



Year Plan

**MSU Emergency First Response Team
(EFRT)
Fred Min
2024-2025**



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Acronyms

EFRT – Emergency First Response Team

MSU – McMaster Students Union

SPC – Special Constables

HPS – Hamilton Paramedic Service

FR – First Responder Certification

EMR – Emergency Medical Responder Certification

ASIST – Applied Suicide Intervention Skills Training

MHFA – Mental Health First Aid Training

PHTLS – Prehospital Trauma Life Support Training

AMLS – Advanced Medical Life Support Training

EFRT Exec – The executive team comprised of the Program Director, Assistant Director, Training Coordinator, Internal Coordinator, Public Relations Coordinator, Scheduling Coordinator, and Inventory Coordinator

AD – Assistant Director

EB – Executive Board

BOD – Board of Directors

JD – Job Description

MD – Medical Doctor(ate) / Doctorate of Medicine

COVID-19 – The Disease caused by the SARS-CoV-2 coronavirus

NCEMSF – National Collegiate Emergency Medical Services Foundation Conference

Introduction

Dear Executive Board,

My name is Fred Min (he/him), and I am the MSU Emergency First Response Team (EFRT) Program Director this year.

EFRT is a group of ~40 McMaster students who are trained as emergency medical responders and serve to provide medical coverage to all individuals on McMaster campus. Working closely with McMaster Security, responders attend various calls around campus via bicycle, with an average response time of 3-5 minutes. EFRT was created when its founder, Dr. Eddie Wasser, realized that the time it took for an ambulance to reach an area on the McMaster campus was around 10-20 minutes, precious time during a sudden medical emergency. Over the years, EFRT response has drastically changed. When it first started off, EFRT operated in a small closet out of Edwards Hall. Today, EFRT has its own office, located in MUSC 103, as well as packs with working oxygen tanks, automatic external defibrillators, and other medical equipment.

EFRT has upheld our standard of care through our intensive hiring and training process. Our orientation process selects 12-14 responders from over 150 applicants, making it extremely selective. EFRT training is also rigorous, requiring responders to attend monthly training, certifications, and complete Continuing Medical Education credits to remain on the team.

When I joined EFRT, I was a first-year student and EFRT had just returned to full operations from its COVID-19 hiatus. I did not even know how to bike when I initially joined the team. My time on the team has allowed me to grow on both a personal and professional level, far beyond anything I could have imagined when I was entering university. As well, EFRT has given me a supportive community that has allowed me to grow in this way, and I hope that during my time as the Program Director I can give back to this community that has meant so much to me.

Throughout my time on EFRT, I have also witnessed the service grow in all capacities. This includes the successful navigation of medical practices and protocols with COVID-19, and improvements in responder training. As the next Program Director, I hope to continue maintaining our high standard of care that we have achieved over the past few years, and facilitate further growth of the service.

I plan to work closely with my executive team, Medical Director, responders, EFRT alumni, the MSU, and community partners to cultivate high standards of care and further support responders on our team. EFRT operations are fuelled by its interactions and relationships with the MSU and other campus entities, and I look forward to



strengthening these relationships in the year to come. I am very excited to play a role in EFRT's growth and operations this year.

Warm regards,
Fred Min
EFRT Program Director 2024-2025

Vision for EFRT

<p>Overarching Vision (I.e., What is the ultimate goal you have for your Service?)</p>	<p><i>My goal for EFRT this year is to develop stronger connections with higher-up McMaster administration. With EFRT's successful return from COVID-19 for a few years now, I believe that EFRT is in a position where we can seek support from higher administration to develop further supports for responders and executives, minimizing team member burnout and continuing the growth of the service.</i></p> <p><i>A long-term goal for EFRT is to begin developing three pillars for the service: medical responding, first aid education, and public health. EFRT possesses a profound history in effective medical responding which will continue to be the main focus of the service, but further community engagement through first aid courses and public health initiatives are other areas that EFRT can better the McMaster and Hamilton community.</i></p>
<p>Description</p>	<p>Through developing connections with McMaster administration, I plan on mitigating team burnout. Barriers I plan on addressing this year include EFRT's small office space, lack of meals for on-call responders, and gaining academic support for responders when their responder responsibilities interfere with their responsibilities as a student.</p> <p>As well, EFRT currently engages in the three proposed pillars in one way or another: EFRT has and will continue to provide effective medical care to the McMaster community, EFRT provides first aid education courses to the public (SFA, CPR-C, BLS), and there have been proposed public health initiatives from EFRT. Through further development of these three pillars over the next few years, particularly first aid education and public health, I hope for EFRT to gain other avenues of positively impacting the McMaster community.</p>
<p>Benefits</p>	<p>EFRT is fundamentally a group of undergraduate medical responders that come together for the goal of bettering the McMaster community. However, EFRT is also a group of student volunteers that form deep interpersonal ties with one another, helping support one another and developing a sense of identity that is intertwined with EFRT and its operations. While support within the team is strong, furthering support from McMaster administration can greatly benefit the team in addressing responder and executive burnout,</p>

	<p>allowing the team to continue upholding a high standard of care for our patients.</p> <p>With the development of the three pillars, EFRT can continue to impact the McMaster community through many different avenues. While medical responding will remain our top priority, EFRT can benefit the McMaster population through education and public health, further aligning with McMaster community engagement principles.</p>
<p>Year 1 Goals (2024/25)</p>	<p>Address responder burnout through developing stronger connections with McMaster administration</p> <p>For responders to continue providing high quality care, the aforementioned barriers that EFRT faces should be addressed. Responder support and compensation is crucial for EFRT, especially during times where the commitment required from student-volunteers is similar to those of part- or full-time work. I plan on reaching out to appropriate McMaster administration to form partner relationships and plan for how these barriers can best be addressed. Measures of success for this goal would be developing these connections, forming plans for the future to address EFRT's barriers, and a reduction in responders requesting time off due to being overworked.</p> <p>Begin improving first aid courses in line with EFRT's three pillars</p> <p>I plan to work with EFRT's Assistant Director to increase activity of EFRT's first aid courses. Areas to explore include increasing instructors for all of the different courses we provide and developing a regularized schedule for frequent first aid classes throughout the year. Metrics for success include first aid course student enrolment, revenue generation from first aid courses, and the number of first aid courses run throughout the year.</p> <p>For both of these goals, I plan on exploring avenues of funding for our larger projects such as the Student Life Enhancement Fund.</p>
<p>Year 2 Goals (2025/26)</p>	<p>Improve integration in Hamilton community, further strengthening relationships with Hamilton EMS and other community partners</p> <p>For the future, EFRT should continue developing strong working relationships with Hamilton EMS and Hamilton community partners, extending beyond McMaster and becoming a well-known entity in Hamilton. By 2025-2026, I hope for EFRT to work towards being fully</p>

