



NATIONAL OPERATING POLICIES AND PROCEDURES — COMMUNITY SERVICES —

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DID YOU KNOW that *St. John Canada Instructions – Part 2, Volunteers* has been replaced with a new publication called *National Operating Policies and Procedures – Community Services*?

Formerly called *Brigade Regulations* and then *St. John Canada Instructions – Part 2, Volunteers*, the newly released *National Operating Policies and Procedures – Community Services* (NOPP-CS) manual replaces all the previous directives that guide the volunteers and staff in their day-to-day working practices.

The November 2004 issue of *Did You Know* featured a brief update on the proposed revision. The goal was to simplify and clarify the policies and procedures related to volunteer management and our community service programs. The new NOPP-CS manual has accomplished just that. This manual is user-friendly and contains operational policies and procedures which are universal across all SJA Community Services activities. The National Management Team (NMT) has endorsed the document for implementation in each Provincial/Territorial Council. The intent of the policy layout is to improve the services we provide to our communities, to provide an improved and modern organizational image and to protect the health, safety, and overall well-being of those that we serve as well as our most valuable assets – our volunteers.

The policies are organized according to administration, human resources and specific service areas. For example, the core Community Services programs (Medical First Response Services, Therapy Dog Program, and the Youth Program) each have their own section and related manual.

The policy template featured in the Introduction Section of the NOPP - CS clarifies how each policy is set up and the rationale behind it. Each policy clearly outlines the difference between the policy and the procedure. It includes definitions (where required), policy requirements, areas of specific responsibilities and accountabilities, procedures/guidelines, resources (where applicable), and the policy review timeline.

A customizable *Orientation Guide for Community Services* is also included in the manual. This can be used with any existing Council-specific procedures or as a stand-alone document.

The National Director of Community Services will be providing workshops for Provincial/Territorial Councils to introduce volunteers and employees to the new NOPP - CS. In the meantime, you will find the complete policy manual content on the SJA Intranet in the Community Services Folder.

We look forward to receiving your comments and suggestions through your Council Office.

DID YOU KNOW?

AN INFORMATION SHEET FOR ST. JOHN AMBULANCE