



St. John Ambulance Saint-Jean

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To: **National Management Team and Provincial Directors, Community Services**

Subject: **National Operating Policies and Procedures – Community Services” (NOPP-CS)**

Since its inception, many different forms of directives have guided St. John Ambulance volunteers in their day-to-day organizational life. Each was designed to provide commonalities across different geographical jurisdictions while maintaining strong national standards and a clear, visible national identity. Originally, these documents were entitled “Brigade General Regulations” and in the 1990 era were revised into the more flexible format of “St. John Canada Instructions.” Regardless of the decade, each document has always required updating and maintenance to reflect changes in both St. John Ambulance and in Canadian society.

Societal changes, recent changes in our organizational structure and, equally as important, changes in volunteerism in general, have resulted in the requirement to update the policies and procedures under which St. John Ambulance volunteers in Canada operate today. To this end, a working group made up of both senior staff and senior volunteers was formed under the direction of the National Management Team (NMT – Provincial/Territorial Council Chief Executive Officers/Executive Directors) with a mandate of creating a document that reflects modern, best practices in program delivery and volunteer management while respecting the realities of our organizational governance model. These experienced volunteers and staff have spent the past two years consulting with all levels St. John Ambulance across Canada and have conducted an exhaustive review of national policies, external sources and local needs. The end result of this process is a document that has been endorsed by the NMT for implementation in each Provincial/Territorial Council.

Over the coming months, National Office staff will be providing workshops in each Provincial/Territorial Council to introduce volunteers to the new “National Operating Policies and Procedures – Community Services” (NOPP-CS). These sessions may be of interest to instructors and employees as well. Once again, St. John Ambulance has demonstrated bold, innovative leadership through the production of our revised operational policies.

We look forward to your participation in the roll-out of the attached National Operating Policies and Procedures – Community Services in your Province.

Chancellor, the Honourable René Marin

National CEO, Interim Terry Wardrop