



EMERGENCY RESPONSE TEAM PROCEDURES



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Administrative Responsibility: Director, Policy Research & Advocacy

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Related Students' Union Policies, Procedures, and Documents: Volunteer Standards and Performance.

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1. INTRODUCTION

Emergency Response Team (ERT) is a volunteer service run by the Students' Union that exists to provide first aid care on Wilfrid Laurier University's Waterloo campus. ERT strives to provide effective, efficient, and professional first aid services on campus in order to preserve life, promote recovery, and prevent further injury.

2. PURPOSE

The purpose of this procedures manual is to help ERT volunteers understand their roles and the operations of the service. This document does not provide any first aid instruction, skills, or other related information. ERT volunteer responders must refer to their first aid manual or consult with their ERT trainer for skills-based questions or concerns.

3. TRAINING

- 4.1. ERT volunteer responders are required to maintain a minimum certification of Red Cross First Responder, or an equivalent approved prior to hiring by the Vice-President: Programming and Services Waterloo.
 - 4.1.1. Training will be organized by the Students' Union, however if a volunteer is unable to attend the scheduled dates, they will be responsible for registering and completing an alternative on their own time;
 - 4.1.1.2. Reimbursements will be processed after proof of completion is submitted and with an expectation of a year of service with ERT;
 - 4.1.1.2.1. If a volunteer fails to complete a year of service with ERT they will be required to attend a meeting to discuss any potential repayment of the training reimbursement.
- 4.2. ERT volunteer responders are required to complete identified internal training sessions as directed by the ERT Internal Trainer and/or their designate(s).
- 4.3. ERT volunteers are required to complete the Canadian Red Cross, *First Aid for Opioid Poisoning* online course prior to their first shift as an ERT volunteer
 - 4.3.1. Reimbursements will be processed after proof of completion is submitted with an expectation of a year of service with ERT

4. OPERATIONS

- 5.1. ERT is primarily an event-based service
 - 5.1.1. Events shifted must be booked through the ERT event booking form, unless communicated by the Vice-President: Programming and Services
 - 5.1.2 ERT is required to shift nightly at the Athletic Complex during intramurals
- 5.2. ERT is based out of the Committee Space on the second floor of the Fred Nichols Campus Centre.
- 5.3. ERT volunteer responders are required to be in uniform at all times while on duty.
 - 5.3.1. Uniform requirements include:
 - 5.3.1.1. Red ERT polo shirt or jacket visible;
 - 5.3.1.2. Tactical medical pants, unless otherwise stated by the Coordinator;
 - 5.3.1.3. Closed toe shoes suitable for active responsibilities;
 - 5.3.1.4. Long hair pulled back or tucked up;