	<p>integrated in the City of Hamilton Emergency Preparedness Plan, with a focus on McMaster campus emergencies (e.g. mass casualty procedures on McMaster campus). Additionally, I hope for increased awareness in the Hamilton community about EFRT's services. This can look like first aid courses across the city and event responding at more Hamilton events.</p> <p>Developing EFRT pillars: first aid education and public health On top of continuing to improve EFRT's first aid courses, I hope for EFRT at this time to begin adding focus to public health initiatives. These can take on various forms; some initiatives that I hope to be developed by this time include <i>Stop the Bleed</i> being fully integrated on McMaster's campus (began in 2021), and collegiate EMS research.</p>
<p>Year 3 Goals (2026/27)</p>	<p>Development of all three EFRT pillars By this time, I hope the development of all three pillars are well underway. I hope the McMaster and Hamilton population are aware of the many services that EFRT provides. I hope for standard first aid classes to be solidified in EFRT's operations.</p> <p>Review of EFRT medical protocols and training to align with those similar to Hamilton EMS and research-informed medical standards While I hope to achieve the three pillars of EFRT, I must reemphasize that EFRT's medical responding must remain top priority. While I believe EFRT can grow through developing the pillars, my fear is that EFRT may lose some aspects of its training and responding throughout the process. Due to this, reviewing EFRT medical protocols and training at this time can assist with ensuring our responding practices remain high-quality. While the executive team performs yearly reviews of EFRT protocol, focusing on how EFRT can continue to strengthen our responding to align with Hamilton EMS can be a good starting point (e.g. comparing EFRT protocols vs. EMR protocols vs. Hamilton EMS procedures, meeting with Hamilton EMS leadership to understand training practices, facilitating EFRT x Hamilton EMS trainings, etc.).</p>
<p>Partners</p>	<p>EFRT works closely with members of the MSU, McMaster Security Services, Student Wellness Centre, Hamilton Paramedic Services, Hamilton Police Services, Dr. Morgan Hillier (Medical Director), our alumni base, and several training partners to facilitate the training</p>

	<p>and growth of the team. I hope to expand our partners to more McMaster administration this year.</p>
<p>How can VP Admin support you?</p>	<p>I found the support the MSU and VP Admin of 2023-2024 to be extremely helpful for EFRT's functioning, and hope to continue open and honest communication between parties regarding the link between policy and practice. Through these discussions, I also hope that it is understood that I am speaking on behalf of 40+ responders and 6 executives, as well as the many experiences of these people.</p> <p>For this year, I also hope for continued support and guidance for EFRT's larger initiatives.</p>

Project/Events Timeline

Spring/Summer Term

May	
Service Goal/Project/Event (#1):	Executive Team Onboarding
Why and how?	After hiring 6 executive members in April, onboarding for the executive team is required as the executive team facilitates the major functioning of EFRT. The previous executive position <i>Response Coordinator</i> is being split up into the <i>Scheduling Coordinator</i> and <i>Inventory Coordinator</i> , to better address needs of the team and executive burnout. This involves Operating Policy updates and further onboarding.
Potential difficulties? How can you overcome them?	Operating Policy updates took additional time, but no issues were encountered.
Who?	<p>Assistant Director Hiring Panel: EFRT Program Director 2024-2025 (Fred Min), EFRT Assistant Director 2023-2024 (Emilio Naidu), EFRT Alumni (Jake Howran), MSU VP Admin 2023-2024 (Adam El-Kadi), SRA Member (Zimo Wang)</p> <p>Executive Team Hiring Panel: EFRT Program Director 2024-2025 (Fred Min), EFRT Assistant Director 2024-2025 (Mellina Solomon), EFRT Program Director 2023-2024 (Fezan Khokhar), EFRT Alumni (Stephanie Wong), McMaster Security Constable (Kristi Wallace)</p> <p>2023-2024 EFRT Executive Team for Onboarding: Program Director (Fezan Khokhar), Assistant Director (Emilio Naidu), Training Coordinator (Sumner Rajaratnam), PR Coordinator (Carol Zhang), Internal Coordinator (Richard Ma), Response Coordinator (Fred Min)</p> <p>Hired EFRT Executive Team 2024-2025: Assistant Director – Mellina Solomon</p>

	<p>Training Coordinator – Richard Ma Public Relations Coordinator – Junine Wang Internal Coordinator – Bernie Wang Inventory Coordinator – Emily D’Agostini Scheduling Coordinator – Jonathan Guan</p>
Priority Level (highlight one)	<p>High Priority Moderate Priority Low Priority</p>
Service Goal/Project/Event (#2):	<p>Summer Response Operations</p>
Why and how?	<p>EFRT operates with reduced hours over the summer, responding Monday to Friday, 09:00 – 17:00. Planning by the executive team and responding by the team is required to ensure we are providing high-quality medical care over the summer.</p>
Potential difficulties? How can you overcome them?	<p>Availability of summer responders fluctuates throughout the summer, as individuals have different plans (e.g. vacation). This will continue to be monitored over the summer months by the executive team.</p>
Who?	<p>EFRT Executive Team, EFRT responders available over the summer, McMaster Security Services</p>
Priority Level (highlight one)	<p>High Priority Moderate Priority Low Priority</p>
Service Goal/Project/Event (#3):	<p>May@Mac PR Booth and Event Response</p>
Why and how?	<p>EFRT participates in many different PR opportunities throughout the year, including May@Mac. May@Mac provides responders an opportunity to share EFRT’s service to prospective McMaster students.</p>
Potential difficulties? How can you overcome them?	<p>None.</p>

Who?	EFRT PR Coordinator, EFRT Responders, MSU VP Admin (Adam El-Kadi)
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#4):	Convocation Event Response
Why and how?	EFRT responders are asked to respond at McMaster convocation every year. Responders bus to convocation with our designated event response packs and respond to any medical emergencies that arise on-site.
Potential difficulties? How can you overcome them?	Transportation is always challenging, especially with our large packs with equipment. Some responders have personal cars that they use to drive to Convocation which makes it easier. Our Medical Director has instructed us to not carry symptom relief medications for off-campus event responding due to insurance policies. Responders have adapted to this when event responding.
Who?	I am familiar with event response procedures due to my role as EFRT Response Coordinator in the previous year. The EFRT Scheduling Coordinator (Jonathan Guan) and EFRT Response Coordinator (Emily D'Agostini) coordinate the planning of event response, and EFRT responders will respond at events (10+ shifts, ~4-7 hours each).
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#5):	Alumni Event Response
Why and how?	EFRT responders are asked to respond at various alumni events over the summer every year.

Potential difficulties? How can you overcome them?	None.
Who?	EFRT Scheduling Coordinator (Jonathan Guan), EFRT Response Coordinator (Emily D'Agostini), EFRT responders
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#6):	Inventory
Why and how?	EFRT performs regular inventory checks to count our current stock of equipment, organize our equipment storage, and to prepare for future equipment purchases. This is a full-day process that involves the entire executive team, and ensures our responders can achieve high-quality care through using our equipment.
Potential difficulties? How can you overcome them?	Inventory organization has been an issue for EFRT. This is due to our need for a variety of medical equipment, but lack of adequate storage space. The recent hiring of the Inventory Coordinator was purposed to address this need of the team.
Who?	EFRT Inventory Coordinator (Emily D'Agostini), the EFRT executive team
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#7):	First Aid Courses (Ongoing Throughout the Year)
Why and how?	EFRT provides first aid courses (Standard First Aid and CPR-C, Basic Life Support) to the McMaster community and general public over the year. This allows EFRT responders

	to promote first aid practices to students, providing an avenue of community engagement.
Potential difficulties? How can you overcome them?	Running first aid courses in conjunction with other EFRT responsibilities is always challenging. Entering this year, EFRT now has more first aid instructors and hopes to run more classes and target increased student enrolment.
Who?	EFRT Assistant Director (Mellina Solomon), EFRT first aid instructors
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

June	
Service Goal/Project/Event (#1):	Summer Photos
Why and how?	Each year, the EFRT executive team receive new headshots as a part of our promotional campaigning. We introduce each of the executives in individual Instagram posts. This year, we are also taking promotional pictures of summer responders and first aid instructors, creating promotional photos that can be used throughout the entire year. We work with the MSU to ensure the headshots are high quality.
Potential difficulties? How can you overcome them?	None.
Who?	EFRT PR Coordinator (Junine Wang), MSU Communications Officer, EFRT executive team, summer responders, and first aid instructors
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#2):	Executive Retraining

