

YEAR PLAN

MSU EFRT Program Director

Albert Huynh

2019-2020

(submitted *June 3rd*, 2019)



OFFICE OF THE Program Director INTRODUCTION

To whom it may concern,

The MSU Emergency First Response Team (EFRT) is a group of 30 McMaster students who are trained as emergency medical responders and serve to provide medical coverage to all individuals located within the McMaster Campus. Working closely with McMaster Security, responders attend various call 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 mins, 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 responders from over 150 applicants, making it extremely selective. EFRT training is rigorous, with responders needing to attend monthly trainings, certifications or complete Continuing Medical Education credits in order to remain on the team. As the next program director, I hope to continue maintaining this high standard of care, but also bring the team into a new era. A lot of the things the team does is done for the sake of tradition, but these are not the most efficient or cost-effective practices for our modern campus.

Overall, I am excited to see where my time as EFRT program director will lead me, and how I may shape EFRT overall in the coming years.

Best,

Albert Huynh (EFRT Program Director 2019-2020)

Goals/Objectives
(calendar and checklist)

MAY	
Service Goal/Objective	Financial Preparation for the 2019-2020 year.
Why:	Prepare Finances for the upcoming year.
Difficulties:	Learning how to do MSU finances, prediction of budget cuts for next year, first month as director
Partners:	Alex (VP Finance) Former EFRT directors.
Service Goal/Objective	Facilitating a brand-new executive team.
Why:	EFRT exec is the backbone of the team, ensures that we are still functioning throughout the year.
Difficulties:	Ensuring productive exec team dynamics. Not all of the exec are present over the summer. This is some of their first leadership positions. Time commitment during the year is intense.
Partners:	Former EFRT Directors Former EFRT Exec
Service Goal/Objective	
Why:	
Difficulties:	
Partners:	
Personal Goal	Find the work-life balance between director that I can manage during the school year. This role is extremely difficult.

JUNE

Service Goal/Objective	Planning welcome week outreach.
Why:	It is good to always increase awareness of the team. If people know who we are, they are more likely to call us. If people know who we are they are more likely to apply for the team and become a responder.
Difficulties:	Lack of video/editing experience. Clearance from the MSU PR team before we can do any drastic PR changes.
Partners:	Michael Wooder. Connor Maclean Martine Steiner (EFRT PR exec)
Service Goal/Objective	Planning of a summer high-fidelity training.
Why:	EFRT trainings usually consist of 8 minute scenarios indoors, thought I could change it up so responders are stimulated and can adapt in different scenarios
Difficulties:	This training would be resource intensive, require many different people to help make sure that it rooms smoothly.
Partners:	EFRT Exec McMaster Special Constables Public (they can act as patients)
Service Goal/Objective	
Why:	
Difficulties:	
Partners:	
Personal Goal	<p>This month I have an examination, so this will be a small scale test of academics vs extracurriculars.</p> <p>By now, my executives have probably settled into their roles, encourage them to experiment with new initiatives.</p> <p>Start trying out different leadership styles (strict, relaxed, adaptable) and see how this changes team dynamics with me.</p>

JULY

Service Goal/Objective	Final touches on Welcome Week PR, Start planning rep trainings.
Why:	This year, we were asked by some rep teams to provide a quick medical training that allows them to respond to alcohol emergencies during welcome week.
Difficulties:	Finding responders to do the training, as well as ensuring that we are teaching everything that is needed by the Reps.
Partners:	OCR coordinator Residence Rep Coordinator Faculty Rep Coordinator EFRT exec.
Service Goal/Objective	Planning of EFRT Retraining
Why:	When Welcome Week begins, EFRT is back on call 24/7. This ensures that we train our returning responders up to our medical standard.
Difficulties:	We are going to be changing how this training is usually done. This will be a more hands-on workshop based, with many more scenarios.
Partners:	EFRT alumni McMaster Special Constables EFRT Exec
Service Goal/Objective	
Why:	
Difficulties:	
Partners:	
Personal Goal	Start letting the executive experiment more freely with their roles.

