



University of Guelph First Response Team 2023/2024 Report Card



IMPROVE LIFE.



December 19, 2024
Prepared by Leo Li, Administrative Coordinator

Table of Contents

| | |
|--|-----------|
| Introduction | 3 |
| Message from the Co-Coordiators | 3 |
| 2023/2024 Team Members | 5 |
| Responders | 5 |
| Alumni | 5 |
| Board and Liaison Positions | 5 |
| Award Winners | 6 |
| Highlights of the Year | 7 |
| Rookie Onboarding | 7 |
| Special Events | 7 |
| Training Seminars | 7 |
| NCCER 2024 | 8 |
| Electronic Patient Care Reports (ePCRs) | 9 |
| Wellness | 9 |
| Statistics | 10 |
| Section 1: Overview | 10 |
| Section 2: Patients | 11 |
| Section 3: Call Volume | 13 |
| Section 4: Responders | 19 |

Introduction

The University of Guelph First Response Team (FRT) is a student-run team of volunteers that provides emergency first aid to any individual on the university campus. FRT operates on an on-call basis 24/7 throughout the school year and provides first-aid coverage at many special events. Since its inception in 1991, FRT has played a vital role in improving the health and safety of the university community by treating hundreds of patients each year.

The 2023-2024 school year was a particularly exciting one. Highlights include hosting the National Conference of Campus Emergency Responders (NCCER) at the University of Guelph, transitioning to an all-digital documentation system, and launching monthly training seminars.

This report serves as a thank you to the dedicated team of responders including current students and alumni who have volunteered hundreds of hours to make the campus safer. This report will also celebrate some of the highlights from the 2023/2024 school year and display statistics from the call log.

Message from the Co-Coordinator

We are truly honoured to have been the co-coordinators of the First Response Team for the 2023-2024 year. We have spent 4 and 5 years respectively on the team and it has shaped our university experience. We are so grateful for the opportunity to give back to the team a portion of what it has given us. It was an amazing year, and we are so happy you were all there for it.

We could not have done our jobs without the amazing support of the entire team. The team is truly filled with extremely special people, and it is an honour to be a part of it. We would like to thank all the rookies for their amazing work this year. It is not an easy feat to make it on this team and we applaud your dedication and are excited for your continued growth. Thank you to all the senior responders for their continued hard work as you grow into more leadership positions on this team. A huge thank you to all the supervisors for all your help, advice, leadership, and working way too many shifts every month.

The board and the liaison positions are truly our biggest support system and there's nothing that would get done on this team without you guys. Thank you to Farwa and Fariya for all the amazing events they planned and a special banquet. Thank you to Katherine for all her support as the responder wellness advocate and forming new connections and relationships with IMPACT and other resources on campus. Thank you to Ella for dealing with everybody on this team's crazy schedules because we are all way too busy, but she still found a way to make it work. Thank you to Taylor for always keeping base clean and stocked with laundry detergent, toilet paper, and snacks. Thank you to Andres and Ryan for

doing an incredible job running our social medias, introducing PR videos, and running multiple outreach events on campus. Finally, a huge thank you to Julia and Sarah for their hard work and dedication not only running our SFA courses but for organizing and facilitating NCCER 2024. The conference was a huge success and very monumental for FRT and it could not have been done without them.

This team would not be able to run with Rachael and her amazing organization skills that keep everybody up to date. We would like to give Thomas a huge thank you for his incredible work as admin and organizing new uniforms, buying new packs and supplies, and introducing iPads and digital PCR's. Thank you so much to Bhavya and Ben for not only organizing our FR and EMR courses but running two full team training days and introducing monthly training seminars. We cannot express enough of our gratitude to every single one of you.

We feel so lucky to be able to pass this role off to Julia and Sarah and know that they are going to do such an incredible job as co-coordinators this upcoming year. They are two extremely special people whose dedication to FRT cannot be put into words. It has been incredible to watch them grow throughout their time on this team, and it feels like the right next step for them to be running this team.

We are both very sad to be leaving this team but cannot express enough how special it is and how much it has changed us as people. We hope you all take advantage of everything this incredible team has to offer and wish everyone the best in the next year.

Sincerely,

Mike and Sarra

2023/2024 Team Members

Responders

| | | |
|--------------------------|----------------------|--------------------------|
| Shannon Arbuckle | James Kay | Joanne Page |
| Mohadeseh Arefanian * | Victoria Kegel | Sarra Parker * |
| Yolanda Bao | Sarah Laughton | Thomas Phan * |
| Rajyeshwari Bhattacharya | Ben Lee * | Vincent Pillitteri-Smith |
| Verena Brysch | Gabriel Levine | Alexandra Pratt * |
| Katie Bucknall-Kilkie | Leo Li | Alexa Robertson |
| Andres Cortes | Nathan MacKenzie * | Abigail Saunders |
| Jason Cousineau | Bryan Mah | Julia Seymour |
| Julia Demiglio | Ella Mazenauer | Katherine Stone |
| Kamryn Durzi | Hailey Mazenauer | Emily Vilela |
| Elika GhasemboLand | Zayne McBride-Snyder | Tara Winters |
| Farwa Goraya * | Bridgette Merry | Rachael Young |
| Bhavya Gupta * | Olivia Mills | Katherine Yu * |
| Thomas Habib * | Austin Murphy | Fariya Zaheer * |
| Emma Hood | Taylor Opersko | Ryan Zhao |
| Michael Kasserra * | Ella Oppitz | Ethan Zulauf |