Why and how?	Exec Retraining is a training and evaluation of the Executive team for year-responding to ensure that all executives are meeting a higher-level standard of care than the rest of the EFRT responders and can operate in an executive/supervisory capacity in the event of critical intervention support, etc. This is run through a day-long leadership and medical scenario evaluation day requiring executives to score a 90% on their protocol test and pass all their advanced medical response scenarios. This is organized and delivered by EFRT alumni.
Potential difficulties? How can you overcome them?	Coordinating timing with EFRT alumni is difficult. Booking a space and having dates selected in advanced are needed, as well as securing as many alumni as possible.
Who?	EFRT Executive team, EFRT alumni
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#3):	June Monthly Training: Pediatrics and Related Illnesses
Why and how?	<p>Almost every month, the executive team will organize a monthly training that all EFRT responders must attend. Monthly trainings revolve around a theme for the month, and are a series of lectures, skills workshops, and practical scenarios. Monthly trainings allow EFRT responders the opportunity to practice responding in larger groups, and also gives the Executive team a benchmark on strengths and areas of improvement for the team.</p> <p>Over the summer, these trainings are completed with the active summer responders only.</p>
Potential difficulties? How can you overcome them?	Coordinating team-wide trainings has many logistical challenges, such as time management despite a packed schedule. However, monthly trainings are well-established, and adequate planning helps mitigate the logistical challenges.

Who?	Monthly trainings are organized by the EFRT Training Coordinator (Richard Ma), with help of the EFRT Executive team. EFRT responders participate in the training.
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

July	
Service Goal/Project/Event (#1):	Advanced Medical Life Support (AMLS) Training
Why and how?	AMLS Training was a training EFRT responders obtained pre-COVID in Rochester, New York. It has been lost since our COVID-19 hiatus. The EFRT executive team will be attending this training to gain further insights into the AMLS responding framework, background information for medical emergencies, as well as an introduction to topics in medical diagnostics in order to further support the rest of the team throughout the year.
Potential difficulties? How can you overcome them?	Coordinating the timing for training, travel, accommodations for this training was difficult, especially since this training has not been completed in many years. The AMLS training provider was very supportive and greatly helped with this process.
Who?	EFRT Executive Team, AMLS Training Provider
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#2):	Bike Maintenance
Why and how?	Bikes are required for EFRT to get around campus. Our bikes are serviced regularly, and simple bike maintenance kits and protocols can help the team maintain their own

	bikes so that we do not have to travel long distances for simple maintenance.
Potential difficulties? How can you overcome them?	Integrating and teaching the team bike maintenance skills will take time.
Who?	The EFRT Internal Coordinator (Bernie Wang) and Inventory Coordinator (Emily D'Agostini) oversee bike maintenance from service providers. The EFRT executive team and responders get involved in bike maintenance on their own.
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#3):	Hamilton Paramedic Services (HPS) and McMaster Special Constables (SPC) Interagency Meetings
Why and how?	Previous meetings with HPS and SPC have allowed EFRT to form strong bonds with these parties. This has allowed us to improve our own practices and deliver higher quality care. Collaborations include large event response operations (e.g. Welcome Week, Homecoming) and trainings. These meetings serve as a check-in to ensure all parties are satisfied and to plan new projects.
Potential difficulties? How can you overcome them?	Coordinating timing for meetings is extremely challenging. Reaching out in advance and setting agendas can help all parties achieve their goals from these meetings.
Who?	EFRT Program Director (Fred Min) and EFRT Executive team, McMaster Security Services leadership. Hamilton Paramedic Services leadership
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#4):	Event Response Preparation: Homecoming and Welcome Week

Why and how?	Welcome Week events and Homecoming are the largest event response operations of the year that EFRT is preparing for. Meetings with McMaster and MSU leadership as well as coordination with EFRT executives and responders is needed to ensure we are adequately prepared for medical emergencies and mass casualty events when there are large events with many people on campus.
Potential difficulties? How can you overcome them?	The planning process for event response takes time, lasting throughout August and into September. Communication is required between EFRT leadership and community partners for details of the event. With open communication with campus partners like there has been in previous years for large events, these can be overcome.
Who?	EFRT Scheduling Coordinator (Jonathan Guan), EFRT Inventory Coordinator (Emily D'Agostini), EFRT Executive team and responders, Hamilton EMS, McMaster Security Services, as well as communications with MSU and McMaster leadership
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#5):	July Monthly Training: Environmental Emergencies and Musculoskeletal Injuries
Why and how?	Goals and procedures of July Monthly Training are similar to other monthly trainings, with the theme of Mental Health.
Potential difficulties? How can you overcome them?	Similar to other monthly trainings.
Who?	EFRT Training Coordinator (Richard Ma), EFRT Executive team, EFRT responders
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

Service Goal/Project/Event (#6):	EFRT Protocol and Code of Conduct Review
Why and how?	EFRT must conduct a yearly review of our responding protocol to make appropriate edits in line with our medical directive and Canadian Red Cross standards. Our protocol manual was revamped last year, making reference to the Professional Response Textbook and having EFRT-Specific protocols as well. Edits will be made to this protocol manual. The EFRT Code of Conduct will also be reviewed to ensure clarity in responder and executive expectations.
Potential difficulties? How can you overcome them?	This is a difficult process but is necessary. This year's executive team mirrors this sentiment and so any potential difficulty of logistical completion of this project is mitigated by the intent to complete it.
Who?	The EFRT Executive team and EFRT Medical Director (Dr. Hillier)
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#7):	Welcome Week Swag Bag Merch, Collaboration with Other Services
Why and how?	<p>To increase EFRT's awareness on campus and to help bolster awareness of resources like SWHAT and SHEC, EFRT works alongside these services to prepare magnet handouts for welcome week swag bags. This will spread word of our service and help establish our presence within the first-year population.</p> <p>EFRT will also have EFRT specific merch (pens, stickers, cards) to handout throughout Welcome Week.</p>
Potential difficulties? How can you overcome them?	Ensuring these magnets are not overcrowded and still offer valuable insight to each of the services will be very tricky. It will take the collaboration of many PR Coordinators and Paula from The Underground to help formulate the best

	design and have them ordered early enough. This order will be placed in July to ensure they arrive before the end of August.
Who?	EFRT PR Coordinator (Junine Wang), PR Coordinators from other services, The Underground
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#8):	Begin NCEMSF Conference Planning
Why and how?	EFRT attends the National Collegiate Emergency Medical Services Foundation Conference every year in the United States. While more details regarding NCEMSF are elaborated on later in this year plan, NCEMSF provides responders with leadership and personal growth opportunities. A non-executive responder is typically selected to lead the organization of EFRT attending the conference. As well, opportunities for responder involvement include competing in the NCEMSF responding competition against other teams across North America, completing applications for various awards and service recognition, research and poster presentations, and creating a service video. I hope to begin planning for the NCEMSF conference early this year, providing opportunities for responders to get further involved with EFRT and the field of collegiate EMS throughout the year.
Potential difficulties? How can you overcome them?	Coordination is required for responders wanting to be involved, but I do not foresee any difficulty.
Who?	EFRT Volunteers, EFRT Responders, EFRT Executive Team
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

