

A photograph of paramedics in red and white uniforms attending to a patient on a stretcher. The scene is outdoors on a paved surface. The paramedics are wearing blue gloves and are focused on the patient. The background is slightly blurred, showing more people and equipment.

*St. John Ambulance*

*Eleanora MacPherson Combined division #321*

# *Orientation Booklet*

*Revised:  
August, 2010*



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*Welcome from the Superintendent*

*Welcome to the Eleanora MacPherson Combined Division #321 of the St. John Ambulance Brigade. Each year our members provide over 10,000 hours of community service in the St. John's area. We're glad you've decided to learn a little more about our division. Our division is open to individuals over 16 years of age and interested in becoming Medical First Responders committed to maintaining a high standard of patient care and individual training.*

*Our division is the oldest division in Newfoundland and Labrador and has an honorable history of service to the people of St. John's and area. We hope that you will join our ranks and help continue our efforts.*

*We have put this booklet together to answer the most common questions asked by new members such as you. It is by no means meant to cover every possible topic, so if it does not answer all your questions please feel free to ask one of the members of your executive.*

*Once again welcome and I hope that the time that you spend in St. John is both enjoyable and rewarding.*

*Yours in the Service of Mankind,*

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*Linda Kelly MD  
Divisional Superintendent  
Division #321*

### *Enrolment*

Membership in our division is open to men and women 16 years of age and older. No previous training is required but would be an asset. When you express an interest in joining the division you will be asked to attend our regular bi-weekly meetings where you will meet with the Divisional Staff Officer. You will be required to complete the provided application form, obtain three references, and a certificate of conduct from the RNC or RCMP. These can be requested by visiting RNC headquarters or your local RCMP detachment. The division will provide you with a letter indicating your interest in volunteering with St. John Ambulance, and the certificate of conduct will be provided free of charge. The RNC will mail a copy of the certificate of conduct to our Staff Officer; this is the only copy that will be accepted by the division for the enrolment process. If this is a problem, please speak with the Divisional Staff Officer. All inquiries will be held in strict confidence. Once your paperwork has been reviewed, two members of the division executive will conduct an informal interview.

### *Probation*

Once accepted into the division all members will serve a six month probationary period regardless of their qualifications. During this time, you will still be encouraged to attend training sessions, brigade functions, and community service events. After the six month probation period has passed an informal meeting will be held to review your probationary period and to ensure your expectations have been met.

### *Member Conduct*

All members of St. John Ambulance are expected to conduct themselves in a professional manner at all times. Poor conduct reflects poorly on you, your fellow volunteers, and the division as a whole.

### *Confidentiality*

Any questions or requests for information pertaining to a casualty from friends or the media should be referred to the member-in-charge. **Under no circumstances are details of any treatments to be discussed with the general public or media!** This is a legal liability! All of our patients are legally entitled to confidential healthcare. Members of the division are not to release any information regarding treatments to event organizers. The only information that can be released by the member-in-charge is the number of treatments that we have performed.

### *Professionalism*

Portraying a professional image is very important to St. John Ambulance. In order to maintain this impression, smoking should be done in an area out of public view. Maintaining a high level of personal hygiene is also vital. Keep hair neat (long hair should be put up or tied back). Men should be clean-shaven unless they have a beard or mustache.

Profane language and sexual innuendos are unprofessional, impolite, and will not be tolerated. If you are involved in a personal relationship with another member of the brigade, we do not want to observe evidence of this while you are volunteering at community service events.

St. John Ambulance has a National Privacy Policy that must be followed by all members, you will be provided with a copy of this and be required to sign it to volunteer with St. John Ambulance.

## **Uniform**

St. John Ambulance members are required to wear the appropriate uniform at all times while performing community services activities and it is the responsibility of individual members to obtain their own uniform. Before purchasing a uniform, see one of the members of the executive and they will recommend some places where a uniform can be purchased.



### **Uniform Items**

The St. John Ambulance uniform consists of a white dress shirt (more information below), black pants, black socks, black shoes, black outer jacket, and in the winter a clip-on tie. Only clip-on plain black ties may be used for personal safety reasons. The pants should be dress pants (not sweat-pants, wind pants, or black jeans). Black cargo pants are a popular choice. In the summer, members are also permitted to wear black dress / golf shorts that reach to the knee. Socks must be black, without colored patterns. In the winter, it is permissible to wear other socks as long as they are not visible or you wear black over them. Footwear must be black. Boots or shoes are fine as long as they are of plain design. Black sneakers are not permitted. Military or industrial-style boots with a steel-toe are the most popular and are highly recommended.

