meet the eligibility requirement outlined under membership.
- f. All applicants selected for an interview in the spring must intend to return to Queen's for the upcoming fall semester.
- g. The applications will be evaluated on the basis of an applicant's qualifications and other relevant information. Any personal bias or discrimination based on race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, creed, sex, sexual orientation, age, marital status, family status, disability or the receipt of public assistance will not be tolerated at any point in the process.
- h. Each applicant will be sent an e-mail apprising them of the status of their application following executive review.

### Interview Procedures

- i. The number of applicants that are selected to participate in the interview process is at the discretion of the executive and may vary. This number will not necessarily reflect the number of applications received.
- j. The interviews will be conducted by at least three executive members.
- k. The interviews will be recorded by all executive members in attendance in ink.
- l. Questions will be selected by the executive.
  - i. The number of questions may vary from one application period to another, based on the discretion of the executive. Within one intake period, the number of questions must remain constant across all interviews.
  - ii. The questions will gauge the applicant's leadership ability, teamwork skills, and capacity to respond to the unexpected.
  - iii. The questions will remain constant across all interviews conducted within the same intake period.
- m. The executive will review all interview documentation and select as many well-qualified applicants as possible while taking into consideration the time constraints of the next round.
- n. All applicants selected for the next round must provide proof that their required certifications are up to date prior to the day of training and practical scenarios.
- o. Each applicant who participated in interviews will be sent an e-mail appraising them of the status of their application following the conclusion of interviews.
- p. Any applicants not selected to move forward may request clear reasons why they were not selected.

## Training and Practical Situation Procedures

- q. The applicants selected to proceed following interviews will be required to attend a 1-day first aid refresher training followed by practical situations. The date of this training/situation day will be selected by the executive and is usually the Saturday following the week of interviews.
- r. Attendance at both the first aid refresher and practical situations is mandatory. Any applicants unable to attend either or both portions will not be permitted to continue in the recruitment process.
- s. No special arrangements will be made for any applicants to complete either portion at an alternate time.
- t. The organization of the first aid refresher is the responsibility of the Training Officer; however, they may delegate tasks as necessary.
- u. The first aid refresher will contain skills up to the Standard First Aid level, plus any additional situation-specific training the executive may feel is necessary.
- v. The practical component will consist of simulated situations, each designed to assess different qualities necessary in an effective First Responder.

## Final Applicant Selection Procedures

- w. The final selection is based on all four components (application, interview, training day, and practical situations) of the recruitment process. Emphasis will be placed on the applicant's performance and skills displayed in the practical situations.
- x. Interactions and skills displayed during the day of training will be taken into account.
- y. No one will be selected to join the unit unless the executive is confident in their first aid abilities, ability to work under stress as well as function as a member of the QFA team.
- z. There will be no set number of applicants that can or will be selected to become probationary members of Queen's First Aid following the recruitment process for any given intake period. This will be up to the discretion of the executive based on applicant strength and total number of Active Members prior to the recruitment. Having said this, the executive must ensure that they take on no more members than they will be able to train.
- aa. All applicants who participated in the practical situations will receive a phone call from one of the members of the executive communicating to them if they have been successful or unsuccessful.
- bb. Any questions or concerns about the recruitment process or the outcome of the recruitment will be directed towards the Unit Chief.

## Appendix O Public First Aid Courses

### Courses offered to the public

- a. Courses are organized by the Public Relations Officer and set up with St. John Ambulance. People interested in taking a course can contact QFA in person, by phone or by email. Their name, phone number and email address will be placed on the signup sheet. When a course is arranged, the people on the list will be contacted by email. They will respond by a given day indicating if they are interested in the course. As people turn down spots more people on the list will be contacted and offered a space in the course.
- b. Queen's First Aid does not accept payment directly for these courses, and all cheques should be made payable directly to St. John Ambulance. Any deposits collected are to be passed on to St. John Ambulance Kingston immediately. CPR mannequins and other supplies are organized through the executive members. The Public Relations Officer will be responsible for booking rooms.

### Responsibility to the unit

- c. Members taking an instructors course not organized by Queen's First Aid may be eligible for subsidization of costs. If the course was organized through Queen's First Aid, the cost is sufficiently low that this is not necessary. After completion of an instructor course, instructors are expected to teach courses for QFA when available. Instructors are also expected to help instruct at unit trainings and especially the CPR-a-thon. These services are expected to be provided at no cost to the unit.
- d. Any QFA member interested in becoming an SJA instructor must seek the approval of the Unit Chief and Training Officer to be eligible for compensation. Queen's First Aid will pay the course fee at the time of registration. The unit member will write Queen's First Aid a cheque for the first half of the course fee prior to the beginning of the course, which will be returned to the member upon the successful completion of the course. (certification for SJA). If a member does not successfully complete the program, they are required to reimburse Queen's First Aid the remainder of the course fee.
- e. To be eligible to teach a public first aid course organized by QFA an instructor must be fulfilling the required amount of hours each week. The opportunity to teach a course will first be given to instructors who have regularly fulfilled their commitment to the unit in both hours and by attending training meetings.

