

## Service Overview

- Service Mandate/Mission

MSERT is a student-run volunteer first response team on the McGill campus. Our mission is to provide a free and accessible first aid service to McGill University and the greater Montreal community. As an official training partner of the Canadian Red Cross, we aim to disseminate first aid knowledge and skills to the public, by offering first aid courses and certifications.

- Contact Info

SSMU email: [msert@ssmu.ca](mailto:msert@ssmu.ca)

Executive Director email: [msert.director@gmail.com](mailto:msert.director@gmail.com)

## Activities & Operations

- Key Activities this Semester

Our key activities include various types of shifts, tabling events, and first aid courses. MSERT covers shifts across lower residences including Royal Victoria College, New Residence, La Citadelle, and Carrefour Sherbrooke, as well as upper residences such as Molson, McConnell, Gardner, and Douglas. Responders also staff intramural shifts at the McGill Athletics Centre and Forbes Field. In addition, the team supports several special or external events, including Frosh, Hype Night, Hype Week, and the Terry Fox Run. MSERT holds tabling events such as samosa sales in collaboration with demonstrations on CPR, naloxone and epinephrine administration. Our seven First Aid Instructors run Standard First Aid (16-hour) and Emergency First Aid (8-hour) courses throughout the semester.

- Usage/Participation statistics

Since August, MSERT has covered 317 shifts and responded to 235 calls, which is consistent with call volumes from the past two years. During Frosh alone, responders handled 118 calls, including four 911 calls; of these Frosh calls, 35% involved substance misuse (includes alcohol intoxication), 20% were related to wound care, and 17% involved stings. A total of 107 calls occurred at external events, along with eight in lower residences and three in upper residences.

From September to November, 117 calls were recorded: 52 in lower residences (including seven 911 calls and 28 calls requiring vitals), eight in upper residences, 22 at intramurals, and 35 during special shifts. Of all calls this semester, 32.5% occurred at external locations, and 14.5% were in lower residences. In terms of call type, 32.8% were sudden medical emergencies,

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including cases involving substance misuse, while 23% were musculoskeletal injuries such as sprains, strains, dislocations, or suspected fractures; 11% of calls involved wound care. With Drinking Week in November approaching, MSERT anticipates an increase in call volume.

- Highlights & Success

This semester, MSERT successfully covered a high number of shifts and saw a noticeable increase in external event requests. Recruitment interest remained strong, with 154 applications received for 18 available positions. The first aid instructor team facilitated a significant number of certifications, and MSERT's Instagram continued to post weekly first aid tips every Monday. Additionally, 18 new responders were certified at the First Responder level. MSERT also partnered with OSVRSE to review and update the Sexual Violence Protocol.

- Challenges/Barriers Faces

Residence room allocations were changed in mid-August, resulting in spaces that are substantially less practical and less visible than in previous years. At Royal Victoria College, MSERT was moved to the basement, and all signage directing students to the room was removed; the location is in an all-female wing, which restricts washroom access for male responders. At Molson Hall, the MSERT room was relocated down a long, winding hallway past the common area, reducing visibility and accessibility. Additionally, the equipment room used for external events was moved to the third-floor end of the building at the end of last academic year. Because responders often return from shifts after midnight and need space to debrief and manage equipment, this location poses challenges for both responders and residents.

## Finances

- Budget allocations

[7015-MSERT Budget 2025-2026](#)

- Previous year surplus

\$31,925.12

## Future Plans/Projects

- Upcoming projects this semester (Winter semester)

This winter semester, MSERT aims to certify 500 students in either Standard First Aid (16 hours) or Emergency First Aid (8 hours). The team also plans to begin offering Basic Life Support (4-hour) certifications. Additionally, MSERT intends to extend lower-residence coverage

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to nearby libraries during regular shift hours (6 p.m. to 6 a.m.) so that non-residence students can also access first aid services, with responders stationed at Royal Victoria College.

- Long term goals

Our long-term goals include expanding MSERT's coverage to the entire campus and increasing operating hours with the objective of ultimately becoming a 24/7 service.