



# YEARplan13

*Department:*  
EFRT

*Date Submitted:*  
June 7, 2013

*Prepared by:*  
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*Date Revised:*  
June 26, 2013

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*Date Approved:*

The YEARplan is a way of getting down on paper what you and your department intend to accomplish over the course of your year. It will isolate the specific goals that you wish to accomplish, and the objectives that need be achieved. It will give your supervisor an understanding of the direction you wish to take with your department, and identify areas where support can be given. When completed, the YEARplans will collectively reinforce the goals and visions of your department, and allow the respective members to focus their attention on areas of importance within the MSU.

1. Read over the YEARplan.
2. Complete your YEARplan in soft copy (on computer).
3. E-mail the first draft of the YEARplan to [vpadmin@msu.mcmaster.ca](mailto:vpadmin@msu.mcmaster.ca) by June 7<sup>th</sup>, 2013.
4. The VP Administration will provide feedback on your YEARplan. Use this feedback to revise your draft into a final plan.
5. E-mail the final draft of the YEARplan to [vpadmin@msu.mcmaster.ca](mailto:vpadmin@msu.mcmaster.ca) by June 28<sup>th</sup>, 2013

The final copy will be submitted to the Executive Board for review and approval at the July 9<sup>th</sup> meeting.

If for some reason you do not believe you can complete your YEARplan by the date indicated, please contact the Vice-President Administration in order to arrange a suitable extension (contact information above).

## MISSION an overview

As director of EFRT, my mission for 2013-2014 is to increase the approachability of the team, both internally and externally.

Internally, approachability can be improved through team building activities such as participating in the ALTITUDE program at McMaster University, which can help to solidify the already beneficial “buddy” relationships for new members on the team. Increasing the confidence of senior responders through initiatives such as ride outs with Hamilton EMS and the Advanced Medical Life Support course will also help to ensure that responders are able to think critically at calls, and pass down relevant information to less experienced responders. This can lead to a greater teaching environment in the office.

Increasing approachability with the community outside of the team can be done by ensuring that everyone in the McMaster community knows how to contact EFRT. With the removal of residence phones, there is more uncertainty over how to call EFRT. The McMaster phone number must be dialed prior to dialing 88, which can lead to confusion in an emergency situation. Ensuring that everyone on campus knows this information is important, as it will increase our impact on the community. I would also like to implement an alcohol amnesty program, in order to ensure that students will not hesitate to call EFRT in a drug/alcohol emergency.

My goal is to see these initiatives carried through in the upcoming year, leading the EFRT to long-term improvements.

## ROLES that individuals play

List all positions found within or in relation to your department including full-time and part time staff, as well as one of a few general volunteer roles if applicable and how their role intersects with yours.

	Name of Individual	Role(s)
1.	MUSC Admin Staff	-Booking event space in the MUSC (eg. meetings, trainings)
2.	Accounting Staff	-Helping with First Aid courses payment and payrolls for instructors
3.	MSU VP Admin	-Assisting with project planning, problem solving, day to day operations
4.	MSU VP Finance	-Managing the budget, money allocation, capital budget requests
5.	Medical Director	-Supervising medical protocols. Allows team to use or administer certain treatments.

6.	Training & Orientation Coordinator	-Responsible for responders' training, testing, and orientation process of candidates in the fall
7.	Public Relations Coordinator	-Planning and running team recognition events. Ensures PR events are planned and attended by responders. Works to increase public awareness
8.	Team Coordinator	-Creates monthly schedule for responders, and execs. Liaise with MUSC Admin to book rooms for various events
9.	First Aid Coordinator	-Schedules First Aid courses and make sure they are run efficiently. Ensures medical supplies inventory are done monthly.
10.	Special Constables	Attend all calls and provide support for call related incidents. Occasionally help with training scenarios.
11.	Special Projects Coordinator	Help to maintain and optimize EFRT work place and equipment during the summer. Assisting other execs with team projects.
12.	EFRT Advisory Board Representative	Serves as a neutral mediator and advises the Director on a variety of issues related to team dynamics and executive selections. Acts as liaison between team and exec.
13.	EFRT Team Members	Run at least 6 shifts/month and help out with PR events, and tasks taken on by team members.
14.	MSU Network Coordinator	Helps team update website, currently helping with email lists and online first aid course registration/payment
16.	Canadian Red Cross	Agency through which responders are certified and provider of our first aid courses.
17.	ACERT	Association of campus response teams to which EFRT is a member. Links with other teams to share ideas/information.
18.	Security Services	Assist in responder safety at medical calls as well as collaborating on public safety initiatives and team trainings.