## Appendix P On Call Boundaries

- a. During on-call shifts, both on-call members must stay within the boundaries set out below. The only exceptions include when a member responds to a call outside these boundaries, as requested by the Emergency Report Centre (i.e. West Campus & Isabel Bader Centre).
  - To the North: Earl St.
  - To the East: Barrie St.
  - To the South: Lake Ontario
  - To the West: Collingwood St.
- b. Members familiarize themselves with the names of all Queen's buildings within the operational boundaries.
- c. Members are authorized to respond to West Campus when directed by ERC. Members will familiarize themselves with West Campus for this purpose.



## Appendix Q Patient Care Record

- a. The Patient Care Record (PCR) is one of the most important documents related to the activities of the SJA CRT. It is the legal document and record of team members' actions, findings and recommendations. All lines/boxes should be completed thoroughly. If a team member is unable to obtain specific information, or if something was not assessed, the responder should write "CNO" (Could Not Obtain), or "not-assessed". In terms of documentation, if it is not written it wasn't done. The PCR helps to standardize the approach to patients and communicate findings succinctly and in a manner that can be easily understood by other medical professionals. PCRs also help to compile internal statistics.
- b. If there is a case where an injured person refuses treatment, the disclaimer on the PCR must be signed by the patient or by witnesses at the scene. Patients should not leave the scene untreated without first being advised that they may have a serious injury or illness and that further care is recommended, and second signing the PCR indicating that they refuse treatment.
- c. Any errors should be struck with one line only and initialed on both sides
- d. Blue or black ink pen only
- e. Fill the form out immediately
- f. If more than one PCR is required, staple the sheets together prior to submitting the report
- g. The PCR must be placed in the current receptacle in the base of operations for submission
- h. A PCR should be filled out as accurately as possible. Documenting:
  - i. Time in a 24-hour clock format (e.g. 0900, or 2315) should be used.
  - ii. Date written in the following full format (e.g. 01-Jan-2017)
  - iii. All injuries should be described carefully and thoroughly. All charting should consist of what is observed without drawing conclusions (for example, "Has Been Drinking", instead of "Patient is Drunk").
  - iv. It is inappropriate to use innuendoes, unprofessional language, slang or derogatory statements. The PCR reflects the team, its members, and the treatment of this patient.
  - v. Pre-approved or obvious medical abbreviations only
  - vi. All Unit Members present at the scene should sign the form
  - vii. Legible printing only no cursive.

## Appendix R Annual Review & Unit Awards

### Christmas Banquet and Annual review

Social Coordinators are responsible for organizing the dinner within the budget outlined by the Administrative Officer. Appropriate representatives from the A.M.S., Campus Security, St. John Ambulance and Environmental Health and Safety should also be invited, in the case of Annual Review. It is customary for the executive to sit with these guests at dinner. New rookies from the spring recruitment are not invited to Annual Review. In order to attend these events at no cost, every member must have worked at least 60 hours during the preceding semester (in the case of Winter Banquet, new Fall rookies need only have worked 30 hours as they have been on the unit for half the time of the others).

### Awards

- a. At Christmas Banquet and Annual Review, the following awards are given out, organized by the Operations officer.
  - i. Most hours
  - ii. Most rookie hours
  - iii. Most calls
  - iv. Most rookie calls
- b. The Graham Thompson Award (awarded at Annual Banquet)
  - a. Given to two retiring Unit Members who have shown outstanding commitment to the unit for their entire time with QFA
  - b. Incoming and outgoing executive members are not eligible for the award unless no other suitable candidate exists
  - c. Outgoing Unit Members are responsible for alerting the executive that they are graduating
  - d. All Unit Members cast a vote for this award at the last training of the year in secrecy
- c. The James McSherry Award (awarded at Annual Banquet)
  - a. Given to one Unit Member who embodies the spirit of Queen's First Aid.
  - b. Incoming and outgoing executive members are not eligible for the award unless no other suitable candidate exists
  - c. All Unit Members cast a vote for this award at the last training of the year in secrecy
- d. The Ryan Sim Award (awarded at Annual Banquet)
  - a. Ryan Sim was the QFA director who oversaw the implementation of 24/7 on-call coverage and the acquisition of automated external defibrillation capability on the Queen's campus in the fall of 2002. These changes forever expanded the scope of service QFA provides to the Queen's community. In recognition of Ryan's leadership and oversight through this transition, the Ryan Sim Leadership Award was created.
  - b. This award is presented to one member who acts beyond the call of duty to better the services QFA can offer in a way that has directly benefited the Queen's community. This is not an award to recognize exemplary leadership that is internal to QFA (such as mentoring, dedication, reliability, teamwork), even though this leadership can arguably benefit those QFA serves in an indirect way.
  - c. The demanding and specific nature of the eligibility criteria makes it an award that is not necessarily given out every year.
  - d. The Logistics Officer chairs the Ryan Sim Award Selection Board and is responsible for collecting nominations. All nominators must make their identity known to the Logistics Officer and defend their nomination at the Ryan Sim Award Selection Board.

