

SETTING STANDARDS AND PROTOCOLS FOR NEW PROGRAMS

GENERAL

1. Standards and protocols for training and service delivery have been established to meet the goals of maintaining and improving the quality of community service while ensuring that all programs being delivered are of the highest possible quality. An integral part of meeting the needs of the community is the ongoing development of new training and service delivery programs and continuing evaluation through regular monitoring of the programs and their implementation.
2. St. John Ambulance's responsibility is to provide competent community service to the people in the communities we serve. Only by ensuring that Brigade members receive the highest level of training and assessment can this be assured.
3. New programs must reflect the development of services ensuring uniform standards of training and service delivery throughout the Brigade in Canada. They must set out the minimal guidelines and expectations for the Brigade members' level of service in keeping with the expectations of the communities they serve.
4. New programs may be developed either as a Brigade Specialized Training Module (see StJCI 2-4) or as a new community care service, outside of patient care services. They must be developed only as the needs of the community dictate to provide the level of care or service required for specific community services.

REGISTERING NEW PROGRAMS

5. The St. John Ambulance name and logo immediately lend credibility and legitimacy to any program or service offered to the public. Every program bearing the St. John Ambulance name or logo must be legitimized through registration with either National Headquarters or Provincial/Territorial Headquarters (see paragraphs 8 and 9). New programs not appropriately registered run the risk of having the St. John Ambulance name and logo removed from them.
6. Training and service delivery standards for new programs must be submitted in writing with the following applicable supporting documents:
 - a. course objectives;
 - b. target group;
 - c. needs assessment that has been completed (see StJCI 2-7-1);
 - d. course content and standards;
 - e. prerequisites;
 - f. reference materials; and
 - g. assessment criteria and evaluation process.

7. Training and service delivery standards for new programs may be based upon readily available materials and recognized published certification criteria.
8. New community service programs being adopted by only one or two Councils must be approved through the Provincial/Territorial process set up for this purpose, and the Provincial/Territorial Professional Advisory Committee, if applicable, where one exists.
9. Before any new community service program can be adopted nationally, it must be approved by the National Training Officer, who is responsible for ensuring the program's standards are reviewed and submitted to the National Professional Advisory Committee (PAC) for additional review, if applicable. A new program must be adopted for use by at least three Councils to be considered a National program.
10. Insurance coverage of community service programs and their participants will be arranged only after appropriate approval (Provincial/Territorial or National) has been given. If the program is within only one or two Councils, confirmation of Provincial/Territorial approval must be sent immediately by the appropriate Council(s), in writing, to the Director of Volunteer Support at National Headquarters so that adequate insurance coverage can be arranged.

PREREQUISITES

11. To ensure consistency in training and prerequisites, members must complete any pre-course materials identified for the program. This is to ensure the member has obtained the minimal level of skills and knowledge required to take part in any specialized training.
12. To be eligible to attend instruction in the use of specialized patient care equipment or techniques, members must be at least sixteen years of age and be currently certified to at least BTS Level 1 (see StJCI 2-4).

ROLE OF THE TRAINING OFFICER

13. Training Officers must ensure that suitably qualified instructors are used for training in all St. John Ambulance programs. The members must have the opportunity to practise their skills to make the program effective and beneficial to both the member and the community in which they are expected to perform their skills.
14. The Divisional Training Officer (DTO) or equivalent is responsible for arranging appropriate instructors and evaluators for their respective units, and to ensure all remedial requirements are undertaken.

ROLE OF THE INSTRUCTOR

15. The Instructor is responsible for assisting the member through the most effective use of the course materials and the creation of an atmosphere that is conducive to learning. Comprehensive course materials, the willingness of the member to learn and the competency of the instructor are the ingredients required to make learning a valuable and effective experience.

EVALUATION PROCESS

16. To be certified in the specific use of specialized equipment or techniques, or to deliver a new community service, members must undergo an evaluation process that follows the standards laid out in the program. The standards to be followed when conducting an evaluation must contain the standards in the reference material provided for the program and should include a thorough review of the training standards, review of administrative procedures and paperwork, both theoretical and practical assessments of skills, and remedial work for areas of weakness.