The division maintains a stock of uniform jackets at the garage for your use. These jackets are to be left in the closet in the garage after an event and should not be taken home unless you are taking other equipment to use for an upcoming event. Our jacket inventory is limited and we have a large membership so your cooperation is necessary.

Division members are also provided with high visibility red vests while volunteering at community service events. Again, our supply is limited and should be left in the closet in the garage at the end of an event.

Members not adhering to the uniform policy may be asked to leave the community service event by the member-in-charge.

#### **Winter Uniform**

White Shirt (long or short sleeve)  
Black Pants  
Black Socks  
Black Shoes or Boots  
Black Tie (clip-on)  
Black Outer Jacket

#### **Summer Uniform**

White Shirt (long or short sleeve)  
Black Pants or shorts  
Black Socks  
Black Shoes or Boots  
Black Outer Jacket

## **Shirt**

When buying a shirt specifically for duty, we require one with breast pockets and epaulets (button down shoulder flaps). Once you purchase your shirt, the division will provide you with your epaulet covers and shoulder flashes. The shoulder flashes should be sewn, centered, onto the arm of the sleeve, two finger breadths below the shoulder seam. The shirt should also have a button at the neck to accommodate the clip on tie. The shirt can be either long or short sleeve.

### *Designation of Rank*

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*Members with a designated rank within the division will have their rank displayed on their epaulet cover. Division Officers (executive members) will wear two or three silver pips and non-commissioned officers will wear two or three chevrons indicating the rank of corporal or sergeant respectively. Non-commissioned officer ranks are no longer awarded within the division, however, members who currently hold the ranks of corporal or sergeant still wear their rank designation.*

### *Professional Designations*

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*Members of the division who are certified medical doctors, registered nurses, paramedics, and licensed practical nurses may wear an appropriately colored insignia on their epaulet cover. This insignia consists of a metal or cloth bar attached above and parallel to the stitching at the base of the epaulet. The following colors indicate which professional designation an individual member holds; medical doctors – gold, registered nurses – red, paramedics – blue, and licensed practical nurses - green.*

*Other items identifying you as a type of medical professional should not be visible while volunteering. These include non-St. John Ambulance uniform patches, professional identification tags and clothing. Although we appreciate the experience and expertise that medical professionals bring to our membership, the scope of practice of these medical professionals will be limited to that of a Medical First Responder and guided by our provincial training standards and medical control policies. Members are not permitted act according to their own professional medical license or medical control policies.*

### *Decorations / Service Bars*

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*Members of St. John Ambulance are entitled to wear only medals of a recognized Canadian order. More information on the wearing of medals can be found on the Government of Canada website or by contacting a member of the executive.*

*Service bars are awarded to members of St. John Ambulance in recognition of three, six, and nine years service. These bars are worn only on long sleeve uniform items are sewn one inch above the cuff.*

*St. John Ambulance instructor badges are worn only on long sleeve uniform items and are sewn one inch above the cuff in absence of service bars. If service bars are also worn, they are located approximately one inch above the bars.*

## *Community Services (“Duty”)*

*Providing first aid coverage is the main focus of our brigade. Duty is filled at each of our bi-weekly meetings. People who attend these meetings get first choice to fill any upcoming duties for the following two weeks. If you have committed yourself to a duty, you are required to attend. If you find that you are unable to fulfill your commitment, you are obliged to replace yourself with another member of equal or higher training. The Divisional Community Services Coordinate (“Duty Officer”) should be advised of the change. Obviously, there are situations when this procedure can be flexible. If there are extenuating circumstances, inform the Duty Officer (or another executive member) of your situation as soon as possible.*

## *Your First Duty*

*On your first duty, you should arrive at the duty site at the arranged time. Most of our larger duties originate from the garage, but sometimes members will meet directly at the duty site. When you meet with the other members, the member-in-charge will pair you up with a senior member. If you meet at the garage for duty, all the gear will be checked before leaving. This would be a good time to get to know the layout of the kits and familiarize yourself with the equipment the division has. You will NEVER be alone on duty. The division works in teams of two at all times. It is NEVER appropriate for a new member to be placed out on duty alone. If you arrive at a duty site and find you are the only member there you must contact the Duty Officer or other member of the executive immediately. Sometimes in the run of a duty some senior members may cover a position by themselves. However, these members will not conduct patient care on their own. There will always be members close by.*