* Graduated

Alumni

| | | |
|----------------|------------------|------------|
| Michael Girard | Grace Lu | Alice Wang |
| Neil Greenwood | Madison McArthur | |
| Joshua Lannan | Erin Stewart | |

Board and Liaison Positions

| | |
|----------------------------|----------------------------------|
| Board | |
| Co-Coordiators | Michael Kasserra Sarra Parker |
| Training Coordinators | Bhavya Gupta Ben Lee |
| Chair | Rachael Young |
| Administrative Coordinator | Thomas Habib |

| Liaison | |
|---------------------------------|---|
| Public Relations | Rajyeshwari Bhattacharya (Sept-Jan) Ryan Zhao (Feb-Apr) Andres Cortes |
| Social Coordinators | Farwa Goraya Fariya Zaheer |
| Scheduler | Ella Oppitz |
| External Education Coordinators | Sarah Laughton Julia Seymour |
| Responder Wellness Advocate | Katherine Yu |
| Base Manager | Taylor Opersko |

Award Winners

| | | |
|------------------------|--|------------------|
| Rookie of the Year | For an outstanding responder on and off call who joined the team this year. | Ryan Zhao |
| Responder of the Year | For a responder who demonstrates exceptional teamwork and patient care while on call. | Thomas Habib |
| Supervisor of the Year | For a supervisor who demonstrates exceptional leadership while on call. | Michael Kasserra |
| Jan Trumble | For a team member who has made meaningful leadership and organizational contributions to the team on and off call. | Sarra Parker |
| Acted to Save a Life | For any responder who were involved in a resuscitation effort in the last year, either on or off call. | Hailey Mazenauer |

Highlights of the Year

Rookie Onboarding

After interviews, two weekends of Red Cross First Responder certification, and the annual “Sit Sunday”, we welcomed 18 new members to the team. All rookies enthusiastically took on shifts, began treating patients, and quickly became an integral part of the team. In January, all rookies were upgraded to Red Cross Emergency Medical Responder certification. Applications for FRT open during the summer and are due early September. We welcome students from all years and any academic background who are interested in learning first aid, supporting the university campus, and joining a tight community.

Special Events

We continued our commitment to providing first-aid coverage to special events on the University of Guelph campus. This year, the events included:

- Fall Convocation
- Football games
- Quadball games
- Arboretum Expo
- OVC Class of 2027 Friends and Family Day
- Motionball Guelph Marathon of Sport

Training Seminars

FRT prioritizes responder development to ensure we provide the highest standard of care to the university community. All members undergo extensive training throughout the year in the form of “Sit Saturdays” and pre-shift training. We also ensure all responders have up to date certifications and provide opportunities to recertify. This year, our training coordinators Bhavya Gupta and Ben Lee launched a series of training seminars to target important topics. The seminar topics included:

- C-spine immobilization, log rolls, and general lifts
- MSK assessment, slinging, and splints
- A lecture from the Sexual and Gender Based Violence Education Coordinator on how to support survivors, behaviours to avoid, and how to connect patients to appropriate supports

NCCER 2024

In February 2024, the University of Guelph First Response Team hosted the National Conference of Campus Emergency Responders (NCCER), which is a national conference associated with the Association of Campus Emergency Response Teams of Canada (ACERT). Not only was this the first time that Guelph had hosted NCCER in several years, but it was also the first in-person NCCER conference since the COVID-19 pandemic! We are proud to have hosted 158 first responders from 11 response teams, and to have welcomed 14 speakers.

The conference was the result of several hours of hard work and planning from our External Education Liaisons, Sarah Laughton and Julia Seymour. However, the conference could have not run without support from the entire University of Guelph First Response Team. All team members were involved in the planning of the conference, which included contacting potential speakers, brainstorming simulation scenarios for the competitions, banquet organization and catering, website design, scheduling, and training our own competition team. We are grateful for the support we received from the Campus Safety Office, UofG Conference Services, and UofG Hospitality. We also extend our thanks to our sponsors for the conference; Hard and Fast CPR, Tim Hortons, and Domino's Pizza

The theme for our conference was "Communication in First Response." We selected this theme to promote effective communication in all aspects of first response, such as when handing off to local paramedics and police, working with our patients, liaising with administration, in addition to forming decisions and debriefing calls within our own team. Over the three days, we hosted a myriad of seminars and workshops exploring topics including, but not limited to, ASL in first response, harm reduction, working with patients who have experienced gender-based violence, as well as hosting representatives from the Canadian Mental Health Association!