August	
Service Goal/Project/Event (#1):	Team Retraining
Why and how?	During Retraining, responders will be provided with lectures, skills workshops, and practice scenarios. The key performance indicators for Retraining are a protocol test taken at the beginning of the 3-day period, and evaluated practical scenarios at the end. If a responder does not pass the practical scenario, they will undergo remedial training with executives and evaluated again after this training. All responders must pass certain predetermined criteria to pass these evaluated scenarios and only after passing are responders cleared to respond in any capacity.
Potential difficulties? How can you overcome them?	This is a very busy time for the team, especially the Executive team. I am worried most about burnout and stress leading into the school year and will focus on supporting the team wherever possible to reduce this stress.
Who?	EFRT Executive team, with the help of EFRT alumni and Medical Director (Dr. Hillier)
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#2):	EFRT Responder Applications Open
Why and how?	For the hiring process to begin, we will release applications and begin our PR rounds for the 2024-2025 school year. We are prioritizing expanding applications by outreaching to all faculties across the entire campus as much as possible. This usually amounts to ~150+ applicants for 12-14 positions.
Potential difficulties? How can you overcome them?	Outreach is a priority with this. The MSU, Welcome Week Coordinators of different faculties, and other services will be contacted to help spread word of our hiring process so that we can make the process as equitable as possible.

Who?	EFRT PR Coordinator (Junine Wang) and EFRT Assistant Director (Mellina Solomon), EFRT Executive team and responders, the MSU, Welcome Week Coordinators
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#3):	Welcome Week Rep Training + CA Training
Why and how?	Each year, EFRT provide training to the CAs and Welcome Week reps on standard first aid skills and “when to call EFRT”. This process will take place during the training sessions pre-organized by the Welcome Week planners. Presentations and training materials have already been made for this and will likely be delivered by our EFRT PR Coordinator in conjunction with available volunteers.
Potential difficulties? How can you overcome them?	Asking responders to attend another training (albeit in a different capacity of teaching others) can be difficult due to workload. Forms of appreciation provided by EFRT and by training planners, as well as excitement from responders to help with these trainings should address this.
Who?	EFRT PR Coordinator (Junine Wang), Katie Fitzgerald (Welcome Week Training), Tara Roberts (CA Training)
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#4):	Welcome Week Event Response
Why and how?	EFRT is asked to event respond for the duration of Welcome Week every year. Especially on the concert night, EFRT may encounter as many as 50-60 calls in one night. This is an extremely resource intensive week as responders have just returned to call and will be stretched thin to cover all events during the week. We put multiple teams on call and

	will station teams at each of the major events (Concert Night, Headphone Disco, etc).
Potential difficulties? How can you overcome them?	This is a very heavy week of responding for the team as reaching many calls in one night means that responders who have never been alone at a call end up by themselves for long periods of time. We never want Welcome Week to produce these many calls, but it is a product of the novelty of university for many first years. Additionally, responding to events throughout Welcome Week can cause fatigue over the course of the week. We have trainings, protocols, and plans in place for event responding that will organize and brief the team prior to welcome week so that there are no surprises at the very least.
Who?	EFRT Scheduling Coordinator (Jonathan Guan), EFRT Inventory Coordinator (Emily D'Agostini), EFRT executive team and responders, McMaster Security Services, Hamilton EMS
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#5):	Welcome Week PR
Why and how?	Not only does the team respond during Welcome Week, but we also need to get our name out to the first-year population so that they know of our service and when to call. Despite first years being the largest patient demographic, there are many who do not call us because they are unaware of our services. We will be putting up EFRT PR booths around campus during the week, will be present for the MSU services fair, and will further be running our own EFRT rep suits and repping team during the week to get our name out to the campus. Promotional content and PR events are currently being planned as well.

Potential difficulties? How can you overcome them?	<p>Welcome Week PR can sometimes be a challenge due to the many responsibilities of EFRT over Welcome Week. As well, we have found difficulty in the past with completing a large scale EFRT Welcome Week event, and want to make strides in having a regular EFRT event in the future. Appropriate scheduling with faculty Welcome Week Coordinators and leadership in Welcome Week programming should be completed.</p>
Who?	<p>EFRT PR Coordinator (Junine Wang), EFRT Executive team and responders, Welcome Week leadership</p>
Priority Level (highlight one)	<p>High Priority Moderate Priority Low Priority</p>

Fall Term

September	
Service Goal/Project/Event (#1):	EFRT Responder Hiring Process
Why and how?	<p>Once EFRT responder applications close, a rigorous hiring process is completed over September. Successful applicants will be invited to write a protocol test and interview with the EFRT team. ~80 Applicants will be interviewed over a single weekend in an MMI style interview including 2 practical scenarios, a Standardized Patient scenario, among typical interview stations. The top 40 candidates will move on to EFRT's orientation process before the team is finally selected.</p> <p>Orientation is one of EFRT's largest events during the year. It is a ~ 10-day-long process of training, teaching, and evaluations that eventually accumulates to selection of 12-14 successful candidates for the team. During the first weekend of orientation, the candidates will receive lectures from EFRT Executives, EFRT alumni, our Medical Director, and Special Constables. They will spend Friday-Sunday running workshops to apply their knowledge and develop the</p>

	<p>skills necessary for evaluations. During the week, they will run workshops from 6-10pm Monday-Thursday to practice their skills. Friday-Sunday will be a series of evaluations looking at each Candidate's patient care, thought processes, understanding of protocol, and communication skills. A team selection meeting between the Exec and then between the Whole Team will take place to finalize our 12-14 successful candidates.</p>
<p>Potential difficulties? How can you overcome them?</p>	<p>Hiring is a time- and energy-intensive process, but is a well-established process that the entire team is familiar with. We will need to ensure we are scheduling ourselves efficiently.</p> <p>One of the most challenging parts of hiring is usually the scoring process and navigating red-flags. Some factors include repeat-applicants from year to year and applicants that are friends of responders on the team. This, in combination with many applicants trying to get closer to team members during orientation to improve their chances makes navigating red flags/gold stars challenging. The Exec team will sit down and discuss every candidate thoroughly before any final decisions on inclusion or exclusion are made.</p> <p>Further, room bookings may be challenging for orientation. We will have to work diligently during the summer to ensure these rooms are booked ahead of time and that any outdoor scenarios are accompanied by a room booked in case the weather moves us inside.</p> <p>Lastly, it is difficult to find volunteer actors for the scenarios. Last year we were able to just barely make do by asking the general public for support as well as with our alumni network. This year, I hope to reach out to McMaster Theatre and Film studies or different acting clubs to ask for volunteers for casualty simulation.</p>
<p>Who?</p>	<p>EFRT Executive team, EFRT responders, EFRT alumni</p>
<p>Priority Level (highlight one)</p>	<p>High Priority Moderate Priority Low Priority</p>

Service Goal/Project/Event (#2):	Clubsfest and Sidewalk Sale		
Why and how?	EFRT participates in Clubsfest and Sidewalk Sale to continue to promote our service and contact information to McMaster students post-Welcome Week.		
Potential difficulties? How can you overcome them?	None.		
Who?	EFRT PR Coordinator (Junine Wang), EFRT responders		
Priority Level (highlight one)	High Priority	Moderate Priority	Low Priority
Service Goal/Project/Event (#3):	Lecture Talks		
Why and how?	In the past, 1-2 EFRT responders would provide a brief talk before large first-year lectures, highlighting EFRT's service and how students can get in contact with us. We are looking to bring this back this year to enhance outreach to first year students, especially those that may not have interacted with us during Welcome Week.		
Potential difficulties? How can you overcome them?	Scheduling time in large lectures may be difficult. Reaching out to professors well in advanced and planning brief presentations will be required.		
Who?	EFRT Inventory Coordinator (Emily D'Agostini), EFRT PR Coordinator (Junine Wang), EFRT responders		
Priority Level (highlight one)	High Priority	Moderate Priority	Low Priority
Service Goal/Project/Event (#4):	Responder Check-Ins		
Why and how?	EFRT executives will conduct regular check-ins for responders during periods of high workload/stress. This is to ensure responders concerns are being heard, facilitate communication amongst executives and responders, and that the executive team is adequately supporting the team.		