## OBJECTIVES step by step

Copy and paste to add more objectives if required

Objective 1	Reinstate ride outs with Hamilton EMS
Description	-the ability for our responders to run shifts with Hamilton EMS as observers
Benefits	<ul style="list-style-type: none"> <li>-help to maintain and improve our relationship with Hamilton EMS, as we interact with them quite often.</li> <li>-get further insight into the appropriate time to call an ambulance for a patient, with experience from the paramedic point of view.</li> <li>-experience responding to more serious calls with professionals.</li> <li>-forge connections with professionals in the field to get more insight into how we respond and training ideas.</li> <li>-possible 'job shadow' for responders who are interested in paramedicine as a career.</li> </ul>
Difficulties	<ul style="list-style-type: none"> <li>-ensuring insurance is up to date to allow responders to observe with Hamilton EMS.</li> <li>-incorporating a fair system to allow members of the team the opportunity, while being careful not to overwhelm Hamilton EMS with observers.</li> <li>-ensuring responders are aware of the confidentiality rules in place, which are the same as those while on call for EFRT.</li> </ul>
Long-term	-this could be something that will continue in the future for the long term, as long as future directors maintain contact with Grant Burse, our liaison.
How	<ul style="list-style-type: none"> <li>-maintain contact with Grant Burse.</li> <li>-fill out the required observership forms.</li> <li>-set up a schedule, starting in the summer with the summer team to begin ride outs. Ensure that only those who are active responders and who complete the required Continuing Medical Education credits can participate, as it is a privilege.</li> </ul>
Partners	<ul style="list-style-type: none"> <li>-Grant Burse, superintendent for training and education with Hamilton EMS</li> <li>-John McGowan, to ensure that our insurance is up to date and applicable.</li> </ul>

Objective 2	Incorporate new equipment (automatic blood pressure cuff and tourniquets) into packs.
Description	<ul style="list-style-type: none"> <li>-current pulse oximeter has stopped working and we wish to improve our standard of care by updating with a newer model.</li> <li>-EMR standard has also been updated with newer treatments, such as tourniquets, which we would like to include in our packs.</li> </ul>
Benefits	-benefit our students in an emergency, as it will ensure that they are getting the highest quality of care at the newest standards.
Difficulties	<ul style="list-style-type: none"> <li>-ensuring that it is within our budget and that we are getting the best quality for a good price, with advice from alumni responders and our medical director on appropriate models and protocol changes.</li> <li>-training responders on the new equipment.</li> </ul>
Long-term	<ul style="list-style-type: none"> <li>-improves our standard of care overall.</li> <li>-allows us to be up to date with the new EMR guidelines.</li> </ul>

	-helps us to make some of the tougher decisions we have to make at calls.
How	-research appropriate models of the equipment to ensure that we get the best equipment for the best price.
Partners	- VP Finance, to ensure items are within the budget. - Medical Director and Alumni, to ensure that proper protocol is written

Objective 3	Implement alcohol amnesty program for students in residence
Description	-students are often hesitant to call EFRT for drug/alcohol emergencies for fear of getting in trouble. -program would ensure that CA's would not get students in trouble when EFRT is called, and would help to inform students that security services will not charge students at an EFRT call.
Benefits	-helps to ensure that students will not hesitate to call EFRT in an emergency, allowing students to get the proper care that they need. -helps our calls run more smoothly, as students will be less likely to withhold information during an emergency.
Difficulties	-finding a solution that CA's and residence staff agree with.
Long-term	-over time this will hopefully increase our approachability to students on campus, particularly first years, which will in turn increase the overall safety of students on campus.
How	-meet with Resident Life staff and staff from the Student Conduct office to collaborate on a policy that works well for all parties involved. -meet with various parties from Residence Life and Student Conduct to collaborate on a proposal. -write a proposal that will be sent to Cathy O'Donnell, head of security services, to proofread, and then send to CA training supervisor.
Partners	-Cathy O'Donnell, head of security services. -Brandon Smith, Manager of Student Leadership/Learning and Laura Adamarczuk, Community Development Coordinator -Allison Drew-Hassling and Tim Cameron, Student Conduct Officers -Kevin Beatty, Residence Life Coordinator