## *Qualifications*

*To volunteer for community service events a member must be 16 years of age or older. Completion of the Advanced Medical First Responder Level I program is required for independent patient care. It is the responsibility of all members to make sure that their certificates are up to date. If your certificates are expired, or about to expire, the Training Officer must be notified as soon as possible. You will not be permitted to volunteer for community service events with expired training. See the training section for more information about training. Completion of the “Just Sayin” Human Rights workshop is also mandatory before volunteering.*

## *Duty Report*

*The duty report is filled out prior to each duty by the member in charge. All documentation pertaining to a particular duty is attached to this form at the end of the duty and placed in the locked drawer in the Brigade office. The duty report form can be found in Appendix A (page 15).*

## *Checklists*

*Checklists for each first aid kit, oxygen kit, and vehicle are located in the garage and are filled out before leaving the garage for all duties. These lists itemize the content of the kits. Filling out these lists is a great way to learn where gear is located and familiarize yourself with the division’s equipment. At your first couple of duties you will likely check out the kits with a senior member. Completed checklists should be signed and given to the member-in-charge before leaving the garage.*

### *Executive*

*The division executive is an elected body that consists of seven officers. These members are responsible for ensuring the division conducts business in an effective manner while adhering to national and provincial policy. Members of the executive are elected by the division as vacancies occur. Nominations for positions take place over two meetings and voting will take place on the last night of nominations and during the next meeting. Members must be in good standing to vote and be present at the meeting.*

### *Divisional Superintendent*

*The Superintendent is responsible for organizing the division to ensure a smooth and effective team operation, and to represent the interests of the division. The Divisional Superintendent is part of the executive and provides leadership to the executive and division as a whole. The Divisional Superintendent is appointed by the St. John Ambulance Provincial Council.*

### *Divisional Administration Officer*

*The Administration Officer is responsible for financial matters, records, and the filing of reports. He or she is also responsible for ensuring that the division follows national and provincial regulations when conducting community service events. The Divisional Administration Officer serves as the point of contact for the community regarding financial matters and contracts.*

### *Divisional Community Services Coordinator (“Duty Officer”)*

*The Duty Officer is the point of contact for the general public to request coverage of an event. The Duty Officer maintains records of member duty hours, member attendance, and events covered. The Duty Officer is also responsible for staffing community service events. If there are any problems with duty coverage or your record of duty hours, the Duty Officer will correct the issue.*

### *Divisional Medical Officer*

*The Medical Officer is responsible for providing advice on medical matters within the division. The Medical Officer must be a licensed Medical Doctor in Newfoundland and Labrador who is actively serving in his/her profession. Currently, the Medical Officer oversees the division’s Hepatitis B and Influenza vaccination program. Records regarding these programs are also maintained by the Medical Officer.*

### *Divisional Staff Officer*

*The Staff Officer is responsible for maintaining records regarding new and current members of the division. The Staff Officer meets with new members of the division at their first meeting and gives them all the appropriate information for joining the division. The Staff Officer also checks submitted paperwork, organizes interviews for new members, and conducts reviews at the end of a member’s probationary period.*

## *Training*

All first aid training is provided free of charge to members. All that is required from our members is the commitment and time to become certified. The following is a list of courses that are required by the division to perform community service. Any questions about these courses can be directed to the Divisional Training Officer.

### *Advanced Medical First Responder Level I (AMFR I)*

All members within the division are eventually required to possess a valid Advanced Medical First Responder Level I certificate from St. John Ambulance. This course provides training in basic and advanced first aid skills, patient assessment, spinal immobilization, oxygen administration, automated external defibrillation, and CPR. This certificate is valid for three years with annual training required for other certificates obtained during this course.

This course is usually held over two consecutive weekends and is offered according to member requirements.

### *CPR*

Members of the division are required to maintain a valid Health Care Provider (HCP) or higher CPR certificate. This certificate is awarded with the AMFR I certificate and is also available as a standalone course for re-certification. Members learn infant, pediatric and adult airway management, choking, artificial respiration, and CPR.

This course is offered according to member requirements.

### *Oxygen Administration*

Members of the division are required to maintain a valid oxygen administration certificate. This certificate is awarded with the AMFR I certificate and is also available as a standalone course for re-certification. Members learn how to administer oxygen during a medical / traumatic emergency, about the equipment used, and more advanced airway management skills. While the certificate received from Provincial Council is valid for three years, the division requires you to complete annual re-certification.