As a salute to the University of Guelph's rich agricultural history and to highlight the unique aspects of our campus, the theme for the round robin competition and mass casualty simulation was agriculture. Our round robin competition, in which 16 teams competed, contained 6 medical simulations, 6 trauma simulations, and 2 mental health simulations. After the round robin competition, the top three teams advanced to the mass casualty simulation, which was a barn fire that had 14 patients. Our own team had a stellar performance and placed third in the round robin competition, however we were unable to proceed to the mass casualty simulation finals due to our school hosting the conference.

Hosting this conference was a monumental task that will certainly go down in history for Guelph FRT! We feel very appreciative to have revived this long standing opportunity to acknowledge the unique work of campus first responders and to come together as a community of students supporting students.

Electronic Patient Care Reports (ePCRs)

FRT has historically completed most documentation on paper but this year, our Administrative Coordinator Thomas Habib facilitated our transition to an electronic system. This included digitizing our start of shift form, key log, and most notably, patient care reports. We acquired an iPad on which we take patient notes at the scene. Then at base, the patient notes are seamlessly transferred to our desktop computer where we complete the PCR. The PCR is securely saved in OneDrive as a password protected PDF. The new system is efficient, environmentally friendly, and prioritizes patient confidentiality.

Wellness

Our wellness coordinator Katherine Yu advancements in supporting the mental health of our team and the patients that we serve. This year, wellness initiatives included:

- Weekly office hours to support fellow responders.
- Initiated work towards establishing priority counselling services for responders.
- Trainings on mental health resources, the safety chart, critical incident stress, and the mental health referral protocol.
- New purchases for base, including lamps, linens, and snacks, to improve the base experience and enhance responder wellness while on call.

Statistics

From September 2023 to April 2024, the University of Guelph First Response Team had 55 total members, volunteered 15650 hours, and treated a total of 327 patients. Below is a summary of the call log.

Section 1: Overview

| Quick Statistics | |
|---------------------------|---|
| Number of Calls: | 327 total 192 F23* 135 W24** |
| Number of Responders: | 55 total 48 current 7 alumni |
| Total On-Call Hours: | 15650 hours |
| Number of Shifts: | 195 day shifts 199 night shifts 10 event shifts |
| Average Call Severity***: | 2.0 |
| Busiest Day: | November 18, 2023 (11 calls) |

* 09/02/2023 – 12/15/2023 (102 days)

** 01/07/2024 – 04/23/2024 (97 days)

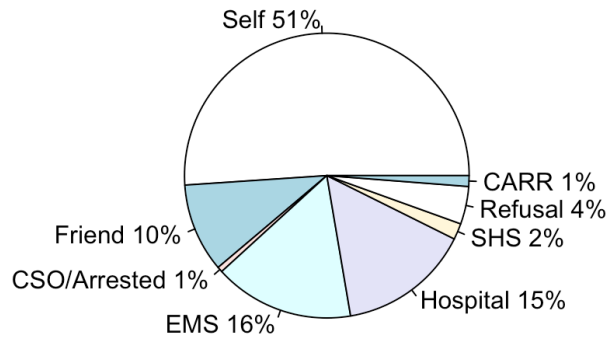
*** 1 = Band-Aid, ..., 5 = Life Threatening

Section 2: Patients

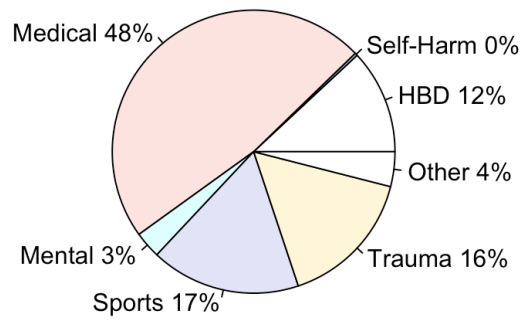
| Patient Disposition | | | |
|--|-------|---|-------|
| Type | Count | Type | Count |
| Patients left in their Own Care (Self) | 167 | Hospital Calls | 49 |
| Patients left in the care of a Friend | 33 | Patients sent to Student Health Services (SHS) | 6 |
| Campus Safety Office (CSO)/Arrested | 2 | Patients brought to Campus Alcohol Recovery Room (CARR) | 4 |
| EMS Calls | 52 | Refusals | 14 |

| Call Types | | | |
|-------------------------|-------|-----------|-------|
| Type | Count | Type | Count |
| Behavioural | 0 | Self-Harm | 1 |
| Has Been Drinking (HBD) | 39 | Sports | 56 |
| Medical | 156 | Trauma | 52 |
| Mental | 10 | Other | 13 |

