

DID YOU KNOW?


AN INFORMATION SHEET FOR ST. JOHN AMBULANCE MEMBERS



NEW COMMUNITY SERVICE PROGRAMS

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 **DID YOU KNOW** that new programs for community services are usually developed at the local level and eventually grow into national programs? St. John Ambulance is known as a provider of first aid services, but it has begun to branch out into other forms of community service. The Juniors Program and the Therapy Dog Program are wonderful examples of grassroots initiatives that blossomed.

It is essential that new programs be developed only as the needs of the community dictate. See StJCI 2-7-1 and the December 1998 issue of *DID YOU KNOW?* on "Community Needs Assessment" for detailed information on how to determine the needs in your community.

Standards are essential. They ensure that:

- programs are of the highest possible quality;
- training and delivery of the programs are consistent;
- evaluations and monitoring are part of every program; and
- the public receives the service they have come to expect from St. John Ambulance

St. John Ambulance is a large, multi-faceted organization that has gained recognition and credibility with the Canadian public. Using the St. John Ambulance name and logo immediately lends credibility and validity to any program or service offered to the public. Because of this, every program using the St. John Ambulance name or logo must be legitimized:

- ◆ every new community service program used at the local level must be registered with the appropriate Council;
- ◆ new community service programs being adopted by only one or two Councils must be approved through the provincial/territorial process set up for this purpose;
- ◆ before any new community service program can be endorsed nationally, it must be approved by the National Training Officer, who is responsible for reviewing the program's standards;
- ◆ to be considered national, a program must be adopted by at least three Councils.

St. John Ambulance provides a comprehensive insurance policy for all its volunteers. To guarantee that you are insured, the program for which you are providing volunteer service must be registered. Be sure that the program you are currently using has been registered.

To register your new community service program, training and service delivery standards must be submitted in writing to your Council, with the following applicable supporting documents:

- ⇒ course objectives;
- ⇒ target group;
- ⇒ completed needs assessment;
- ⇒ course content and standards;
- ⇒ prerequisites;
- ⇒ reference materials; and
- ⇒ assessment criteria and evaluation process.

For more information, see StJCI 2-5-1 on *Setting Standards and Protocols for New Programs*.