- e. The Ryan Sim Award Selection Board comprises of: 2 supervisors, 2 responders, two graduating members and the Logistics Officer
- f. The Logistics Officer is responsible for engraving the plaque and presenting the award at Annual Review
- e. Unit Members may receive social awards as per the discretion of the Social Coordinators in conjunction with the Administration Officer
- f. Outgoing executive an appreciation gift as per the discretion of the Incoming Unit Chief in conjunction with the Administration Officer



## Appendix S Event Coverage

The following is the event coverage request form used by the public to request Unit services.

**Please review this document carefully; important information regarding the coverage of your event by Queen's First Aid is enclosed. If you have any questions, please contact [duties@queensfirstaid.com](mailto:duties@queensfirstaid.com).**

By signing this agreement, I understand and agree to the following:

1. Queen's First Aid (QFA) evaluates coverage requests for events that meet the below criteria. An event must:
  - i. Involve at least one of the following:
    - a) Expected attendance is greater than or equal to 30 people;
    - b) Physical activities;
    - c) Consumption of alcohol.
  - ii. Be located on Main or West Campus OR is a sanctioned University/AMS off-campus event;
  - iii. Have Queen's Student Constables or other security personnel present if alcohol is being served.
2. This request form must be submitted no later than 14 days prior to the event date to ensure coverage.
3. If Queen's First Aid's coverage of an event exceeds 4 hours or more, event organizers will provide the Queen's First Aid volunteers with a meal.
4. Queen's First Aid is a volunteer division of St. John Ambulance that operates not-for-profit; volunteers are not authorized to accept any form of remuneration for their services. Should an organization wish to make a charitable donation to the Unit, please contact the Unit Chief of Queen's First Aid.
5. Event organizers must provide QFA with the name of a sober contact person for the event. This person is responsible for: coordinating with QFA responders at the event, guide QFA to a predetermined post location, provide QFA responders with any pertinent event details and ensuring that they receive a meal (if the event agreement calls for it – if the event runs more than 4 hours). They are also responsible for ensuring that all persons who leave the event do so safely.
6. Submission of this form does not guarantee coverage of the event. The Unit Chief and Duties Officer reserve the right to make all final decisions regarding coverage of an event.
7. Queen's First Aid responders, in conjunction with Student Constables or an Executive QFA Member, may leave an event they are covering if, in their opinion, continuing coverage could cause injury/illness to the QFA Responders or Staff/Volunteers/Patrons, the event is too dangerous to continue, part/all of this contract is broken by the requesting party, or the request form was misleading in its description of the event.
1. The QFA Duties Officer will contact you regarding receipt of this request. You will also be contacted at least 3 days before the event to confirm coverage.

8. Contact Info	
<b>Event Organizer:</b>	
Name _____	Phone (Office) _____
Queen's Email _____	Phone (Home) _____
Mailing Address (or AMS Mailbox) _____	
<b>Main Event Contact:</b> <i>(Must be a sober contact if the event involves alcohol)</i>	
Name _____	Phone _____
Queen's Email _____	Phone (At Event) _____

Event Information		
Name of Event _____		
Organization Group Name _____		
Location of Event _____		
Event Date _____	Event Run Time _____	Expected Attendance _____
Time Coverage Starts _____	Time Coverage Ends _____	
Max Possible Attendance _____	Meeting Place (if applicable) _____	

Present at Event (Check all that apply)			
<input type="checkbox"/> Alcohol	<input type="checkbox"/> Access to Water *	<input type="checkbox"/> Public Restrooms *	<input type="checkbox"/> QFA Post Location
<input type="checkbox"/> Loud Noise/Music	<input type="checkbox"/> Meal for QFA **	<input type="checkbox"/> All Ages Event	
* Required if event involves the serving of alcohol, or physical activity.			
** Required if QFA coverage last for 4 hours, or more.			

Event Description	
Briefly describe the event:	
Is this the first year the event has been run:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Please outline and describe any perceived or past problems:	

Other Services Present	
<input type="checkbox"/> Queen's Student Constables	<input type="checkbox"/> Queen's Campus Security
<input type="checkbox"/> Kingston Police Services	<input type="checkbox"/> Kingston Regional Ambulance
<input type="checkbox"/> Other:	

This form must be submitted to QFA 2 weeks prior to the event to ensure consideration for coverage. QFA is an entirely student-run volunteer organization, and no fee is required for its services. In order for this request to be processed, it must be filled out in its entirety, and the attached contract must be signed. Incomplete or unsigned applications will not be accepted. The Unit Chief and Duties Officer reserve the right of final say in the decision to cover/not cover an event.