Patient Disposition

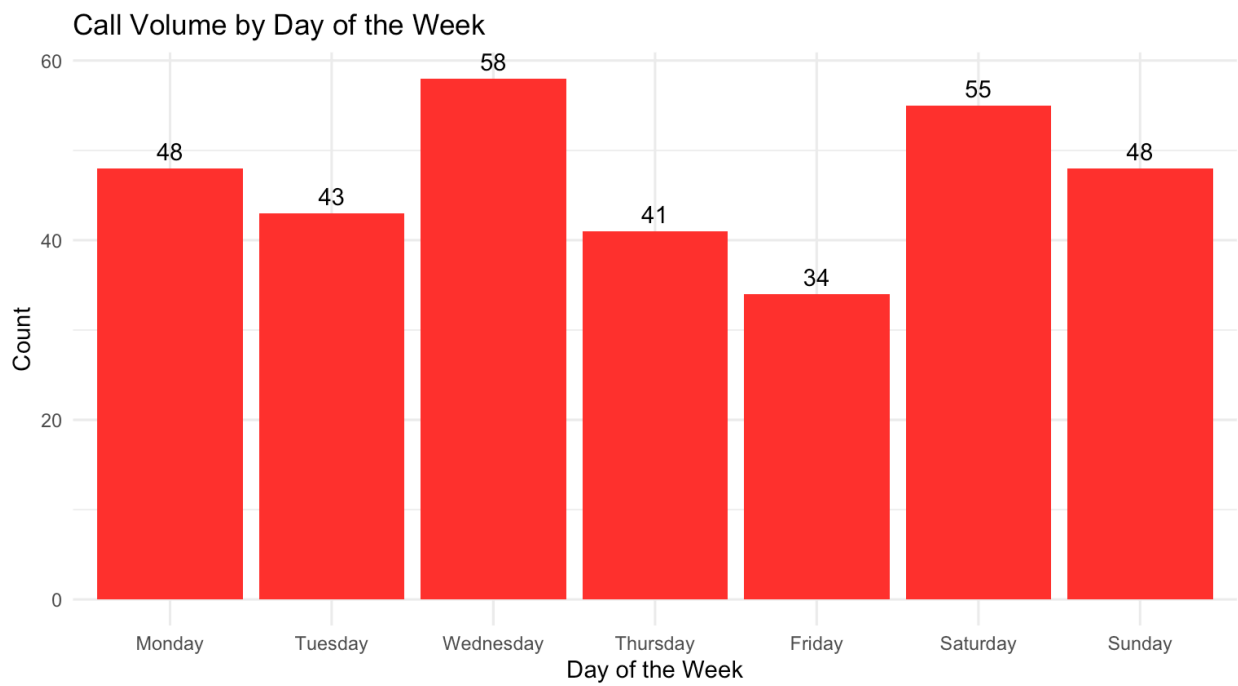


Call Type

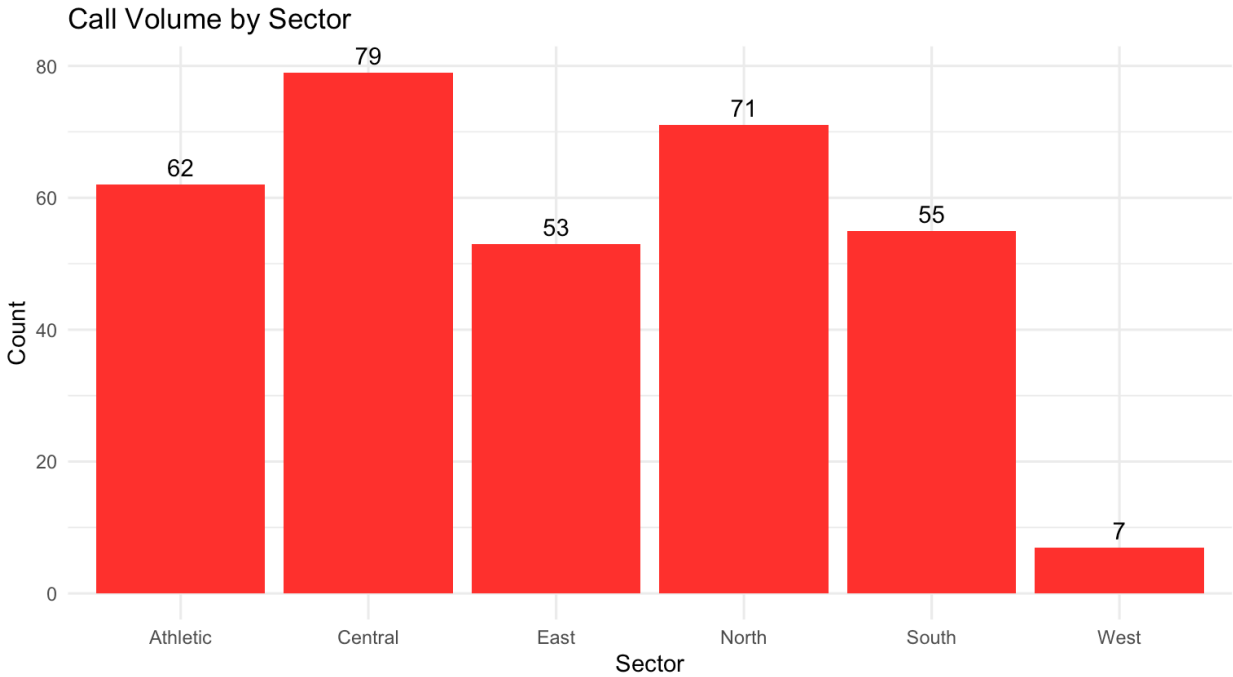


Section 3: Call Volume

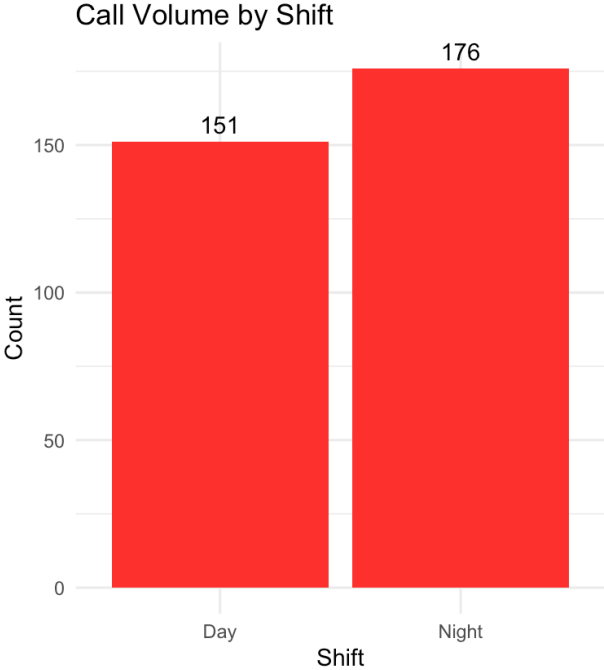
| Day of the Week | | |
|-----------------|-------|----------|
| Day | Calls | Severity |
| Monday | 48 | 2.04 |
| Tuesday | 43 | 1.93 |
| Wednesday | 58 | 2.14 |
| Thursday | 41 | 2.22 |
| Friday | 34 | 2.00 |
| Saturday | 55 | 1.82 |
| Sunday | 48 | 1.92 |



| Location | | |
|----------|-------|----------|
| Sector | Calls | Severity |
| Athletic | 62 | 2.11 |
| Central | 79 | 2.00 |
| East | 53 | 1.85 |
| North | 71 | 1.97 |
| South | 55 | 2.04 |
| West | 7 | 2.43 |