Potential difficulties? How can you overcome them?	Check-ins require some time from executives, but it is a well-established process. I do not foresee any difficulties.
Who?	EFRT Internal Coordinator (Bernie Wang), EFRT Executive team and responders
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#5):	Weekly CME Rooms (Ongoing Throughout the Year)
Why and how?	The Executive team will schedule weekly continuing medical education (CME) study rooms for responders. These rooms provide a space for responders to complete their CME credits on a regular basis, especially with constraints with our current office space. Responders and executives will complete their CMEs to ensure that they are upholding a high-standard of care and are staying up to date with medical protocol.
Potential difficulties? How can you overcome them?	None.
Who?	EFRT Executive team and responders
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

October	
Service Goal/Project/Event (#1):	Rookie Onboarding
Why and how?	Once the new responders are hired, a rookie-exec meeting as well as a rookie transition workshop are held. This gives the rookies a better understanding of team functioning, the role of the execs, what is expected of them being on EFRT,

	and helps facilitate welcoming the rookies on their recent hiring.
Potential difficulties? How can you overcome them?	None.
Who?	EFRT Executives and rookie responders
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#2):	Homecoming Event Response
Why and how?	In 2021-2022, McMaster FOCO led to several logistical and PR nightmares for both McMaster and Hamilton Police. EFRT has since been recruited to assist in a Hamilton Paramedic Service – EFRT dual-response model to help resolve some of the strain that these large events put on the ambulance services in Hamilton. With McMaster and the MSU now focusing on an on-campus Homecoming event in early October, EFRT will need to plan and organize responding well ahead of time. Meetings with MSU and McMaster administration have already begun, and meetings with HPS will occur to discuss logistics and to increase the number of resources available at HPS’s disposal during such an intense event.
Potential difficulties? How can you overcome them?	<p>In previous years, EFRT has completed off-campus responding for FOCO which has proven to be difficult due to our medical directives. Navigating the function of EFRT this year with Homecoming being on-campus may prove to be challenging.</p> <p>Office space is a challenge for large event response operations. When event responding, 9+ responders and 2+ executives are on-call at once. Our limited office space causes strains for responders when eating, sleeping, debriefing calls, and packing equipment in the office. I plan to explore additional spaces that EFRT can use at least during Homecoming and other large events.</p> <p>One of our biggest priorities during large scale event response is team safety. It is going to take a significant</p>

	amount of planning and thorough review to ensure that every single responder is/is feeling safe. Formal event response briefings are sent to responders and McMaster Security Services, and responders are thoroughly briefed. I hope to also explore formal bike training for responders and coordinating with SPC/HPS to ensure responders are protected by a constable/police officer at all calls.
Who?	EFRT Scheduling Coordinator (Jonathan Guan), EFRT Inventory Coordinator (Emily D'Agostini), EFRT Executive team and responders, HPS, Hamilton Police, McMaster Security Services
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#3):	Rookie First Responder (FR) Training
Why and how?	The First Responder (FR) certification is required for responders to respond for EFRT. It is our baseline certification for the team. This training will be run by our training partners Ken Piercey at Hard and Fast. Certifications will be submitted to the Canadian Red Cross for validation.
Potential difficulties? How can you overcome them?	There is a very tight turnaround time between hiring and FR certification. The challenge will be getting training done early enough without burning out the new hires all within the availability of our instructors. This comes down to following our year plan quite strictly and making sure people are as free as they claim at each step along the way.
Who?	EFRT Training Coordinator (Richard Ma), EFRT rookies, Ken Piercey and Hard and Fast team
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#4):	Team Photos
Why and how?	Each year, the team will have their individual headshots taken to update our Instagram as a form of PR. We also use

	these headshots and team photos in other PR campaigns and for awards and recognitions.
Potential difficulties? How can you overcome them?	Finding a time that works for the whole team can be difficult. It has been done before October Monthly Training in previous years and will be the same this year.
Who?	EFRT PR Coordinator (Junine Wang), EFRT team, MSU Communications Officer
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#5):	Clothing Order
Why and how?	EFRT must submit new orders for its uniforms every year (once or twice) to ensure the team has enough uniforms for responders. This includes shirts, pants, sweaters, jackets, etc. These uniforms are covered by the MSU but are required for EFRT responders to respond. With the recent addition of paramedic pants, a time for pants fitting will be scheduled.
Potential difficulties? How can you overcome them?	None.
Who?	EFRT Internal Coordinator (Bernie Wang), EFRT PR Coordinator (Junine Wang), paramedic pants fitting personnel, EFRT responders
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#6):	PR Booths (Ongoing Throughout the Year)

Why and how?	Under the lead of the PR Coordinator and with the help of EFRT responders, EFRT sets up regular PR booths outside of the EFRT office. This gives the opportunity for responders to promote the service and have those passing by add our contact information into their phones and ask any questions they may have. This is also where we give merchandise to the public.
Potential difficulties? How can you overcome them?	None.
Who?	EFRT PR Coordinator (Junine Wang), EFRT responders
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#7):	Halloween Event Response
Why and how?	EFRT undergoes event response procedures for Halloween every year. This is to prepare for a greater number of intoxication-related calls.
Potential difficulties? How can you overcome them?	None. It is a smaller event response operation compared to others and is well-established.
Who?	EFRT Scheduling Coordinator (Jonathan Guan), EFRT Inventory Coordinator (Emily D'Agostini), EFRT responders, McMaster Security Services
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#8):	October Monthly Training: Mental Health

Why and how?	Goals and procedures of October Monthly Training are similar to other monthly trainings, with the theme of Mental Health.
Potential difficulties? How can you overcome them?	Similar to other monthly trainings.
Who?	EFRT Training Coordinator (Richard Ma), EFRT Executive team, EFRT responders
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

November	
Service Goal/Project/Event (#1):	Rookie Mental Health First Aid (MHFA) Training
Why and how?	Mental Health First Aid training is designed to help prepared responders with sufficient background in mental health disorders and practical skills for de-escalation. Several techniques and skills are taught as a baseline training for mental health calls, and this training will be paired with ASIST to work up into advanced suicide prevention techniques. Rookie responders complete MHFA, through teachings from Mental Health Nurse Jason Barr.
Potential difficulties? How can you overcome them?	None.
Who?	EFRT Training Coordinator (Richard Ma), EFRT rookies, Jason Barr
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#2):	Rookie Emergency Medical Responder (EMR) Training
Why and how?	Like FR, EMR is a required training for our EFRT responders. It will be run by the other Ken Piercey at Hard

