



Policy Objective	The purpose of this policy is twofold. Firstly, it is in place to ensure safety through quality of service to the public at community events. Secondly, it is in place to ensure safety and a quality experience for St. John Ambulance Medical First Responder volunteers by outlining the general training and service standards as well as procedures and guidelines.
Policy Statement	St. John Ambulance is committed to providing Medical First Response services to Canadian communities. This commitment includes training, certifying, and monitoring medical first responders.
Effective Date	April 2006 (<i>Note: this is a phased in program. Complete implementation is expected by December 31, 2006.</i>)
Applies To	All volunteers, instructors and employees affiliated with St. John Ambulance's Medical First Response Services.

Policy Context

St. John Ambulance (SJA) Medical First Response (MFR) Services encompass the training and provision of first aid and health care-oriented service by trained medical first responders. These services are provided at a variety of community-based settings including, but not limited to, public gatherings, sporting and recreational events. Some additional examples of MFR coverage may include:

- a) ski patrol,
- b) volunteer ambulance services,
- c) bike patrols,
- d) campus response,
- e) emergency response during time of disaster, and
- f) patient care services in hospitals and extended health care facilities.

The MFR services and affiliated standards that are undertaken must be approved in advance by the National Office and respective Provincial/Territorial Council based on jurisdictional need, legislation and capability.



Policy Requirements

1. Enrolment Qualifications—SJA Medical First Responders must be at least 18 years of age and be physically and mentally capable of performing the activities that are reasonable for the type of training they will be undertaking and the service that they will be providing.
 - 1.1 SJA Medical First Responders must hold, as a minimum at the time of enrolment, valid standard first aid and Level "B" CPR certificates from a nationally recognized training agency.
 - 1.2 Enrolment equivalency for first aid/CPR qualifications will be considered for professional health care providers in active clinical practice; however, this will not negate the need to achieve additional minimum standards for performing medical first response activities on behalf of the organization.
2. Training Standards—The Advanced Medical First Responder 1 course is a comprehensive training program. Volunteers must, as a minimum, complete this course to be a SJA Medical First Responder.
 - 2.1 General certification requirements—to ensure consistency in training and certification, a student will receive a certificate in Advanced Medical First Responder 1 when she/he has successfully completed the training. See the MFR Training Manual for complete training standards and guidelines.
 - 2.2 Certification requirements for Health Care Professionals and Current Medical First Responders—in recognition of the advanced training of many health care professionals and currently certified Medical First Responders, the National Office has developed a process which permits certain health care professionals to complete a written and practical challenge assessment rather than participate in the entire course. The National Office has also developed a Recertification/Challenge process for currently certified Medical First Responders. Recertification is required every 3 years. See the MFR Training Manual for complete information on these processes.
3. Volunteers, instructors and employees involved in delivering MFR Services must follow the procedures outlined in the MFR Training and MFR Service Manuals.
4. Establishing a medical first response unit—to establish a medical first response unit, an initial assessment should be conducted in the community in cooperation with the local Branch and/or Provincial/Territorial Council to determine:
 - program goals and objectives
 - expected outcomes (benefits and risks)



- financial plan, including anticipated support
- training and resource requirements.

See the MFR Services Manual for complete details and guidelines on how to establish and maintain a Medical First Response Unit.

5. Mobile Medical First Response Units (Vehicle Operations)—Medical First Responders are required to follow the procedures for vehicle operations as outlined in the MFR Services Manual.
6. Reporting Patient Care Information—for their protection and for continuity of care, Medical First Responders must report, in writing, every instance of patient care rendered by them. Medical First Responders must follow the procedures and guidelines provided in the MFR Services Manual.
7. Occupational Health and Safety—threats posed by viral infections such as Acquired Immune Deficiency Syndrome (AIDS), Hepatitis, and Febrile Respiratory Illness have increased awareness of personal safety in the workplace. Medical First Responders must follow the health and safety precautions and procedures outlined in the MFR Training and MFR Services Manuals.

Responsibilities/Accountabilities

The National Office is responsible for:

- developing MFR training and service-related standards

The Provincial/Territorial Council CEO is responsible for:

- delivery and monitoring MFR training and service-related standards and resources, including human resources.

Local supervisor, instructor, volunteer, and employee responsibilities are outlined in the MFR Training and MFR Services Manuals.



Procedures

Complete procedures and guidelines for delivering MFR Services are provided in the MFR Training and MFR Services Manuals.

Resources

MFR Training Manual
MFR Services Manuals

Policy Review

This policy will be reviewed at a minimum of every three years and as required.