

THE ROLE AND THE WIN

Medical Response Team Member

Who do I report to? Safety Coach (During Service: Service Captain)

What is the goal of this role? To provide skilled response to emergent medical needs at our locations, ranging from minor injuries and illnesses to life threatening emergencies

How do I define the wins?

1. **Touch someone's heart today!**
2. **See** – Proactively see hazards and prepare for them.
3. **Connect** – Team members are viewed as approachable and helpful.
4. **Hope** – Provide calm care and leadership in all medical situations and serve consistently.

How do I reach the wins?

1. Be motivated by love.
2. Medical needs are met promptly and skillfully.
3. Interact and engage everyone with a welcoming attitude.
4. Attend trainings and have everything you may need checked and ready before the start of each service or event.

What skills are needed to win?

1. Ability to stay calm under pressure.
2. Be motivated by love to care for people
3. Maintain required licenses or certifications.
4. Understand and accept risks and limitations.

What makes my role valuable to the team?

Medical Response Team Members provide reassurance that in the case of medical emergency there will be someone available to provide immediate First Aid assistance.