	and Fast CPR. Our OP describes all responders as being EMR certified so it is important this training runs smoothly.
Potential difficulties? How can you overcome them?	None.
Who?	EFRT Training Coordinator (Richard Ma), EFRT rookies, Ken Piercey and Hard and Fast team
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#3):	Soph Applied Suicide Intervention Skills (ASIST) Training
Why and how?	Responders complete ASIST training to provide them a comprehensive framework for de-escalating and responding to mental health emergencies, particularly those that involve topics of suicide. Soph responders (responders in their second year on the team) complete this training.
Potential difficulties? How can you overcome them?	None.
Who?	EFRT Training Coordinator (Richard Ma), EFRT sophs, LivingWorks (ASIST training provider)
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#4):	Soph Prehospital Trauma Life Support (PHTLS) Training
Why and how?	Responders complete PHTLS training to provide them a comprehensive framework and necessary skills for responding to severe trauma emergencies. EFRT responders in the past used to complete International Trauma Life Support (ITLS) training, but now complete PHTLS to be more in line with the prehospital setting. Soph

	responders (responders in their second year on the team) complete this training.
Potential difficulties? How can you overcome them?	None.
Who?	EFRT Training Coordinator (Richard Ma), EFRT sophs, Georgian College/NAEMT (PHTLS training provider)
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#5):	Rookie Instagram Takeover
Why and how?	Every year, a rookie responder will do a takeover of the EFRT Instagram. This highlights a day in the life of an EFRT responder, showcasing our service, equipment, and answering questions from the public.
Potential difficulties? How can you overcome them?	None.
Who?	EFRT rookie, EFRT PR Coordinator (Junine Wang)
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#6):	Standard First Aid Instructor (SFAi) Hiring Process
Why and how?	As EFRT conducts first aid courses, every year an application process to become a first aid instructor occurs. This is to ensure that EFRT continues to have instructors in future years.

Potential difficulties? How can you overcome them?	None.
Who?	EFRT Assistant Director (Mellina Solomon) coordinates hiring alongside current first aid instructors.
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#7):	November Monthly Training: Symptom Relief
Why and how?	Each year, EFRT must receive training on drug and pharmaceutical administration for our sudden medical emergencies. This is a mandatory training that allows our medical director to confirm we are trained to deliver medications while on call. This is a confirmation of competency to continue using his medical licence.
Potential difficulties? How can you overcome them?	Similar to other monthly trainings.
Who?	EFRT Training Coordinator (Richard Ma), EFRT Medical Director (Dr. Hillier), EFRT Executive team, EFRT responders
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#8):	Team Bonding Event
Why and how?	The entire team will go on team bonding events, typically once per semester. In the past, this has included bowling, laser tag, and trampoline parks. Attending bonding events facilitates cohesion amongst responders and also provides a

	responders a break from our training and responding operations.
Potential difficulties? How can you overcome them?	Scheduling a date that works best with responders takes time, but I foresee no major issues.
Who?	EFRT Internal Coordinator (Bernie Wang), EFRT team
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

December	
Service Goal/Project/Event (#1):	Inventory
Why and how?	Another inventory organization day will be completed to keep track of equipment stock and set up upcoming equipment purchases.
Potential difficulties? How can you overcome them?	Similar to previous Inventory event.
Who?	EFRT Inventory Coordinator (Emily D'Agostini), the EFRT executive team
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#2):	Holiday Party
Why and how?	To celebrate and recognize the end of the first semester, EFRT holds a holiday party with a Secret Santa and movie showing. The team constructs a potluck together and a holiday video is made by the Rookie cohort to showcase their time so far on the team. This is a valuable bonding event for EFRT and is one of many events we use to bring the team together despite the stress of our environment.

Potential difficulties? How can you overcome them?	None.
Who?	EFRT Executive team, EFRT responders, SPC
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#3):	NCEMSF Registration
Why and how?	Registration for the 2024-2025 Conference will open in December, and it will be the responsibility of a non-executive responder to lead the organization of the conference. It is important we all register ahead of time to get the early-bird fees, as the full conference prices would likely be too much for the conference budget line to support with the number of responders we have.
Potential difficulties? How can you overcome them?	Getting confirmation and responses from all interested parties. One issue with NCEMSF is that it usually falls around the same time as medical school interviews and it is a challenge to confirm people's availability when there may be no way of knowing ahead of time.
Who?	EFRT volunteer organizer(s), EFRT Executive team, EFRT responders
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

Winter Term

January	
Service Goal/Project/Event (#1):	Midyear Evaluations
Why and how?	All responders are required to pass a set of standardized practical scenarios to remain on-call. Executive members themselves run through these scenarios and are evaluated by EFRT alumni. This checkpoint has been an effective way to maintain our standard of care and ensure that all responders have the necessary skills the represent the team

	on campus. If responders do not pass these practical scenarios, they must undergo remedial training with an executive member and will be evaluated again at the end of their training.
Potential difficulties? How can you overcome them?	In past years, midyear evaluations have typically occurred in February. Considering that February commonly includes medical school/graduate school interviews and other academic deadlines, however, the executive team has decided to move midyears earlier this year. Planning will need to be done to ensure responders are adequately prepared and are given enough practice time prior to the evaluation.
Who?	EFRT Executive team, EFRT alumni, EFRT responders
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#2):	MSU Wellbeing Week: Naloxone Training
Why and how?	EFRT is involved in the MSU Wellbeing Week, conducting a Naloxone Training and Vitals Workshop in coordination with another MSU service. This event promotes awareness of the opioid crisis in Hamilton and provides naloxone training for the public. A pharmacist will conduct formal training for participants, and EFRT responders will help teach CPR skills. EFRT responders also conduct a separate PR booth on this day.
Potential difficulties? How can you overcome them?	Student engagement and promotions for this event may be of difficulty. With many different services conducting an event this week, planning must be done amongst PR Coordinators to ensure students are interested across the variety of events this week has to offer.
Who?	EFRT PR Coordinator (Junine Wang), other MSU Service PR Coordinators, Pharmacist Faisal Khawaja
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#3):	Responder Check-Ins

Why and how?	Another round of check-ins is conducted near midyears evaluation.
Potential difficulties? How can you overcome them?	None.
Who?	EFRT Internal Coordinator (Bernie Wang), EFRT Executive team, EFRT responders
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#4):	EFRT Program Director 2025-2026 Hiring Process
Why and how?	In line with other MSU PTM hiring processes, the EFRT Program Director for the following year needs to be hired well in-advanced of the school year. Hiring a Program Director early is especially crucial for EFRT, as continuity of operations need to occur very promptly into the summer months.
Potential difficulties? How can you overcome them?	The BOD's and hiring board's schedule will determine application and interview dates. As long as this is organized in-advanced, I do not foresee any difficulty.
Who?	EFRT Program Director (Fred Min), MSU VP Admin (Adam El-Kadi), Hiring Board
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#5):	January Monthly Training: BLS and Trauma
Why and how?	Goals and procedures of January Monthly Training are similar to other monthly trainings, with the theme of BLS and trauma.