AUGUST

Service Goal/Objective	Planning of EFRT Orientation
Why:	Orientation is the month long event in which we work to hire our 12 new rookies.
Difficulties:	This event is one of the biggest events for the entire year. It will take the work of not only the exec team, but all responders and many alumni who will return and teach the new candidates.
Partners:	EFRT alumni EFRT Responders EFRT exec.
Service Goal/Objective	Planning welcome week response.
Why:	Every year EFRT is constantly overwhelmed with calls due to welcome week concerts and a massive uptick in alcohol related calls.
Difficulties:	Very easy for responders to burn out at this point in the year.
Partners:	Campus Events Security EFRT executive.
Service Goal/Objective	
Why:	
Difficulties:	
Partners:	
Personal Goal	This is my first exposure to the entire team as director. Need to be more careful with how I interact with responders.

SEPTEMBER	
Service Goal/Objective	Orientation begins.
Why:	Hiring of new responders
Difficulties:	We will be totally focused on this for this, there will be no initiatives for this month. This requires all responder to be on-deck as well as the entire executive team. EFRT orientation is a month long process with multiple weekends, multiple practice rooms during the day, and a massive coordination of all of our resources.
Partners:	EFRT alumni EFRT responders EFRT executive.
Service Goal/Objective	
Why:	
Difficulties:	
Partners:	
Service Goal/Objective	
Why:	
Difficulties:	
Partners:	
Personal Goal	This is easily the busiest time of the team. I need to actively ensure that I do not burn myself out.

OCTOBER	
Service Goal/Objective	Integration of rookie responders into the team.
Why:	We have hired the new responders, we want to welcome and train them to EFRT standard of care.

Difficulties:	This is going to be a busy and very exciting time for rookies. Want to ensure that they do not burn out easily.
Partners:	EMR instructors EFRT responders EFRT exec.
Service Goal/Objective	Increase First Aid course revenue.
Why:	To account for a massive increase in training budget, we need to offset this by increasing our first aid course revenue. This will hopefully be able to absorb the increase training cost and allow EFRT to hopefully implement a new training without massive cuts to the team.
Difficulties:	We took a massive hit in revenue in our first-aid course this past year, but I don't know why. Increase revenue for first-aid courses is like running a business. I'm not sure if I have the time to fully focus on this as a full time student and part-time manager.
Partners:	MSU PR Department Sophia Topper: EFRT Assistant Director.
Service Goal/Objective	
Why:	
Difficulties:	
Partners:	
Personal Goal	Orientation is done. Now is the time to regain energy and start dealing with the finer issues of the team.

NOVEMBER	
Service Goal/Objective	Continue to run the team. No big initiatives for this month.
Why:	We are working to ensure that calls go smoothly, and we still need time to recover from Halloween and orientation.

Difficulties:	This may feel like a lag time for responders, but we are easing down.
Partners:	EFRT Team.
Service Goal/Objective	Rookie First Shifts
Why:	Now that the rookies have been hired and are fully trained to a responder standard, they will start running their first calls.
Difficulties:	This is a challenging time for the rookies. It is going to be extremely difficult for them to get accustomed to running their first shifts. There is a lot of pressure during this time of the month. I can work around this by ensuring that there are steps to this transition. We have our shadow shifts to slowly ease rookies in, but may look into expanding those for more experience.
Partners:	EFRT Rookies EFRT Exec EFRT EMR instructor
Service Goal/Objective	
Why:	
Difficulties:	
Partners:	
Personal Goal	This is usually the first round of midterms, will see how I manage my work life balance.

DECEMBER	
Service Goal/Objective	Planning team appreciation party.
Why:	First semester is done. We should celebrate as a team and celebrate an amazing end of the year.