This course is offered according to member requirements.

### *Automated External Defibrillation*

Members of the division are required to maintain competency in Automated External Defibrillation (AED). This certification is now included in the HCP CPR course. Members learn the use of AED to treat sudden cardiac arrest in the pre-hospital setting while maintaining high quality CPR. Defibrillation is the first line treatment for cardiac arrest and is key to patient survival. After completion of HCP CPR, members are required to complete a six-month practice. Recertification occurs annually combined with the HCP CPR course.

This course is offered according to member requirements.

### *Attendant Training*

Attendants are usually senior members in the division who are required to go on duty with the Mobile First Aid Post. These members possess valid AMFR I, AED, CPR, and Oxygen certificates and have also completed a one day attendant training workshop. Any member is welcome to attend this one day workshop, but only senior members chosen by the executive will be allowed to serve in this position.

This course is offered according to member requirements.

### *Re-Certification*

*All members are required to maintain a valid Advanced Medical First Responder Level I or higher first aid certificate regardless of professional qualification. AMFR I certificates are valid for three years after completion of the course. Members are required to recertify oxygen therapy, automated external defibrillation (AED), and CPR on an annual basis. Please note, members are also required to complete a six-month practice to maintain AED certification.*

### *“Just Sayin” Human Rights Workshop*

*All members of St. John Ambulance are required to attend the “Just Sayin” Human Rights Workshop. This workshop outlines the policies of St. John Ambulance regarding appropriate behavior and conduct while involved in St. John Ambulance events. Each member will also receive a manual that outlines St. John Ambulance’s national harassment policy as well as how such complaints should be filed and how they will be dealt with by the division’s Executive and Provincial Council.*

### *Problems on Duty*

*Any member experiencing unexpected problems on duty will be required to follow the St. John Ambulance guidelines for filing complaints. All complaints should be submitted in writing, as verbal complaints will not be considered unless they fall under the national harassment policy as outlined in the “Just Sayin” Human Rights Workshop. Other complaints require an incident report form to be filled out and are available in the garage. These reports can be placed in the locked drawer in the brigade office or delivered to a member of the executive. Details of any complaints are kept confidential and will only be disclosed to other parties involved as required by national policy. Incident report forms are located in the garage, on the division website, or in Appendix B of this booklet.*

## ***Vehicles***

Our division maintains a fleet of three vehicles. To drive the Mobile First Aid Post, the Major Event Unit, or the Personnel and Equipment Transporter, you must be a member of the division for one year, be 21 years of age, have a clear driving record, and be accepted by the Provincial Council's vehicle insurance company. Specific details for each vehicle can be found below. A mileage log is maintained for each vehicle and will be updated when a vehicle leaves and returns to the garage.

### ***Mobile First Aid Post (MFAP or SJ-1)***

The Mobile First Aid Post (MFAP) is used primarily for larger duties that require a stretcher and personnel. It is important to realize that while this vehicle is set up like any other road ambulance in the province, it is not registered with the Department of Health and Community Services and will not be used to transport a casualty unless specifically directed by a 911 dispatcher. To drive the MFAP, a full class 4 license is required. The MFAP will only be operated with a maximum of six members, including the driver.



This vehicle will only be operational at duties with a minimum of a driver, an attendant (see This course is offered according to member requirements.

Attendant Training page 11), and a third member.

### ***Major Event Unit (MEU)***

The Major Event Unit was designed by our division to give members a more flexible mobile first aid post. This vehicle is sent out on longer outdoor duties to give members a warm, dry location in which to work. The MEU has a microwave, coffee-maker, kettle, and water. A command area is located in the front of the patient compartment which includes a desk, cellular phone, and a St. John Ambulance UHF radio. The MEU is also equipped with an electric generator.

### ***Personnel and Equipment Transport (PET)***

The PET was acquired by the division to serve primarily as a support vehicle for the Major Event Unit. With the ability to carry up to a maximum of seven members it allows the division to safely move personnel and equipment to a duty site. To drive the PET a class 5 license is required. The PET will only be operated with a maximum of seven members (including the driver). If seats are removed to accommodate equipment, the number of members carried will not exceed the number of seats and seatbelts available.

### ***Bike Patrol***

The division maintains two bikes equipped with first aid kits and oxygen and an AED. These bikes can be used at any duty where quick mobility is required such as the Royal St. John's Regatta or the Tely 10 to name a few. Members are required to wear the appropriate safety gear provided by the divisions at all times. Members are also permitted to wear black sneakers while riding bikes.