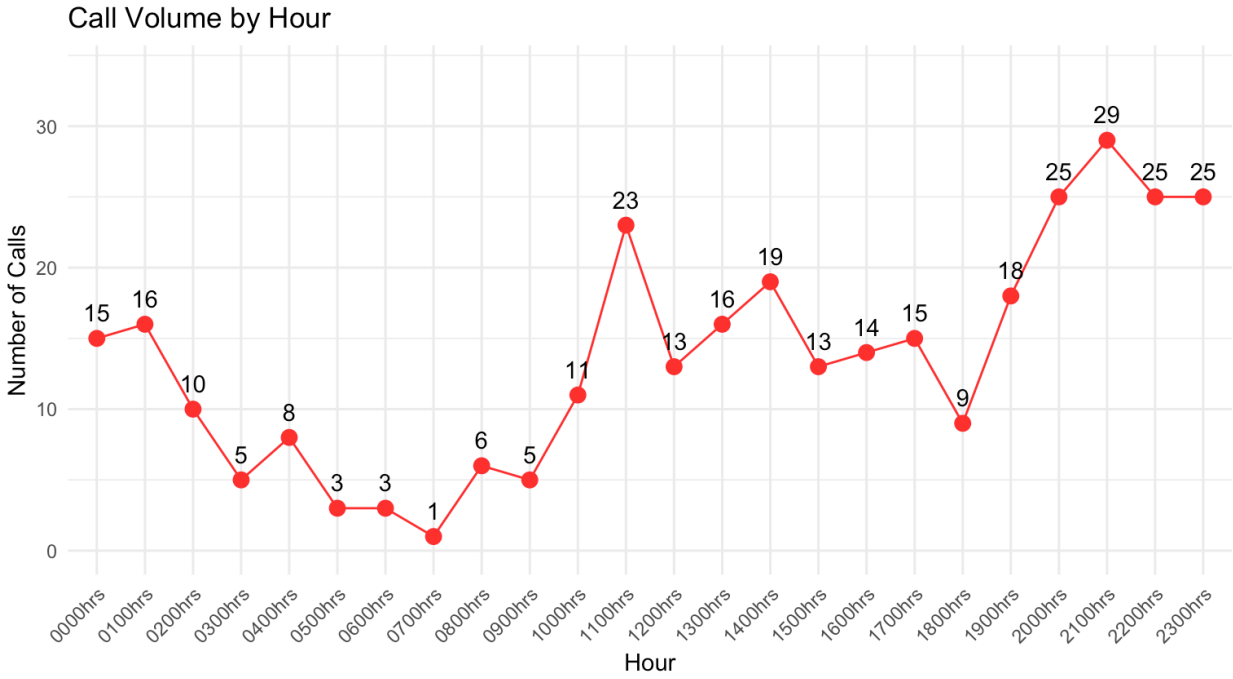


| Shift Type | | |
|---------------------------|-------|----------|
| Shift | Calls | Severity |
| Day (0800hrs – 1800hrs) | 151 | 1.91 |
| Night (1800hrs – 0800hrs) | 176 | 2.09 |

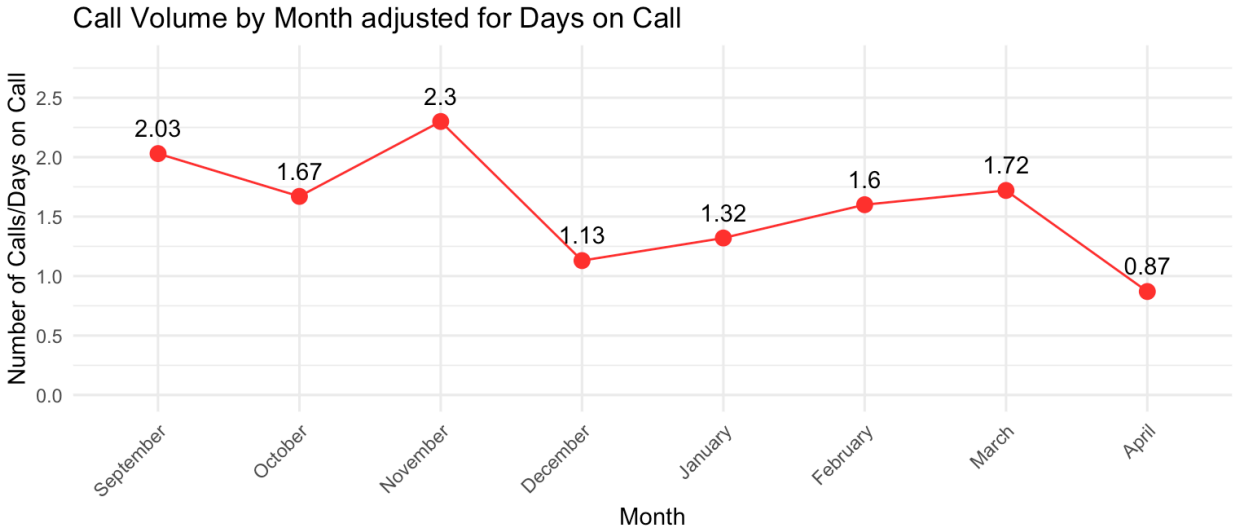
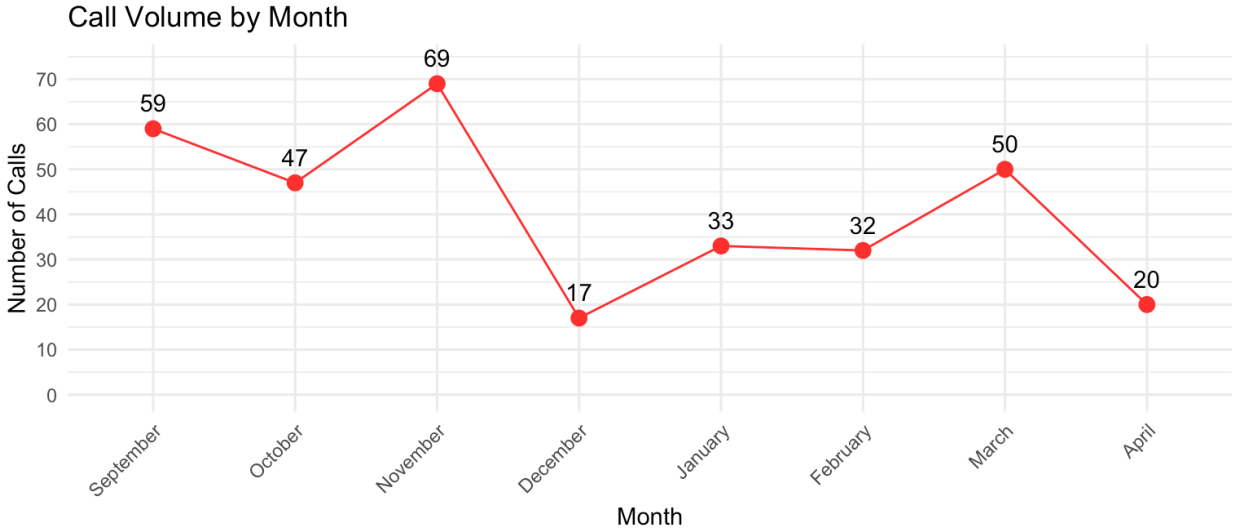


