



# DID YOU KNOW?

AN INFORMATION SHEET FOR ST. JOHN AMBULANCE MEMBERS

## THE TIDES OF CHANGE

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**DID YOU KNOW** that transformation is unique in two critical ways? First, the future is unknown at the start of the change process and can only be created by forging ahead with the intent to discover it. Second, the future state is so radically different than the current state that a shift of mindset is required to invent it, let alone implement and sustain it.

The onset of change for St. John Ambulance has opened the door to an important component of transformation strategy – its members, volunteers and staff. Our behaviours, skills and actions throughout this change process will set the foundation of our new and stronger presence throughout Canada.

Since the Task Force reports were tabled, reported on and accepted at the recent Priory Chapter meetings held in Ottawa, many comments in great support of the coming transition period have been made. Others have expressed fear and concern about what they think will be the demise of a long-standing Canadian philanthropic organization. The following may help address some of the questions we have received here at National Headquarters:

What the change process will do.....

- It will retain the rich history and culture of the organization while revitalizing its image.
- It will require Executive Directors to be responsible and accountable for all charitable and business activities within their council.
- It will require that the Priory Council endorse a model of management whereby the Board of Directors of all Councils of St. John maintain their overall responsibility. All St. John operational issues, activities, programs and resources are the responsibility of paid St. John staff as defined in the previously approved Memorandum of Understanding. Further discussions are under way with the Executive Director Management Team.

What the change process will not do.....

- It will not take away the uniform. We will, however, be looking at an updated uniform in order to maintain a common look across the country.
- It will not give NHQ control over your day-to-day operations. NHQ's function remains that of supporting you in your community services activities.

The change process has not yet been finalized but work will begin early in the New Year. The process will be consultative in nature and you will be kept informed along the way.

Check out the SJA intranet site to view a copy of the recently signed cooperation agreement. The creation of these Guidelines for Cooperation amongst the signatories confirms our intent to work together to ensure optimal service is provided to victims of emergencies and disasters.

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