



St. John Ambulance

## MEDICAL FIRST RESPONSE SERVICES POLICY

<b>Policy Objective</b>	The purpose of this policy is twofold. Firstly, it is in place to ensure safety through quality of service to the public at community events. Secondly, it is in place to ensure safety and a quality experience for St. John Ambulance Medical First Responder volunteers by outlining the general training and service standards as well as procedures and guidelines.
<b>Policy Statement</b>	St. John Ambulance is committed to providing Medical First Response services to Canadian communities. This commitment includes training, certifying, and monitoring medical first responders.
<b>Effective Date</b>	April 2006 ( <i>Note: this is a phased in program. Complete implementation is expected by December 31, 2006</i> ).
<b>Applies To</b>	All volunteers, instructors and employees affiliated with St. John Ambulance's Medical First Response Services.

### Policy Context

St. John Ambulance (SJA) Medical First Response (MFR) Services encompass the training and provision of first aid and health care-oriented service by trained medical first responders. These services are provided at a variety of community-based settings including, but not limited to, public gatherings, sporting and recreational events. Some additional examples of MFR coverage may include:

- a) ski patrol,
- b) volunteer ambulance services,
- c) bike patrols,
- d) campus response,
- e) emergency response during time of disaster, and
- f) patient care services in hospitals and extended health care facilities.

The MFR services and affiliated standards that are undertaken must be approved in advance by the National Office and respective Provincial/Territorial Council based on jurisdictional need, legislation and capability.



## **Policy Requirements**

1. Enrolment Qualifications—SJA Medical First Responders must be at least 16 years of age and be physically and mentally capable of performing the activities that are reasonable for the type of training they will be undertaking and the service that they will be providing.
  - 1.1 Candidates for MFR enrolment who are 16 or 17 years of age must have the written consent of their parent or guardian to enroll in the MFR program. Candidates for MFR enrolment who are 16 or 17 years of age and who are not residing with their parent or guardian may consent on their own behalf.
  - 1.2 They must hold, as a minimum at the time of enrolment, valid Standard first aid and Level “B” CPR certificates from a nationally recognized training agency.
  - 1.3 Enrolment equivalency for first aid/CPR qualifications will be considered for professional health care providers in active clinical practice; however this will not negate the need to achieve additional minimum standards for performing medical first response activities on behalf of the organization.
  - 1.4 Interested candidates must also comply with St. John Ambulance’s (SJA) volunteer screening cycle requirements. For additional information on these screening cycle requirements and a copy of the SJA Screening Cycle Policy, please contact your SJA Provincial/Territorial Office.
  - 1.5 Following successful enrolment, new members are encouraged to participate in operational training and orientation that should include attendance at patient care events for the purpose of learning (instruction, observing, and assisting) and work with the MFR pre-course materials to develop a base understanding of service delivery prior to and during formal MFR training. It should be recognized that this training, orientation, and development of a pre-course comfort level may take up to six months or more for some members.
  - 1.6 Once volunteers age 16 or older achieve a valid SJA AMFR1 certification, they will be eligible to provide independent patient/client care as Medical First Responders (attached to either a Youth or Adult Service Unit).
  - 1.7 It is also required that those MFR volunteers under the age of 18 be paired with an experienced MFR volunteer for an appropriate period of orientation, assessment and mentorship. Note: While AMFR1 certification is valid for three years, all St. John Ambulance Medical First Responders (regardless of age or unit) will be required to participate in refresher and/or continuing medical first responder education throughout the three year period and will be required to maintain knowledge and skill specific certifications based on provincial/territorial requirements (e.g. AED).



2. Training Standards—The Advanced Medical First Responder 1 course is a comprehensive training program. Volunteers must, as a minimum, complete this course to be a SJA Medical First Responder.
  - 2.1 General certification requirements—to ensure consistency in training and certification, a student will receive a certificate in Advanced Medical First Responder 1 when she/he has successfully completed the training. See the MFR Training Manual for complete training standards and guidelines.
  - 2.2 Certification requirements for Health Care Professionals and Current Medical First Responders—in recognition of the advanced training of many health care professionals and currently certified Medical First Responders, the National Office has developed a process which permits certain health care professionals to complete a written and practical challenge assessment rather than participate in the entire course. The National Office has also developed a Recertification/Challenge process for currently certified Medical First Responders. Recertification is required every 3 years. See the MFR Training Manual for complete information on these processes.
3. Volunteers, instructors and employees involved in delivering MFR Services must follow the procedures outlined in the MFR Training and MFR Services Manuals.
4. Establishing a medical first response unit—to establish a medical first response unit, an initial assessment should be conducted in the community in cooperation with the local Branch and/or Provincial/Territorial Council to determine:
  - program goals and objectives
  - expected outcomes (benefits and risks)
  - financial plan, including anticipated support
  - training and resource requirements.

See the MFR Services Manual for complete details and guidelines on how to establish and maintain a Medical First Response Unit.
5. Mobile Medical First Response Units (Vehicle Operations)—Medical First Responders are required to follow the procedures for vehicle operations as outlined in the MFR Services Manual.
6. Reporting Patient Care Information—for their protection and for continuity of care, Medical First Responders must report, in writing, every instance of patient care rendered by them. Medical First Responders must follow the procedures and guidelines provided in the MFR Services Manual.



7. Occupational Health and Safety—threats posed by viral infections such as Acquired Immune Deficiency Syndrome (AIDS), Hepatitis, and Febrile Respiratory Illness have increased awareness of personal safety in the workplace. Medical First Responders must follow the health and safety precautions and procedures outlined in the MFR Training and MFR Services Manuals.

### **Responsibilities/Accountabilities**

National Office is responsible for:

- development of general policy and procedures related to medical first response services
- development and review of MFR training and service-related standards
- compliance review of policy and procedures
- acting in an advisory and support role for Provincial/Territorial Offices

Provincial/Territorial Council Offices are responsible for:

- policy implementation - delivery and monitoring MFR training and service-related standards and resources, including human resources
- compliance review of policy and procedures
- acting in an advisory and support role for local SJA Offices and Units

Local SJA Offices and Units are responsible for:

- policy implementation
- compliance review of policy and procedures
- development and implementation of applicable procedures as identified by Provincial/Territorial Office

Local supervisor, instructor, volunteer, and employee responsibilities are outlined in the MFR Training and MFR Services Manuals.

### **Procedures**

Complete procedures and guidelines for delivering MFR Services are provided in the MFR Training and MFR Services Manuals.



### **Resources**

MFR Training Manual  
MFR Services Manuals

### **Policy Review**

This policy will be reviewed at a minimum of every three years and as required.