| Hour | | |
|---------|-------|----------|
| Hour | Calls | Severity |
| 0000hrs | 15 | 2.07 |
| 0100hrs | 16 | 2.19 |
| 0200hrs | 10 | 2.40 |
| 0300hrs | 5 | 1.80 |
| 0400hrs | 8 | 1.88 |
| 0500hrs | 3 | 2.00 |
| 0600hrs | 3 | 2.33 |
| 0700hrs | 1 | 2.00 |
| 0800hrs | 6 | 2.00 |
| 0900hrs | 5 | 2.50 |

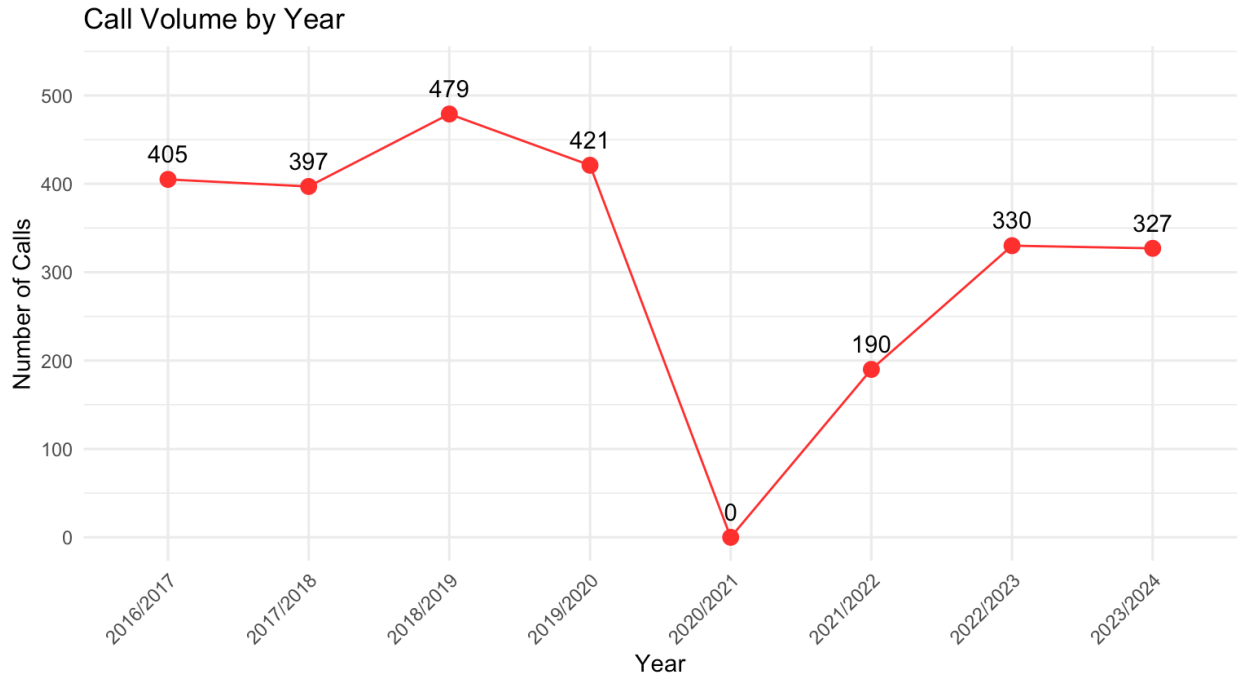
| | | |
|---------|----|------|
| 1000hrs | 11 | 2.00 |
| 1100hrs | 23 | 1.70 |
| 1200hrs | 13 | 1.69 |
| 1300hrs | 16 | 2.00 |
| 1400hrs | 19 | 1.84 |
| 1500hrs | 13 | 1.92 |
| 1600hrs | 14 | 2.00 |
| 1700hrs | 15 | 2.13 |
| 1800hrs | 9 | 1.78 |
| 1900hrs | 18 | 2.11 |
| 2000hrs | 25 | 1.72 |
| 2100hrs | 29 | 2.07 |
| 2200hrs | 25 | 2.12 |
| 2300hrs | 25 | 2.32 |



| Month | | | | |
|-----------|-------|--------------|--------------------|----------|
| Month | Calls | Days on Call | Calls/Days on Call | Severity |
| September | 59 | 29 | 2.03 | 2.07 |
| October | 47 | 28 | 1.67 | 2.02 |
| November | 69 | 30 | 2.30 | 1.93 |
| December | 17 | 15 | 1.13 | 1.71 |
| January | 33 | 25 | 1.32 | 2.03 |
| February | 32 | 20 | 1.60 | 2.03 |
| March | 50 | 29 | 1.72 | 2.02 |
| April | 20 | 23 | 0.87 | 2.20 |



| Year | | |
|-----------|-------|----------|
| Year | Calls | Severity |
| 2016/2017 | 405 | 2.14 |
| 2017/2018 | 397 | 2.01 |
| 2018/2019 | 479 | 2.14 |
| 2019/2020 | 421 | 2.15 |
| 2020/2021 | 0 | 0 |
| 2021/2022 | 190 | 2.05 |
| 2022/2023 | 330 | 2.16 |
| 2023/2024 | 327 | 2.01 |