- 5.3.1.5. Jewelry must be unobtrusive;
- 5.3.1.6. Scent free;
- 5.3.1.7. Hats and sunglasses are recommended for outdoor events.
- 5.4. While on duty, ERT volunteer responders will utilize the following equipment:
 - 5.4.1. Pack with relevant first aid supplies;
 - 5.4.1.1. The pack should be re-stocked prior to each shift using the checklist provided;
 - 5.4.2. Oxygen tank and airway management device;
 - 5.4.2.1. Tanks are to be stored with the oxygen label;
 - 5.4.2.2. A regulator should be attached to the tank;
 - 5.4.2.3. All necessary airway management implements must be kept with the tank;
 - 5.4.2.4. Tanks must only be put into service if they have a reading above 800 PSI;
 - 5.4.2.5. Tanks should be transported in the pack;
 - 5.4.2.6. Oxygen equipment must not be operated around an open flame or spark;
 - 5.4.2.7. Prior to use, ensure that oxygen is flowing from the delivery device;
 - 5.4.2.8. Refrain from using any grease, oil, or petroleum to lubricate any pressure regulator parts;
 - 5.4.3. Automated external defibrillator;
 - 5.4.3.1. The defibrillator must be checked prior to each shift to ensure the battery is charged and the device is fully operational;
 - 5.4.3.2. The defibrillator must always be transported in its hard plastic case;
 - 5.4.3.3. An extra set of pads, a razor blade, and a towel should be kept in the hard case at all times to ensure proper operation;
 - 5.4.3.4. The Vice-President: Programming and Services Waterloo, their designate, or the coordinator will conduct monthly inspections of the defibrillator.
 - 5.4.4. Epinephrine Auto Injector (EpiPen)
 - 5.4.4.1. EpiPens must be inspected at the beginning of each shift to ensure they are not damaged or expired;
 - 5.4.4.2. Two EpiPens should be carried by each ERT;
- 5.5. ERT volunteer responders must respect the confidentiality of any individual receiving first aid care.
- 5.6. ERT volunteer responders are not permitted under any circumstance to intervene in a discernably dangerous or volatile situation.
 - 5.6.1. This includes unsafe environments, physical altercations, or other illegal acts.
 - 5.6.2. Depending on the severity of the scenario, ERT volunteer responders should contact Special Constable Services or dialing 9-1-1 to contact emergency services.
- 5.7. ERT utilizes radios on campus to communicate with SCS;
 - 5.7.1. When operating, ERT volunteer responders must inform the SCS dispatcher using the relevant radio codes;
 - 5.7.2. ERT volunteer responders should refer to themselves using their ERT team # only;

- 5.7.2.1. The ERT volunteer responder carrying the R100 pack will be known as “ERT1”;
- 5.7.2.2. The ERT volunteer responder carrying the R200 pack will be known as “ERT2”;
- 5.7.2.3. Subsequent teams will utilize sequential numbering;
- 5.7.3. Use only these radio codes authorized by SCS, including but not limited to:
 - 5.7.3.1. 10-1: Receiving Well;
 - 5.7.3.2. 10-2: Receiving Poorly;
 - 5.7.3.3. 10-4: Acknowledge;
 - 5.7.3.4. 10-6: Busy (On a call)
 - 5.7.3.5. 10-7: End of Shift;
 - 5.7.3.6. 10-8: Start of shift and back in Service (Following a 10-6);
 - 5.7.3.7. 10-9: Repeat;
 - 5.7.3.8. 10-20: Location.
- 5.7.4. Radio communication must follow best practices and at all times be professional;
 - 5.7.4.1. The use of profanities is against Canadian Radio-television and Telecommunications regulations and is grounds for dismissal.
- 5.8. When stationed at an event, ERT volunteer responders should make their location easily accessible and visible to participants;
 - 5.8.1. ERT should arrive with sufficient time prior to the event to set-up and coordinate with relevant organizers.
- 5.9. If ERT receives prior authorization and is booked to provide first aid service at an off-campus event, the Coordinate will organize transportation in consultation with the Vice-President: Programming and Services Waterloo.
- 5.10. When scheduled to attend indoor events, the ERT volunteer responders must predetermine a gathering location in the event of a building evacuation.
 - 5.10.1. If a building evacuation is required, ERT equipment should be transported with the team ONLY if it is safe to do so;
 - 5.10.2. In the event of a building evacuation ERT may provide any necessary first aid ONLY if it is safe to do so.
- 5.11. In the event an ERT volunteer responder comes in contact with biohazardous material, the following protocols must be followed:
 - 5.11.1. The ERT Coordinator or Students’ Union Staff on site should be notified immediately;
 - 5.11.2. Any contaminated clothing should be removed and placed in a plastic bag;
 - 5.11.3. Any contaminated equipment should be removed from circulation and cleaned by an ERT executive;
- 5.12. Any media requests made to an ERT volunteer responder must be approved in advance by the Vice-President: Programming and Services Waterloo.