Objective 4	Update scheduling program
Description	-incorporate a new way of scheduling to ensure that the schedule online and available to responders is always up to date with shift trades, and is easily accessible.
Benefits	-prevents confusion about who is supposed to be on call for a shift after shift trades, and ensures that all responders know who is on call at a time.
Difficulties	-finding an appropriate program or method that makes it easier for both the scheduling coordinator and responders looking at the schedule.
Long-term	-this will improve the overall organization and therefore professionalism of the team, and make the day to day running of the team much smoother.
How	-research different scheduling programs and experiment with them during the

	summer to determine whether they will work during the school year.
Partners	<ul style="list-style-type: none"> <li>-previous scheduling coordinators and responders, to see which scheduling programs we have used in the past and why they didn't work.</li> <li>-current scheduling coordinator</li> <li>-Pauline Taggart, MSU Network Coordinator</li> </ul>

Objective 5	Increase interactivity of first aid courses offered
Description	<ul style="list-style-type: none"> <li>-ensure that the first aid courses we offer for students are professional and engaging for students. A common suggestion we get on our feedback forms for courses is to make them more interactive.</li> </ul>
Benefits	<ul style="list-style-type: none"> <li>-increase enrollment in first aid classes, and therefore revenue.</li> <li>-help students in the classes to better learn and remember the material, and therefore have a better idea of what to do in an emergency.</li> </ul>
Difficulties	<ul style="list-style-type: none"> <li>-engaging instructors and students to try out new initiatives.</li> <li>-finding room in the budget to increase supplies that would make our courses more interactive.</li> </ul>
Long-term	<ul style="list-style-type: none"> <li>-increase the quality of our courses and therefore increase enrollment in them.</li> <li>-improve the professional appearance of EFRT.</li> <li>-help to increase first aid knowledge throughout campus.</li> </ul>
How	<ul style="list-style-type: none"> <li>-purchase interactive materials, such as individual white boards, a projector, more trainer AED's, and mannequins with lungs.</li> <li>-create a powerpoint presentation, including videos and pictures.</li> <li>-run a mandatory workshop for instructors to help to standardize teaching methods.</li> </ul>
Partners	<ul style="list-style-type: none"> <li>-EFRT SFA coordinator, who is currently researching interactive aids available from the Red Cross, and working on creating a powerpoint presentation.</li> <li>-Red Cross, which needs to approve the powerpoint presentation.</li> </ul>

Objective 6	Incorporate AMLS course into team training for dedicated seniors
Description	<ul style="list-style-type: none"> <li>-send several senior responders once a year to an Advanced Medical Life Support course.</li> </ul>
Benefits	<ul style="list-style-type: none"> <li>-improve understanding of medical emergencies to ensure that appropriate decisions are made at calls.</li> </ul>
Difficulties	<ul style="list-style-type: none"> <li>-finding money in the training budget to send responders to this course.</li> <li>-ensuring that an appropriate number of seniors are sent to the course who will get the most out of learning the material.</li> </ul>
Long-term	<ul style="list-style-type: none"> <li>-will help to improve responders' skills and knowledge of protocol, as responders will rely even less on memorization of protocol and more on their understanding of medical emergencies.</li> </ul>
How	<ul style="list-style-type: none"> <li>-ensure that responders who attended the course in May spend time teaching others who did not attend.</li> <li>-ensure that younger responders and future training coordinator know the value of the course and continue planning it each year.</li> </ul>

	-increase excitement for the course by showing the textbooks to less experienced responders and teaching them more in depth skills.
Partners	-Alumni and senior responders -Danielle Griswold, contact from AMLS course we attended in May

Objective 7	Increase teaching environment of EFRT office
Description	-continue progress of past several years to ensure that the EFRT office is a learning environment where skills are consistently practiced and calls are always experiences to be learned from.
Benefits	-improve our standard of care by ensuring that our skills are always up to date and that information is properly passed on between different responders.
Difficulties	-ensuring that responders complete CME credits and debrief properly after each call, as these are somewhat new initiatives
Long-term	-each year this can be built upon to ensure that the EFRT office is a space where responders feel comfortable asking any questions.
How	-ensure that CME credits are kept up to date for every responder by making them a team requirement and monitoring them to ensure that they are completed. -ensure that after each call, responders debrief both positive and negative aspects and are able to learn from these experiences. -emphasize both these requirements at trainings and team meetings.
Partners	-exec and senior responders, to lead by example and to spend time teaching the knowledge they have acquired to less experienced responders. -training coordinator, to ensure that CME's are completed and kept up to date.

