



ST. JOHN CANADA INSTRUCTIONS

November 2004

Vol. 11 No. 11

DID YOU KNOW that we are considering changing the title of our national policy and procedure reference manual currently referred to as St. John Canada Instructions?

Basic Principles

We find ourselves in a new age with new norms. The StJCI Working Group has therefore undertaken the gargantuan task of reviewing all of our policies and procedures related to volunteer management and our community service programs with an overall goal of simplification and clarification.

It is the intent of this exercise that SJA ends up with an updated set of policies and procedures taking modern best practice into account. We will also reflect newer structures and positions present in most councils across the country. With regards to the organizational structure of community services, each Council will be left to determine the structure that best allows them to deliver the services. The Working Group will, however, offer suggestions or recommendations for structural changes at the council level. It goes without saying that National Office and the Working Group are always available for consultation.

Work to Date

The following is a brief outline of steps taken as well as those to come:

- Have reviewed current policies and identified areas requiring updating or improvement
- Each of the core programs (Medical First Response, Therapy Dog, Youth, Emergency Planning and Preparedness) will have its boundaries and operational policies outlined in stand-alone service program manuals
- Existing program manuals and instructor guides will have to be re-written and will require routine updating pending resource allocation in upcoming fiscal year(s)
- All general human resources (HR) issues related to volunteers will reside in one document (those that are common to all service programs)
- An orientation booklet or handbook, easily customized by every council to suit their needs, is being drafted
- All standard administrative, screening, registration forms, etc. are being redesigned to reflect new privacy legislation
- Individual pieces of the new national operational policies and procedures are disseminated to councils for feedback as they are prepared
- Presentation of cumulative results to Priority Council anticipated in June 2005
- National roll-out of new StJCI to be planned for 2005

The attached charts depict completion status of the project.

DID YOU KNOW?

AN INFORMATION SHEET FOR ST. JOHN AMBULANCE MEMBERS



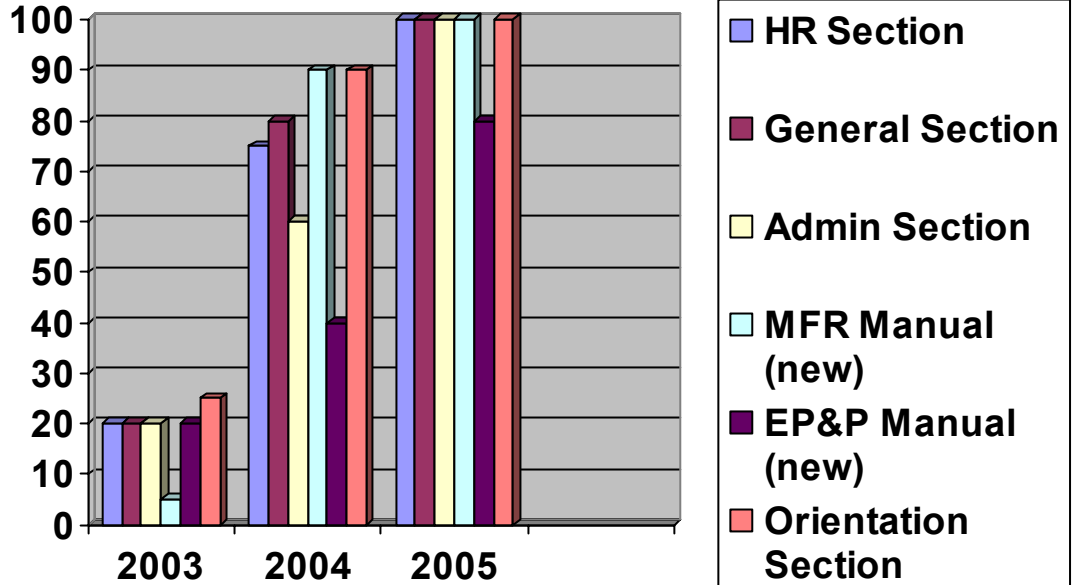
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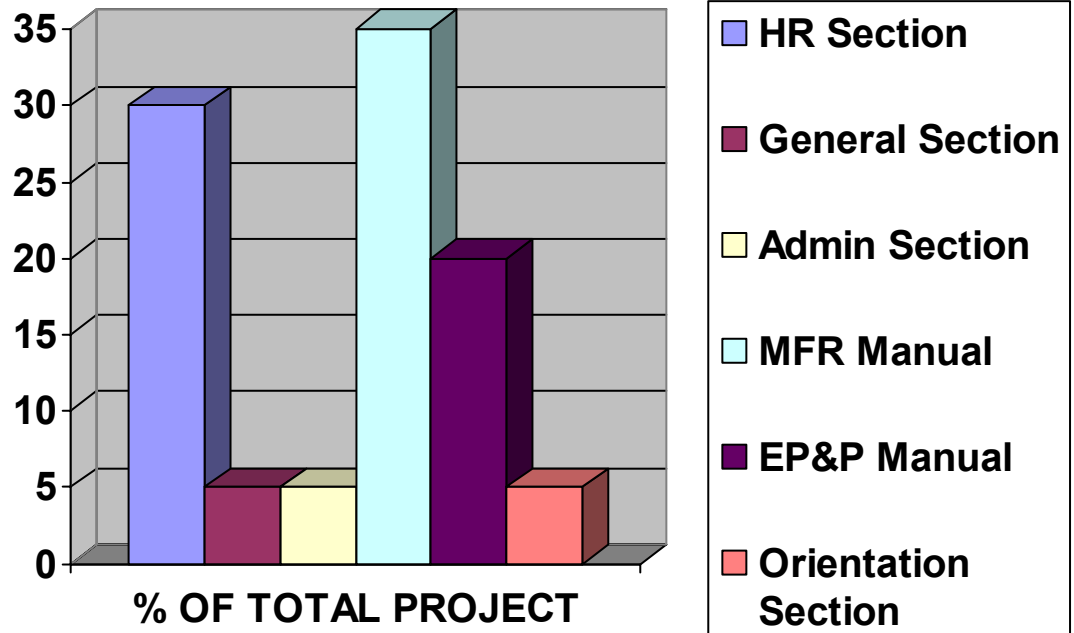
Functional Area Progress Chart

This chart depicts the percentage of progress made in each of the sections of the policy review.



Overall Project Components

This chart depicts how much work (in percentage along left axis) is required to produce each of the individual components of the overall project.



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