Potential difficulties? How can you overcome them?	Similar to other monthly trainings.
Who?	EFRT Training Coordinator (Richard Ma), EFRT Executive team, EFRT responders
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

February	
Service Goal/Project/Event (#1):	NCEMSF Conference
Why and how?	EFRT attends the National Collegiate Emergency Medical Services Foundation Conference every year in the United States to bring our skills and knowledge to the international stage and to learn new and innovative techniques from response teams operating at American Colleges, as well as compete amongst responding teams in North America. This is the majority of our conference budget each year which will cover conference fees and hotel fees for the team. We do not cover travel expenses but EFRT typically flies/drives to these conferences.
Potential difficulties? How can you overcome them?	There are many travel logistics to be considered. As long as it is navigated well in-advanced and there are no unforeseen fees, there should be no major difficulties.
Who?	A non-exec EFRT member is typically selected to organize the conference to give some leadership opportunities to the team. The Executive team will help as needed, and responders attend the conference.
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#3):	First Aid Instructor Courses (SFAi, BLSi, EMRi)
Why and how?	Once instructors are selected, Standard First Aid instructor (SFAi), Basic Life Support Instructor (BLSi), and Emergency

	Medical Responder Instructor (EMRI) certifications will occur. This provides instructors with the tools and legal requirements to act as instructors under the Red Cross.
Potential difficulties? How can you overcome them?	None.
Who?	EFRT Assistant Director (Mellina Solomon), EFRT first aid instructor hires, instructor training provider
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#4):	Team Bonding Event
Why and how?	The team will go on another team bonding event. This is especially appreciated after the stressful midyears evaluation.
Potential difficulties? How can you overcome them?	Scheduling a date that works best with responders takes time, but I foresee no major issues.
Who?	EFRT Internal Coordinator (Bernie Wang), EFRT team
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

March	
Service Goal/Project/Event (#1):	Responder Instagram Takeover
Why and how?	Another responder Instagram takeover will occur, similar to the previous takeover.
Potential difficulties? How can you overcome them?	None.
Who?	EFRT PR Coordinator (Junine Wang), EFRT responder
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

St. Patrick's Day Event Response

Service Goal/Project/Event (#2):	
Why and how?	EFRT undergoes a large event response operation for St. Patrick's Day every year. This is to prepare for a greater number of calls, including intoxication-related calls. While this has involved off-campus responding in the past, ensuring adequate care to those on McMaster's campus remains a priority.
Potential difficulties? How can you overcome them?	Large event response operations require many moving parts and coordination with many stakeholders. However, St. Patrick's Day event responding has been completed for the past few years with success, with strong relationships with HPS and McMaster Security during the planning process.
Who?	EFRT Scheduling Coordinator (Jonathan Guan), EFRT Inventory Coordinator (Emily D'Agostini), EFRT responders, McMaster Security Services, HPS
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#3):	
Why and how?	Goals and procedures of March Monthly Training are similar to other monthly trainings, with the theme of BLS and drugs.
Potential difficulties? How can you overcome them?	Similar to other monthly trainings.
Who?	EFRT Training Coordinator (Richard Ma), EFRT Executive team, EFRT responders
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#4):	
Why and how?	After the 2025-2026 Program Director is selected, I will be supporting them as they transition into their role and hire their executive team. I hope this is conducted in March to

	allow enough time for the incoming executive team to transition with the outgoing executive team.
Potential difficulties? How can you overcome them?	None.
Who?	EFRT Program Director 2025-2026, EFRT Program Director 2024-2025 (Fred Min), executive team hiring board
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

April	
Service Goal/Project/Event (#1):	Recognition Night (Rec Night)
Why and how?	Each year, EFRT runs a year-end recognition event prior to exams. This event gives the executive team the opportunity to appreciate the team for their hard work throughout the year. Typically, we organize a number of superlatives, awards, dinner, speeches, and year-end videos. A year-end recognition gift is also given to the team. This is a time to celebrate the team and truly reflect on the family that we have built over the years.
Potential difficulties? How can you overcome them?	Year-end videos often completed by volunteer responders is usually the hardest part of this process. The work is usually divided amongst the team to make this night special.
Who?	EFRT Internal Coordinator (Bernie Wang), EFRT Public Relations Coordinator (Junine Wang), EFRT executives and responders, SPC
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#2):	Light Up the Night Event Response

Why and how?	EFRT undergoes event response procedures for Light Up the Night every year. This is to prepare for a greater number of calls.
Potential difficulties? How can you overcome them?	None.
Who?	EFRT Scheduling Coordinator (Jonathan Guan), EFRT Inventory Coordinator (Emily D'Agostini), EFRT responders, McMaster Security Services
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#3):	Executive Team 2025-2026 Onboarding
Why and how?	I as well as the 2024-2025 Executive team will transition the incoming 2025-2026 Executive team. This is to ensure the incoming team is fully prepared for their roles, and to facilitate a smooth transition into EFRT's immediate summer programming.
Potential difficulties? How can you overcome them?	Availabilities of past year executive teams and delays in hiring have made it difficult in the past to find time to properly transition new execs. I hope this is mitigated through hiring the executive team early.
Who?	EFRT Executive Team 2024-2025 and 2025-2026
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

Increasing EFRT Presence

Service Webpage

Our webpage is not our central PR hub and typically our operations do not drastically change from year to year, meaning our service webpage does not undergo frequent changes. However, I am interested in exploring creating a secondary website specific to EFRT. This website would allow individuals to learn more about EFRT's history, event response, first aid courses, and would provide a way for our service users to give feedback to us. An external, service-specific website is in line with what many other collegiate EMS teams in North America do, and both past and current EFRT executives have brought up this idea with intention to work on it in the upcoming year. Forms of this website could be a *Campus Safety Hub* Avenue2Learn page including many safety services on campus, or an entirely separate website specifically for EFRT. While this is not possible without MSU permission and communication with Michael Wooder, I believe this is a worthwhile idea to explore this year.

The Assistant Director and I will also be working to form an MSU job posting and job description for EFRT responders when volunteer applications are approaching. The goal for this is to be transparent with the expectations of an EFRT responder, highlight skills/qualities that make a strong candidate, and reach a broader, more diverse student population for applications (e.g. not just students with science backgrounds). This will be completed over the summer with MSU HR (Renee McIntosh).

Social Media

EFRT will continue to utilize social media to promote first aid classes, responders on our team, as well as our event response operations. More focus will be placed on forming a regular content creation plan and release schedule for EFRT promotions, with an emphasis on producing videos/Instagram reels. These videos will include information about EFRT's service and how to apply, street-style interviews with the McMaster student body, and topical subjects such as alcohol awareness and safety approaching Homecoming and St. Patrick's Day. These will be led by the PR Coordinator, and the MSU Communications team can greatly help us in producing this content.

EFRT also conducted an AirPods giveaway through social media this past year, which gained attention and was one of our top engaged posts. I hope to conduct more giveaways through social media in the upcoming year to further engagement.

Merchandise & Apparel

EFRT partnered with SWHAT in previous years to order magnets for Welcome Week merchandise/swag bags. I plan on continuing this, as this gave first year students access to our phone number and an introduction to important safety services on campus.

EFRT will continue to invest in orders of pens and stickers to share at PR booths. As well, I want to explore ordering stress balls, EFRT band-aid holders, and hand sanitizer. I hope to broaden our merchandise to more unique items, especially as we can leverage various health and safety products due to the nature of our service. This can also make our service more memorable, as students can have products that they will use more often and over a longer period of time.

Physical Promotions

Last year, EFRT made rave cards for Welcome Week which we also used as handouts at PR booths throughout the year. EFRT also utilized posters for a variety of purposes, including our hiring process and general information posters that were placed in high traffic areas and residence buildings. I hope to continue utilizing the rave cards and posters for general information about our service as well as first aid class promotions.

EFRT signage can also be enhanced. EFRT's current office location is tucked away within MUSC, making it difficult for some students to find. I believe the signage around the EFRT office inside MUSC can be improved, as well as possibly incorporating signage outside of MUSC (e.g. near our bike lockers) to make it clear where our office is and how to contact us.

Team Management

Executive Management

I have completed exec 1-on-1 check-ins with all executive members and will continue to do so regularly throughout the year. These check-ins involve open communication regarding executive members' thoughts on team functioning, expectation and fear setting, as well as professional feedback for each other.