Difficulties:	Not many, just planning for logistics like food.
Partners:	EFRT Team.
Service Goal/Objective	Transition into new year, and preparation for EMR
Why:	The first set of certifications we get are from FR. Once our rookies are certified first responder, we can move into EMR and they get their final certifications.
Difficulties:	A lot of resources are required for teaching EMR. A lot of time is also needed to teach EMR, requiring two full weekends and different types of equipment to ensure that we are meeting program standards
Partners:	EFRT EMR Instructors EFRT Exec Canadian Red Cross.
Service Goal/Objective	
Why:	
Difficulties:	
Partners:	
Personal Goal	December is time to relax and recuperate for the next year.

JANUARY	
Service Goal/Objective	Planning EFRT Mid-year evaluations.
Why:	This is to test responder skills and ensure that they are up to date and able to respond to any scenario.
Difficulties:	This is a time we usually need coverage. Responders tend to fail these scenarios and are taken off call.
Partners:	EFRT alumni EFRT Exec EFRT team.

Service Goal/Objective	Hiring of the new EFRT director.
Why:	EFRT Director is a very heavy role, and takes an applicant who is well rounded in many things. Hiring practices for this role may change.
Difficulties:	Sometimes this position sucks (from what I heard). Takes a very special someone to take a position like this (apparently). I personally think this role should be changed to a full-time role, as it requires many hours put in that can be detrimental to life as a full-time student. If it doesn't change, we can
Partners:	Security SRA Me You (Sarah)
Service Goal/Objective	
Why:	
Difficulties:	
Partners:	
Personal Goal	Second busiest time of the EFRT year. I remember being super overwhelmed here, so will do daily check-ins with my exec to ensure they don't go through the same.

FEBRUARY	
Service Goal/Objective	Conferences Conferences Conferencess
Why:	EFRT attends 2 conferences during this time (NCCER and NCEMSF). These conferences help us learn and take new practices from different response teams across North America
Difficulties:	Logistical planning. Need to organize travel, hotels and conference fees for all responders.

Partners:	Hotels Conference Planners Volunteer from the responders who helps plan the conference
Service Goal/Objective	EFRT Instructors Course
Why:	EFRT's First aid arm requires certified instructors to teach our courses. Every year, we have a first aid instructors course led by an EFRT alumni to certify our responders.
Difficulties:	BLS certification prevents responders from teaching courses. This prevents our instructors from teaching half our courses, which is a major difficulty. This is also a model that I do not think is feasible for our course structures, we many of our responders are unhappy with the certification.
Partners:	Canadian Red Cross EFRT First Aid Instructor Instructor EFRT Assistant Director.
Service Goal/Objective	
Why:	
Difficulties:	
Partners:	
Personal Goal	

MARCH	
Service Goal/Objective	Conferences Conferences Confereneces
Why:	EFRT attends 2 conferences during this time (NCCER and NCEMSF). These conferences help us learn and take new practices from different response teams across North America
Difficulties:	Logistical planning. Need to organize travel, hotels and conference fees for all responders.
Partners:	Hotels

	Conference Planners Volunteer from the responders who helps plan the conference
Service Goal/Objective	EFRT Exec Hiring
Why:	At this point, the new EFRT director would be hired. It is at this point where I would work with the new EFRT director to begin hiring the executive team next year.
Difficulties:	EFRT exec hiring is a very long process, but also requires the director to know his or her own strengths, weaknesses and leadership style for EFRT next year. We get a panel of alumni to come in and hire the new EFRT exec
Partners:	EFRT Director EFRT New Director EFRT Alumni ABM.
Service Goal/Objective	
Why:	
Difficulties:	
Partners:	
Personal Goal	Try to balance having fun at conference while achieving the education aspect of it. Making an effective transition report for next year EFRT director.

