


Glossary

Applicant	An individual who is seeking to work as a volunteer for St. John Ambulance either as a youth leader or youth member.
Cadet	A St. John Ambulance member between the age of 11 and 15 who holds, as a minimum, a valid Emergency First Aid Certificate.
Cadet Officer	St. John Ambulance Cadet Officers are persons who hold positions of trust with youth members and whose role is to keep youth members interested and encourage them to make the most of their opportunities as members of St. John Ambulance.
Client	People who receive services from St. John Ambulance, including participants, casualties, patients, organizations. The word client is used as the collective, generic term for these groups.
Coaching	A directive process by a leader to train and orient a volunteer to the realities of their job and to help the volunteer remove barriers to optimum work performance.
Counselling	A supportive process by a leader to help a volunteer define and work through personal problems that affect job performance.
Counterfoils	<p>Bottom tear-off section of the Proficiency Badge Subject Certificates.</p> <div style="display: flex; align-items: center; margin-top: 10px;"> <div style="margin-right: 10px;">Tear-off ⇒</div> <div style="margin-right: 10px;">Counterfoil ⇒</div>  </div>
Crusader	A St. John Ambulance member between the age of 16 and 20 who hold, as a minimum, a valid Standard First Aid Certificate.

Delegation	Giving someone the freedom, authority and responsibility to achieve an agreed-upon result. It is more than assigning work.
Duke of Edinburgh's Award	A program whose purpose is to challenge young Canadians between the age of 14 and 25 to achieve personal goals designed to advance their physical, mental, and spiritual welfare and thus to enhance good citizenship.
Duty	A legal obligation which one person owes to another to do (or not to do) something. For example, all drivers have the legal duty to drive carefully and to follow the rules of the road when they drive. They owe this duty to anyone who might be injured by their careless driving.
Duty Of Care	A legal principle which identifies the obligation of individuals and organizations to take reasonable measures to care for and to protect their members from harm. Since St. John Ambulance youth are considered vulnerable because of age, that duty becomes more intense and the standard higher.
Eligibility for Service Awards	Replaced the term "efficiency" to define annual eligibility to qualify for Service Awards and the Service Medal of the Order.
Evaluation	The process of regularly collecting and examining information. Evaluation results are used to make decisions, solve problems, make estimates, and form opinions.
Goal	General statement about describing desired objective or destination of your efforts.
Grand Priors' Badge	Awarded by the Order in the name of the Grand Prior after achieving twelve proficiencies. It is a vehicle for developing a broad range of skills within the youth program of the Brigade.
Junior	A St. John Ambulance member between the age of 6 and 10.
Leadership	A combination of skills that help a group reach its goals, encourage members to work well together and help the group adapt to changes in its environment.

Liability	The duties, obligations or responsibilities imposed on a person by common law.
Motivation	To stimulate interest to influence a person to act, by discovering what will interest them and offering it to them. Giving people the opportunity to do what they like to do.
Occupier's Liability	Requirement that a person or an organization in possession of premises owes a duty of care to those who come on the premises. The person or organization must take reasonable care to protect them from harm that might come about through their programs, on their premises and at the hand of other people (third parties) on the premises. Example; ensure safe activities, proper supervision, no dangerous tools or objects, age-appropriate activities, steps are cleared of ice, potential hazardous chemicals are locked away, etc.
Philosophy	The most general beliefs, concepts, and attitudes of an individual or group.
Police Records Check	The process of securing information from the police about individuals; also the form or report in which this information is provided. A variety of terms are used across Canada including clearance, criminal records check, criminal reference check, police screening, CPIC, CPIC check, and police clearance. St. John Ambulance uses the generic term "police records check."
Policy	A definite direction or course of action agreed upon by the appropriate decision-making body, for the purpose of guiding the membership in its actions.
Position Description	A written document that answers questions a candidate may have about a position. A position description acts as a yardstick against which to measure appropriate skills of the candidate, serves as standard guide for recruiters, acts as a checklist for future training needs, provides a framework for evaluation and helps maintain continuity of tasks within a position. Position descriptions lend a professional edge to working with volunteers, help define gaps between qualifications and responsibility level while respecting the professionalism of the volunteers.

Position of Trust	Identifies a setting in which someone is placed in a position of authority over another person and because of age, infirmity, or temporary or permanent circumstances, has some degree of power or influence over them. Youth leaders of St. John Ambulance are in positions of trust with their Junior and Cadet members.
Principle	A fundamental law, doctrine or assumption; a rule or code of conduct.
Procedure	A series of steps followed in a regular order.
Proficiency	Talent, capacity, capability or aptitude in a number of subjects.
Proficiency Badge Program	Leads to the award of the Grand Priors' Badge and is designed to occupy the interest of Brigade youth over a number of years and to develop initial competence and confidence.
Purpose	The overall mission or vision; the need or goal St. John Ambulance strives to serve.
Risk Management	An important aspect of managing a program whose first principle is to do all you can to prevent problems from occurring, Through a continuous process of patrolling activities and identifying the liability exposure they generate (e.g. personal injury liability); by measuring the exposure for their significance (e.g. threats to life, potential financial loss); identifying priorities within the exposures (e.g. minimal exposure but devastating loss); and the introduction of controls or other measures to eliminate or reduce exposures.
Screening	Any one, several, or all the procedures St. John Ambulance uses to evaluate and make judgements about the suitability of an applicant to a volunteer position or engaged in volunteer work or to continue to work on behalf of St. John Ambulance.

Vulnerable person	An individual who has difficulty protecting themselves and who is therefore at greater risk of harm. People may be vulnerable because of age, disability or handicap, or circumstances. Vulnerability may be a temporary or permanent condition.
Youth	St. John Ambulance youth are between the ages of 6-20 and are involved in St. John Ambulance Youth programs.
Youth Leader	A non-ranked person who holds a position of trust in the St. John Ambulance Youth Program and whose role is to keep youth interested and encourage them to make the most of their opportunities as members of St. John Ambulance.