6. FIRST AID PROTOCOLS

- 6.1. ERT volunteer responders will attend to individuals requiring first aid as quickly and as safely as possible.
- 6.2. The first ERT volunteer responder to attend must initiate a scene survey to determine if the environment is safe to proceed;

- 6.2.1. If the environment is not deemed safe, the ERT volunteer responder must contact Special Constable Services or dial 9-11 to contact emergency services.
- 6.3. Following a scene survey, ERT volunteer responders are required to initiate first aid based on the Red Cross First Responder Level of Care.
- 6.4. ERT volunteer responders are NOT permitted to administer drugs, with the specific exception of EpiPens and naloxone.
 - 6.4.1. EpiPens must only be administered if the individual is aware that they have a severe allergy, and then only within the following criteria:
 - 6.4.1.1. The individual reports an allergy known to cause severe reaction;
 - 6.4.1.2. The individual believes they have been recently exposed to this allergen and they are experiencing symptoms that indicate severe allergic reaction
 - 6.4.1.3. The individual must communicate to the ERT volunteer responder that they should be using an EpiPen;
 - 6.4.2. ERT volunteer responders must follow Red Cross training protocols for assisting with the individual's self-administering of the EpiPen
 - 6.4.3. An ambulance should be called whenever an EpiPen is administered;
 - 6.4.4. An EpiPen must NOT be administered to an unconscious patient.
 - 6.4.5. If the individual reports that their breathing emergency symptoms are returning before the ambulance arrives on scene and more than fifteen minutes has elapsed since the first dose, a second EpiPen may be self-administered by the individual with the assistance of the ERT volunteer responder.
 - 6.4.6. Naloxone is only to be administered if the person displays signs of an opioid poisoning as indicated by the Red Cross First Aid for Opioid Poisoning;
 - 6.4.6.1. ERT volunteer responders must follow all Red Cross training protocols when administering the dose and post-dose recovery
 - 6.4.6.2. If Naloxone is administered Special Constable Services and Emergency services must be notified immediately
- 6.5. When attending to an individual who requires first aid care, ERT volunteer responders must complete a Patient Care Report (PCR);
 - 6.5.1. The PCR is the formal record of the ERT volunteer responder's actions, findings, and recommendations;
 - 6.5.2. ERT volunteer responders must record as much detail as possible on the PCR, including when they are unable to determine or elicit certain information from patients;
 - 6.5.3. Notations should be professional and avoid the use of innuendoes, slang, or derogatory statements;
 - 6.5.4. All ERT volunteer responders involved in the first aid scenario must sign the PCR;
 - 6.5.5. The 24-hour clock should be used when completing the PCR;
 - 6.5.6. The PCR may only be distributed to emergency services or SCS;
 - 6.5.6.1. Any individual who wishes to obtain a copy of their PCR must submit a request in writing to the ERT Coordinator.
- 6.6. If an individual refuses care, the ERT volunteer responders will complete the directed Refusal of Service paperwork and necessary reporting requirements.