## GOALS to strive for

List 3 things that you would like to have completed during the summer

- 1) Incorporate new equipments into the packs with a full revision of the protocol.
- 2) Begin ride outs with Hamilton EMS.
- 3) Complete alcohol amnesty program for the beginning of Welcome Week.

List 3 things you would like to have completed during the fall term (1<sup>st</sup>)

- 1) Successfully retrain responders for school year.
- 2) Choose and train the new rookies to EMR standards.
- 3) Maintain a strong PR presence during Welcome Week, such as having Welcome Week reps and a PR table at Clubsfest, to ensure that first years know who we are and how to contact us.

List 3 things you would like to have completed during the winter term (2<sup>nd</sup>)

- 1) Complete mid-year evaluations of responders.
- 2) Prepare and send soph responders to ITLS training in Toronto.
- 3) Manage a well-organized and interactive PR week, including the collaboration between SHEC and EFRT.

If you could jump to the end of your term and were asked to tell someone the highlights of what your department did over the course of the year, what would that include?

There are many things that I would like to accomplish this year. First of all, I would like to increase our presence and approachability with first years on campus, especially through advertising the direct line, 905-522-4135, since the removal of phones from residences make it more difficult for first years to contact us. For approachability, we are hoping to implement an alcohol amnesty program, ensuring that first years in residence and any other students do not ever hesitate to call us in a medical emergency for fear of getting in trouble from residence managers, community advisors, or special constables.

Another highlight of the upcoming year will be the Advanced Medical Life Support course offered to seniors on the team, which current seniors completed in May. This will improve the quality of our care and increase understanding of the medical emergencies on campus, ensuring that we are able to think critically at all calls.

Another highlight I would like to include would be the implementation of ride-outs with Hamilton EMS. This will also help to improve our perspective at medical emergencies and will be a great opportunity for our responders to learn more about professional emergency services.

Finally, I hope to update the equipment in the packs. Possibilities include a new SpO<sub>2</sub> monitor with an automatic blood pressure cuff to supplement our responder's skills and assist at the more emergent calls, and tourniquets to update with the new EMR standards.

## MASTER SUMMARY calendar and checklist

Summer (preparation)	<ul style="list-style-type: none"> <li>- Plan exec re-training and team re-training weekend</li> <li>- Order team supplies, such as new pulse oximeter</li> <li>-Update team protocol and Code of Conduct</li> <li>- Talk with WW planners/PR coordinator to make sure PR events are on track for WW</li> <li>-Begin planning Orientation by speaking with Orientation Committee to implement improvements</li> <li>-Talk with professors regarding speaking to first years in classes</li> <li>-Set up time for Medical Director to come in and do symptom relief or trauma training</li> <li>- Order all orientation equipment</li> <li>- Contact alumni to come in and run re-training/orientation weekends</li> <li>- Speak with CA's at CA training to ensure that they are familiar with our service and that they know when to call us</li> <li>- Implement new alcohol amnesty program</li> </ul>
September	<ul style="list-style-type: none"> <li>- Book radios for orientation weekend</li> <li>- Make sure all orientation documents are prepped and photocopied</li> <li>- Make sure all summer bills are paid for and POs are in at least 2 weeks in advance</li> <li>-Send summer expenses to secretary for VP Admin of the university</li> <li>- Oversee if PR events and orientation planning is well managed</li> <li>-Begin Orientation process with candidate interviews, CPR testing, and SFA testing</li> </ul>
October	<ul style="list-style-type: none"> <li>-Brief team members on Orientation weekends</li> <li>-Ensure Orientation weekends and practice sessions run smoothly</li> <li>- Order new clothing for new team members</li> <li>- Help out with rookie training weekend</li> <li>- Meet with exec members to discuss feedback from orientation</li> <li>- Ensure all paperwork is filled out for new team members</li> </ul>
November	<ul style="list-style-type: none"> <li>- Meet with exec members to discuss feedback from term evaluations</li> <li>- Help prep for MIXER conference</li> <li>- Support new team members transition into the team</li> </ul>
December	<ul style="list-style-type: none"> <li>- Recognize team for the work they have done through Holiday Party</li> <li>- Look into potential large purchases needed for next term/year</li> <li>- Make sure all first term bills and payments are completed</li> <li>- Complete budget review</li> </ul>
January	<ul style="list-style-type: none"> <li>- PR event during Frost Week</li> <li>- Help out with 2<sup>nd</sup> weekend of rookie training</li> <li>- Run mid-year evaluations with all team members, use performance to prepare February training</li> <li>- Send out posting information for exec positions for the following academic year.</li> <li>-Prepare soph responders for ITLS training weekend in Toronto</li> </ul>