APRIL	
Service Goal/Objective	Transition of the new executive team.
Why:	Depending on what the new director wants, I should be fully transitioning them to my role, and having my exec transition their new execs to this role.
Difficulties:	Some things may get lost during transition, so making manuals is pretty useful.
Partners:	EFRT exec

	New EFRT Exec.
Service Goal/Objective	Final Transition Report
Why:	The transition report is an important document that is used to help the new director run the team. It is something that is extremely valuable.
Difficulties:	I didn't get a previous transition manual, so I will be creating a new one from scratch. Hopefully it will serve the new director well.
Partners:	Me, past transition manuals if I can find one.
Service Goal/Objective	
Why:	
Difficulties:	
Partners:	
Personal Goal	This is my last month. I hope that my year as director has been fulfilling and full of amazing things.

Long-term planning

Below is an example of something that you could plan for longer than one year. This is quite a simple example, but you can choose to use this for simple tasks (such as increasing Facebook likes) or for broader visions (planning a multi-school conference for example)

Overarching Vision (<i>what is the ultimate goal?</i>)	
Description	<ul style="list-style-type: none"> • Getting an EFRT Response Vehicle • Getting New radios

	<ul style="list-style-type: none"> • Upgrading our protocol • Getting a meal per shift for responders • Setting up the team for years to come
Benefits	<ul style="list-style-type: none"> • There are so many things that could be accomplished to ensure that EFRT gets better. Unfortunately due to time and regulations, we can only improve one thing at a time. Each of these steps would greatly improve how we respond to calls, and how we interact with each other as a volunteer team that puts in thousand of hours a year. I can only wish that I set up or accomplish one of these goals for the future generations of EFRT responders.
Year 1 Goals	<ul style="list-style-type: none"> • Radios • A large capital request needs to be created to facilitating purchase of these radios. Need to be able to justify structure or change the way we exec shifts are run to make it more efficient.
Year 2 Goals	<ul style="list-style-type: none"> • Vehicle • Our campus is becoming larger. With the addition of the PGLL building and the new proposed campus on traymore, we cannot continue biking to calls if it involves crossing the street/going into traffic. We may need a vehicle similar to may other campus response teams.
Year 3 Goals	<ul style="list-style-type: none"> • Meals • Being stuck on campus is very difficult. Especially when you have no other choice but to bring food to campus. A very long term goal is to get 1 meal covered per shift for responders. From personal experience, I know that EFRT shift have caused me to lose money due to the amount of money I spend food. Its hard to prepare especially if you are running 24 or 36 hour shifts, so buying food is usually the best option.
Partners	<p>SRA MSU McMaster Security EFRT Alumni</p>

Monthly Breakdown

April	<ul style="list-style-type: none"> ● First Hire, Figure our the basics of the MSU and how to functions
May	<ul style="list-style-type: none"> ● First Hire, Figure our the basics of the MSU and how to functions
June	<ul style="list-style-type: none"> ● First capital request for Bikes ● First Order of team equipment
July	<ul style="list-style-type: none"> ● Preparation of Orientation Schedule ● Contact EFRT alumni ● Begin Planning for Team retraining.
August	<ul style="list-style-type: none"> ● Team Retraining ● Preparation of response for welcome week concerts ● Preparation of response for homecoming ● Creation of Final orientation schedule, situation rotations, room bookings ● Alumni attendance for orientation.
September	<ul style="list-style-type: none"> ● Orientation ● Interview Weekend ● Orientation Teaching Weekend ● Orientation Evaluation Weekend ● Orientation Practice week ● Orientation Workshop Week
October	<ul style="list-style-type: none"> ● Rookie selection meeting ● FR 1 and FR 2 for rookies ● Shadow shifts begin ● Plan Halloween Response
November	<ul style="list-style-type: none"> ● Mental Health First Aid ● Rookie integration
December	<ul style="list-style-type: none"> ● Exam Season

January	<ul style="list-style-type: none">● EMR 1 and EMR 2 for rookies● Mid Year evaluations● Running mid-year practice rooms.● Hiring of EFRT Director
February	<ul style="list-style-type: none">● NCEMSF conference in Boston● First Aid Instructors Course
March	<ul style="list-style-type: none">● NCCER (Location TBD)● Hiring of EFRT exec
April	<ul style="list-style-type: none">● Director and Exec transition● Final things before my term ends.