## *Radio Procedures*

*On most large duties members will be equipped with radios for easy communication. These radios make large duties much easier for the Officer In Charge or Team Leader to manage and they keep you in communication with others in case you need their help. You should never separate yourself from the main group without a radio or a partner who has a radio.*

## *Points to Remember*

- *Radio communications can be monitored by scanners.*
- *Radio communications should be short and to the point.*
- *Someone else may have a more important message to relay.*
- *Radio language should be 'clean' and professional.*
- *Radio transmissions should be spoken slowly and clearly.*
- *After pressing transmit, pause for two seconds before speaking.*
- *Someone may be able to hear your transmission from other radios.*
- *Do not tie up the radio channels with unnecessary chatter.*

## *Effective Communication*

*When making a radio transmission, be sure you know in your head what you want to say before transmitting. Depress the push-to-talk (PTT) button, while holding the microphone six to eight inches from your mouth and angled away at a forty five degree angle. Wait two seconds and say the name or call-sign of the person or vehicle you are trying to reach and then repeat the name. Release the PTT button and wait for a response. For example:*

*Portable Radio User: SJ-1, SJ-1 do you copy?*

*SJ-1: Go Ahead.*

*Portable Radio User: What's your location?*

*If you do leave the main group for a position, such as the wheelchair section at Mile One, you should always let the member-in-charge know when you have arrived at your location, or if you have run into any trouble along the way. If you are required to stop and perform a treatment en-route, the member-in-charge will need to make sure your position is covered.*

## *Radio Checks*

*A radio check should be completed at the beginning of each duty once you arrive at the duty site. It is a poor time to figure out that your radio doesn't work when you need to call for help. As you leave the main group for the first time, depress the push-to-talk button and say "radio check". Another member of the division should answer you shortly after you release the button. There is no need to tie up the radio frequency with unnecessary checks. If you do begin to doubt that your radio is working during the duty, it is acceptable to perform a radio check. All radio checks should be answered when heard! You do not want to leave another member with the impression that his/her radio is not working.*

## *Division Radio Equipment*

*The division has an inventory of eight portable UHF radios and each vehicle has a mounted base station. We also operate a city-wide repeater system to extend our communication range. This section is a familiarization of the radio equipment.*

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### *Channel Selector*

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All the division's radios are set to operate on one channel no matter what the channel selector has been set to.

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### *Power Switch / Volume Control*

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Turn the knob clockwise to turn the radio on and increase the volume. The radio will emit a tone to indicate it is working and that the volume is turned up. If no sound is heard when the radio is turned on the volume may not have been turned up high enough, the battery may be drained, or it may be loosely connected. It is recommended you not turn the volume to maximum as incoming transmissions may be distorted. The radios in the MEU and PET have a push button power switch and push buttons for turning the volume up and down.

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### *Push to Talk Switch (PTT)*

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The push-to-talk switch is the top button on the side of the portable radio and external microphones. This button is used to initiate a transmission. When you wish to transmit a message, press and hold this button for two seconds and then begin speaking into the microphone.

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### *LED Status Indication – Portable Handsets*

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The LED Status indicator is located on the top front corner of the radio. When a transmission is being received it will appear green, when transmitting it will appear red, and if the batteries are low it will flash red. A low tone may also be heard at the beginning of transmission if the batteries need to be recharged.

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### *Ear Buds – Portable Handsets*

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The division radios are all equipped with external microphones / speakers. These microphones make it more convenient to use the radios because you don't have to remove the radio from your belt. The external microphones also have a single channel output for an ear bud. These will allow you to hear the radio in a loud environment. Some members have chosen to buy these and they are available at most electronics stores.

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### *Mile One Stadium*

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During duties at Mile One Stadium, members will be given a radio from Mile One Stadium. This radio has four frequencies programmed into it. Depending on the size of the event you'll need to tune the radio to a different channel. Usually for larger events, the radio will be on channel 2. Mile One Staff at gate 5 should be able to tell you what channel is required. This radio is to be used for important transmissions only and must remain with the Officer in Charge or Team Leader at all times.

*Appendix A – Current Executive Members*

*Members currently serving on the executive include:*

*Divisional Superintendent*

*Divisional Administration Officer*

*Divisional Training Officer*

*Divisional Staff Officer*

*Divisional Community Services Coordinator*

*Linda Kelly*

*Brian Metcalfe*

*Jim Farrell*

*Tom Hounsell*

*Steve Hanley*