February	<ul style="list-style-type: none"> <li>- Prepare for PR week for March</li> <li>- Plan for NCCER and NCEMSF conferences</li> <li>- Run make-up mid-year evaluations if need be</li> </ul>
March	<ul style="list-style-type: none"> <li>- PR week, set up schedule, help PR coordinator prepare supplies</li> <li>- Interview for Director and executive positions for the following year</li> <li>- Prepare transition manual and collect manuals from execs</li> <li>- Draft year-end report</li> <li>- Prepare preliminary budget for upcoming year</li> </ul>
April	<ul style="list-style-type: none"> <li>- Complete final year report</li> <li>- Meet with next year's executive team to transition, and as a group talk about the year</li> <li>- Finish up bill payments/purchase orders</li> <li>- Help plan year recognition night</li> </ul>

Weekly	<ul style="list-style-type: none"> <li>- PO/bill payment at the end of every week</li> <li>- Make sure shifts and exec radio are covered</li> <li>- Review call reports with execs and give feedback to responders</li> <li>- Prepare reports for MSU/SRA as needed</li> <li>- Meetings/check-in with execs</li> <li>- Help responders with optional trainings</li> </ul>
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## COLLABORATION within the MSU

[Please provide an example of where your service can collaborate with a) another MSU Service and b) non-MSU Service (e.g. SRA Caucus, Business Unit, Clubs, etc). Make sure to specify which MSU Service the example is relevant to, how the project or idea is better supported by this collaboration what each can gain from collaborating on the project or idea]

The collaboration between SHEC and EFRT on the annual drunk driving simulation is something that I would love to continue. This takes place in March during EFRT's PR week. It involves obtaining a wrecked car and setting up a table for both EFRT and SHEC in the centre of campus. EFRT simulates responding to a drunk driving car accident, with volunteers from SHEC acting as patients. This helps to promote both EFRT and SHEC services, as it increases awareness for the dangers of alcohol, as well as for the emergencies that can happen if alcohol is abused.

A non-MSU service that we can collaborate with is the student sports medicine therapists that work at DBAC. The majority of our calls are musculoskeletal (MSK), and sports therapists are frequently at the calls we attend. We have begun an attempt to increase our awareness of each other's protocols to ensure that we can better work together at calls. This includes attending the sports therapist trainings and inviting them to attend ours. This allows us to obtain more

information from them on MSK specifics, and allows us to give them more information on emergency situations, such as if a patient goes into shock or has a head/neck/spinal injury.

## FINAL COMMENTS leave nothing out

Finally, I would like to speak to the overall changes and improvements I would like to see implemented with the team this year. In the past year, continuing medical education credits (CME's) were implemented in the form of practice situations, checklists, and written assignments. This increased the teaching environment in the office and led to responders practicing their skills and teaching others more often. I would like to see these CME's continued and refined in the upcoming years. This will include building a reservoir of questionnaires, checklists, and practice situations, as well as improving recording methods and adding greater variety.

To go along with this idea, I would also like to see the improvement in debriefs after each call. This involves the responders sitting and talking about a call immediately afterwards to discuss what was done well and what could be improved upon. This is important for improving the skills of all responders, but it is especially important for new responders to receive feedback on how they respond at calls, as well as to have the opportunity to ask any questions they are concerned about.

Initiatives such as the AMLS course, ride outs with Hamilton EMS, and updating equipment in the packs will help to increase our knowledge and experience of emergency medicine, therefore increasing our ability to teach, learn, and respond to emergencies.