

St. John Ambulance

Our Way Ahead

Community Services
2003

November 2003

In May of 2002 the Ontario Community Services Task Force released its report on the strategic direction of Community Services in Ontario. One of the key recommendations from that report addressed the need to review the organizational structure of Community Services to ensure that it is client-oriented and that it best facilitates the delivery of programs and services (taking into account other St. John Ambulance organizational relationships).

In response to this recommendation a strategic working group was formed in November 2002, comprised of members of the Provincial Community Services Committee, to develop recommendations for the future direction of community services support.

Over the past year the working group has, in consultation with multiple stakeholders, reviewed the current support provided to Community Service delivery. The result of this review was the development of key strategic recommendations that were received by the Council Board of Directors on November 27, 2003 for integration into Council's strategic direction ~ Our Way Ahead.

These key recommendations are:

- To shift the focus of local volunteer support from the current District level to the new Administrative Centre and local branch levels.
- To integrate the current multiple organizational reporting structures into one organizational structure designed to facilitate and support the delivery of all St. John Ambulance programs and services in Ontario.

In early 2004 progress will accelerate on the formation and consolidation of Administrative Centres to support St. John Ambulance operations within communities. Community Service operations (patient care, therapy dog, youth, CRT, etc.) will shortly be consolidated under this structure as Administrative Centres are rolled out.

Volunteers (administrative and service-oriented) will respond and be responsive to volunteers; local Community Service providers will respond to local Community Service leaders; and local Community Service leaders will respond to Branch volunteer boards and where applicable Administrative Centre boards. Paid staff will continue to provide valuable support, guidance and direction to volunteers, especially in the areas customer relationship management, resource development, and risk management.

This devolving of support to the local level will also result in new volunteer roles and opportunities at the Administrative Centre level to support local volunteer development and Community Service delivery.

We plan to keep you informed with regular communications that will include time lines, work plans and progress reports and more information will follow shortly. These are exciting times for St. John Ambulance and we thank you for your support in moving St. John ahead.



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