A small project I am planning to implement this year is having formalized debrief meetings with the executive members, separate from our regular weekly meetings. With the busy nature of EFRT and another event always approaching, it is difficult for executives to talk as a group about executive team dynamics, strengths/improvements after major events, and how we can best support each other as a group. Due to this, I will be developing a framework of questions alongside the executive team for these debrief meetings. These debrief meetings will occur after every major EFRT event (e.g. Retraining, hiring process milestones, etc.) and on an as-needed basis.

Volunteer Management

A balance between maintaining a firm standard of care and being friendly and approachable to responders is needed from every Program Director and executive member. Expectation and goal setting by the executive team for the year has been completed, and will continue to be discussed throughout the year.

The Program Director maintains a confidential file on each responder with information such as general positive/negative trends observed in trainings, verbal/written warnings, and other miscellaneous documents. This is in line with responder expectations of the Director per the EFRT Code of Conduct.

Responder check-ins are also facilitated by the executive team at stressful points during the year (e.g. prior to midyears evaluation). These check-ins foster open communication from responder to exec, and allow exec to get a better understanding of how they can support each individual responder.

Team bonding events and responder appreciation are also carried out in many forms. These act as a way for executives to recognize responders for their hard work and dedication throughout the year, and also allow responders to develop a cohesive sense of community with one another.

Master Timeline

Month	Tasks
May	<ul style="list-style-type: none"> • Prior to May: Executive Team Hiring • Executive Team Onboarding • Exec Check-Ins • Summer Response Operations • May@Mac PR Booth • Event Response: May@Mac, Convocation, Alumni Events • Inventory + Equipment Order • Welcome Week + CA Training Preparation • Clinicassist.ai Call Report System
June	<ul style="list-style-type: none"> • SFA CPR-C Courses • Inventory Organization • Event Response: Convocation, Alumni Events, Dundas Live and Local • Summer Photos • Exec Check-Ins • June Monthly Training • Welcome Week Training Preparation • Executive Retraining • Preparation for PR Lecture Talks • EFRT Video Content Preparation • Clinicassist.ai Call Report System
July	<ul style="list-style-type: none"> • SFA CPR-C Courses • AMLS Training • July Monthly Training • Bike Maintenance • EFRT Website Initiative • Preparation for Hiring and Retraining • Preparation for HOCO Event Responding • Preparation for Welcome Week Event Responding • Office Space Initiative • First Aid Courses Initiative • Academic Support for Responders Initiative

	<ul style="list-style-type: none"> • Protocol Manual and Code of Conduct Review • Organize Debrief Meetings with Executives • EFRT-SPC Interagency Meeting • EFRT-Hamilton EMS Interagency Meeting • NCEMSF Planning • PR Purchases • Welcome Week PR Preparation • Implement Clinicassist.ai Call Report System into Practice
August	<ul style="list-style-type: none"> • SFA CPR-C Courses • Welcome Week Rep Training • CA Training • EFRT Responder Applications Open • Retraining • Welcome Week PR • Event Response: Welcome Week • NCEMSF Planning
September	<ul style="list-style-type: none"> • Clubsfest • Sidewalk Sale • SFA CPR-C Courses • Hiring Process: Written Application, SFA Test, MMIs, Orientation • Responder Check-Ins • PR Lecture Talks • Organize Weekly CME Rooms • NCEMSF Planning
October	<ul style="list-style-type: none"> • Rookie Onboarding • Event Response: HOCO, Halloween • Team Photos • Rookie FR Training • October Monthly Training • Clothing Order • PR Booths • NCEMSF Planning
November	<ul style="list-style-type: none"> • MHFA Training • ASIST Training

	<ul style="list-style-type: none"> • PHTLS Training • N95 Fit Test • SFA CPR-C Courses • Rookie Instagram Takeover • EMR Training • First Aid Instructor Applications • November Monthly Training • Team Bonding Event • NCEMSF Planning • PR Booths
December	<ul style="list-style-type: none"> • Holiday Party • Inventory + Equipment Order • NCEMSF Registration • PR Booths
January	<ul style="list-style-type: none"> • Midyears • MSU Wellbeing Week: Naloxone Training • January Monthly Training • EFRT Director Hiring • Exec and Responder Check-Ins
February	<ul style="list-style-type: none"> • NCEMSF Conference • Team Bonding Event • First Aid Instructor Courses: SFAi, BLSi, EMRi • SFA CPR-C Courses
March	<ul style="list-style-type: none"> • Responder Instagram Takeover • March Monthly Training • Event Response: St. Patrick's Day Weekend • Executive Member Hiring • SFA CPR-C Courses • PR Booths
April	<ul style="list-style-type: none"> • Rec Night • Executive Member Onboarding • Supporting 2025-2026 Director and Executive Team • Event Response: Light Up the Night • PR Booths

Miscellaneous

Below are some larger projects that I want to make strides in this year. They are not included in the month-by-month year plan as they will likely span across the entire year and into future years.

Larger Projects	
Service Goal/Project/Event (#1):	Clinicassist.ai Call Report System
Why and how?	EFRT responders often spend unfair amounts of time writing call reports, adding additional administrative burden on responders for their commitment to EFRT as student volunteers. The workflow of reviewing and editing call reports can also be improved. EFRT and the MSU have been working with a service called Clinicassist.ai to develop a call report system catered to EFRT's needs, including speech-to-text functioning and being completely online.
Potential difficulties? How can you overcome them?	Back-and-forth communication will be needed to make design and user-interface updates with the Clinicassist.ai team. As well, integration of a large change such as a new call report system will take time to teach responders.
Who?	EFRT Program Director (Fred Min), MSU VP Admin (Adam El-Kadi), MSU VP Finance (Declan Sweeney), Clinicassist.ai team, EFRT responders
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#2):	Office Space
Why and how?	EFRT's small office space continues to be one of the biggest barriers for our responders and our service growth. I hope to make progress in securing short- and long-term solutions for the office space, including having additional storage and service space during event response (e.g. Welcome Week,

	Homecoming), and exploring the Student Life Enhancement Fund.
Potential difficulties? How can you overcome them?	Securing a long-term space is a long-term project, with many logistical challenges involved.
Who?	EFRT Program Director (Fred Min), MSU VP Admin (Adam El-Kadi)
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#3):	Improving First Aid Courses
Why and how?	EFRT faces challenges with our first aid courses. These include student enrolment and a variable course schedule that is infrequent and not consistent year-to-year. Improving our first aid courses can help us promote first aid practices and provide another avenue for EFRT to engage in the community.
Potential difficulties? How can you overcome them?	Improving student enrolment and increasing course numbers are not easy fixes, likely requiring additional resources and personnel that will be developed over time (e.g. hiring more instructors). I hope to work with the Assistant Director and MSU personnel to explore solutions for this, as well as the Student Life Enhancement Fund.
Who?	EFRT Assistant Director (Mellina Solomon), EFRT Program Director (Fred Min), MSU VP Admin (Adam El-Kadi), MSU VP Finance (Declan Sweeney)
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#4):	Responder Academic Support
Why and how?	Due to the intense commitment of being an EFRT responder, academic support is required (e.g. a busy night shift forces an on-call responder to miss a deadline, a stressful call prevents responders from completing academic work, etc.). I hope to explore academic support resources to

	help responders when these circumstances arise, such as an MSAF policy and academic accommodations.
Potential difficulties? How can you overcome them?	Many discussions will need to be had with appropriate MSU and McMaster administration.
Who?	EFRT Program Director (Fred Min), MSU VP Education (Maya Hobbs), appropriate administrative personnel
Priority Level (highlight one)	High Priority Moderate Priority Low Priority