Section 4: Responders

| Name | Shifts | On-Call Hours | Calls | Calls/Shift |
|--------------------------|--------|---------------|-------|-------------|
| Shannon Arbuckle | 29 | 367.5 | 27 | 0.93 |
| Mohadeseh Arefanian | 24 | 275 | 27 | 1.13 |
| Yolanda Bao | 24 | 332.5 | 23 | 0.96 |
| Rajyeshwari Bhattacharya | 14 | 153 | 12 | 0.86 |
| Verena Brysch | 18 | 204.5 | 14 | 0.78 |
| Katey Bucknall-Kilkie | 33 | 352.5 | 20 | 0.61 |
| Andres Cortes | 27 | 313.5 | 20 | 0.74 |
| Jason Cousineau | 22 | 298 | 25 | 1.14 |
| Julia Demiglio | 18 | 232 | 13 | 0.72 |
| Kamryn Durzi | 21 | 252 | 9 | 0.43 |
| Elika GhasemboLand | 21 | 219 | 18 | 0.86 |
| Michael Girard | 2 | 20 | 0 | 0 |
| Farwa Goraya | 25 | 300.5 | 21 | 0.84 |
| Neil Greenwood | 5 | 70 | 1 | 0.20 |
| Bhavya Gupta | 37 | 441.5 | 34 | 0.92 |
| Thomas Habib | 34 | 416.5 | 35 | 1.03 |
| Emma Hood | 27 | 316.5 | 27 | 1.00 |
| Mike Kasserra | 18 | 198.5 | 0 | 0 |
| James Kay | 29 | 333 | 31 | 1.07 |
| Victoria Kegel | 23 | 297.5 | 15 | 0.65 |
| Joshua Lannan | 1 | 18.5 | 0 | 0 |
| Sarah Laughton | 43 | 487.25 | 39 | 0.91 |
| Ben Lee | 44 | 519 | 44 | 1.00 |
| Gabriel Levine | 22 | 236.5 | 26 | 1.18 |
| Leo Li | 28 | 338.5 | 23 | 0.82 |
| Grace Lu | 2 | 22 | 0 | 0 |
| Nathan MacKenzie | 13 | 125.5 | 8 | 0.62 |
| Bryan Mah | 29 | 347.5 | 17 | 0.59 |
| Ella Mazenauer | 23 | 289 | 21 | 0.91 |
| Hailey Mazenauer | 35 | 410.5 | 15 | 0.43 |
| Madison McArthur | 1 | 17.5 | 1 | 1.00 |
| Zayne McBride-Snyder | 23 | 310.5 | 27 | 1.17 |
| Bridgette Merry | 25 | 320.5 | 18 | 0.72 |
| Olivia Mills | 30 | 389.5 | 24 | 0.80 |

| | | | | |
|--------------------------|----|--------|----|------|
| Austin Murphy | 19 | 230.5 | 7 | 0.37 |
| Taylor Opersko | 31 | 358 | 28 | 0.90 |
| Ella Oppitz | 35 | 398.33 | 27 | 0.77 |
| Joanne Page | 22 | 281.25 | 14 | 0.64 |
| Sarra Parker | 37 | 461.25 | 20 | 0.54 |
| Thomas Phan | 26 | 293.25 | 23 | 0.88 |
| Vincent Pillitteri-Smith | 13 | 180.5 | 10 | 0.77 |
| Alexandra Pratt | 41 | 468 | 51 | 1.24 |
| Alexa Robertson | 21 | 268 | 20 | 0.95 |
| Abigail Saunders | 22 | 280.5 | 10 | 0.45 |
| Julia Seymour | 39 | 433 | 22 | 0.56 |
| Erin Stewart | 7 | 102.5 | 6 | 0.86 |
| Katherine Stone | 17 | 201 | 12 | 0.71 |
| Emily Vilela | 22 | 251.67 | 18 | 0.82 |
| Alice Wang | 6 | 75.5 | 0 | 0 |
| Tara Winter | 28 | 329 | 27 | 0.96 |
| Rachael Young | 42 | 450.25 | 39 | 0.93 |
| Katherine Yu | 23 | 277 | 21 | 0.91 |
| Fariya Zaheer | 23 | 280.25 | 28 | 1.22 |
| Ryan Zhao | 34 | 432 | 43 | 1.26 |
| Ethan Zulauf | 28 | 358.5 | 28 | 1.00 |