- 6.6.1. If a situation becomes unsafe because of an individual's refusal to receive care or complete the Refusal of Service, ERT volunteer responders will remove themselves and contact Special Constable Services or dial 9-1-1 to contact emergency services.
- 6.7. ERT volunteer responders are not permitted to recognize "Do Not Resuscitate" (DNR) orders, and will continue to perform treatment until such time as emergency services arrive.
- 6.8. In circumstances where an individual requires further medical care the ERT volunteer responder may assist:
 - 6.8.1. When required, the ERT volunteer responder should contact emergency services to request an ambulance;
 - 6.8.1.1. When on campus, ERT volunteer responders can contact emergency services through the SCS dispatcher on the radio or by calling.
 - 6.8.1.2. When off campus, ERT volunteers should dial 9-1-1 to contact emergency services directly.
 - 6.8.2. In the event ERT volunteer responders encounter a visibly ill individual, the following precautions should be taken:
 - 6.8.2.1. The individual receiving first aid should be provided a mask to wear;
 - 6.8.2.2. The ERT volunteer responder should wear the mask and goggles provided in their pack;
 - 6.8.2.3. If the individual who requested first aid acknowledges the existence of an infectious disease, ERT volunteer responders are required to retreat to a safe distance and dial 9-1-1 to contact emergency services.
 - 6.8.3. The ERT volunteer responders must record any patient transportation on the Patient Care Report.
 - 6.8.3.1. For non-ambulance transportation, the ERT volunteer responder should ensure the patient is safely in the care of a trusted individual capable of transporting them to the next destination for medical care;
 - 6.8.3.2. In no circumstance should an ERT volunteer's personal vehicle or Students' Union vehicle be used to transport an individual requiring ERT first aid care.
- 6.9. ERT volunteer responders will defer to emergency services or other more qualified responders when necessary
- 6.10. At all times while attending to or providing first aid, ERT volunteer responders must respect the confidentiality of the individuals involved.
- 6.11. Any complaint related to ERT volunteer responders must be reported to the Coordinator immediately.
- 6.12. Prior to engaging in First Aid, ERT volunteer responders are encouraged to access services to maintain their mental health;
 - 6.12.1. the coordinator should report any volunteer feeling overwhelmed by the capacity of being a volunteer responder to the Vice-President: Programming and Services Waterloo.

7. Athletic Complex Shifting Protocols

- 7.1. ERT volunteer responders are to follow all procedures listed above when shifting in the Athletic Complex (AC)
- 7.2. Upon arrival and departure of the AC, ERT volunteer responders must check in and out with AC staff;

7.2.1. The Shift Supervisor will pick up an additional radio from the athletics staff for communication;

7.2.1.1. The shift supervisor is to continuously monitor their own radios and the one provided by Athletics to communicate with Hawk Desk staff

7.2. The shift supervisor must radio SCS upon turning the radios on to inform them that the team is now working

7.3. When ERT volunteer responders suspect a possible head injury, they must follow the additional procedures provided by Athletics and Recreation, which include:

- Providing the student with an information booklet on head injuries provided by Athletics & Recreation
- Providing the Hawk Desk staff with the student's contact information for follow up by Athletics & Recreation

8. COMMITTEE SPACE GUIDELINES

10.1. The primary use of the Committee Space is the operation of Students' Union operations, committees, and services.

10.1.1. Volunteers are not permitted to use this space for personal activities, including but not limited to studying, socializing, or engaging in sexual activity.

10.2. Volunteers are permitted to access the Services Space up to 30 minutes prior to the beginning of the ERT volunteer's shift operating period, unless otherwise authorized by the coordinator and Vice-President: Programming & Services Waterloo.

10.3. The Committee Space may also be utilized for relevant scheduled ERT training sessions.

10.4. The following items are not permitted in the Committee Space:

10.4.1. Any intoxicating substances, including but are not limited to alcohol, opiates, hallucinogens, or cannabinoids (e.g. cannabis);

10.4.2. Weapons;

10.4.3. Any material that may express or contain non-inclusive or discriminatory imagery or text.

10.5. Language used in the Committee Space must be inclusive, non-discriminatory, and avoid the use of slurs, swears or profanity.

10.6. Volunteers must recognize the Committee Space is a multi-use room and be respectful of other users by maintaining a reasonable volume level.

9. RELATED POLICIES, PROCEDURES, AND DOCUMENTS

- **Wilfrid Laurier University Students' Union**
 - *Volunteer Standards and Performance*
- **Wilfrid Laurier University**
 - 5.16 [Enterprise Risk Management Policy](#)
 - 6.1 [Prevention of Harassment and Discrimination](#)
 - 7.1 [Environment/Occupational Health and Safety](#)
 - 7.11 [Emergency Management](#)
 - 7.17 [Biosafety](#)

- 7.18 [Workplace Violence Prevention Policy](#)
- 12.3 [Non-Academic Student Code of Conduct](#)
- 12.4 [The Prevention of Sexual Violence Policy and Procedures](#)