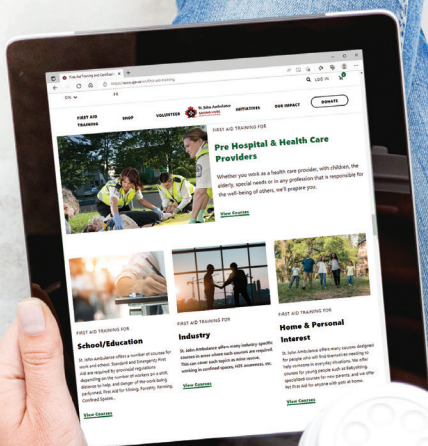


2021

St. John Council for Ontario ANNUAL REPORT



www.sja.ca

St. John Ambulance

Lieutenant Governor's Message



OFFICE OF THE LIEUTENANT GOVERNOR OF ONTARIO
BUREAU DE LA LIEUTENANTE-GOUVERNEURE DE L'ONTARIO

June 11, 2022

It is my distinct pleasure to commend the St. John Ambulance Council for Ontario for its exemplary and dedicated service in 2021.

Whether it was by supporting Afghan refugees, developing Community Opioid Response training, or by building capacity in youth and humanitarian programs, this Council adapted to the ever-changing demands of the communities it serves to strengthen and build resilience here in Ontario. Indeed, St. John's considerable presence across this province gives expression to the idea that volunteers are the bedrock of strong, resilient communities.

In this year of Her Majesty The Queen's Platinum Jubilee—in which we honour and celebrate service in all its forms—I commend the Council for its selfless, forward-thinking, and compassionate efforts on behalf of both Her Majesty and a deeply grateful province.

You have my very best wishes for further success as you continue to make a difference.



A blue ink signature of Elizabeth Dowdeswell.

Elizabeth Dowdeswell

Therapy Dog Services

- 1,371 Handlers and Dogs
- 29,297 volunteer hours
- 1,325 clients visited
- 367 facilities receiving visits



Board Chair's Report

On behalf of the Board of Directors, Chief Executive Officer, Committees and Branches of St. John Council for Ontario (SJCO), I am pleased to report on St. John Ambulance Ontario's initiatives, challenges and achievements realized through 2021.

We were fortunate through 2021 to be deemed an essential health and safety training provider by the Ontario Ministry of Labour, Training and Skills Development, which permitted St. John Ambulance Ontario to operate its training activities under regulated pandemic health and safety protocols, including, but not limited to, masking, social distancing, enhanced hygienic protocols, restricted class sizes and venue settings, and adaptations to course curriculum.

Further pandemic mitigation strategies included taking fair advantage of federal subsidies, grants and donations opportunities and measures to control spending. We promoted through our marketing channels, our campus of over thirty online and virtual training offerings and product sales – all to supplement “in-person” training restrictions. We are pleased to highlight that St. John Ambulance's multi-year national digital transformation (of which St. John Ambulance Ontario was a key contributor) came to fruition in 2021 with an enterprise system migration from “on-premise” solutions to secure, innovative SaaS, “cloud-based” customer relations, marketing, financial and learning environments.

On International Women's Day 2021, we launched a Women in Leadership (WIL) working group, designed to identify, recommend, and implement strategies related to gender equality and empowerment within St. John Ambulance. Our aim is to strengthen the overall culture within St. John and enable St. John to further develop, attract, and retain strong individuals who will contribute to its future success throughout Ontario and beyond.

This launch of the WIL working group was followed with progressive initiatives including WIL promotional activities, awareness and survey events, digital media opportunities, and a province-wide virtual workshop to promote leadership development that begins to empower women within St. John and their communities and connect future mentors with future leaders. We are extremely appreciative to the City of Mississauga Fire Chief Deryn Rizzi and Canadian Forces Commander Kelly Williamson for their leadership and participation in our Women in Leadership workshop. Our hope is that the learnings and successes from WIL initiatives will help with our further exploration of broader equity, diversity, and inclusion opportunities within St. John.

The SJCO Board approved in 2021, the formation of a Transformation and Innovation Steering Committee with the mandate of governing the implementation of priority St. John initiatives in support of our strategic plan. Following a comprehensive review with multi-disciplinary working groups, the committee identified three priority strategic themes for further action through 2022 specifically, Communications strategies, Stakeholder Engagement strategies and Marketing strategies.

From a Community Service perspective, in addition to adaptive virtual activities, we continued to support federal pandemic isolation centres and engaged in administrative and logistic support at pandemic vaccination centres, while beginning to ramp up traditional medical first response services at select venues across Ontario. We were also proud to be able to support at sites in Niagara Falls and York Region, the arrival of over five hundred Afghan refugees through August and September 2021, providing medical support, assisting with COVID testing and health screening and coordinating donations and amenities for these new Afghan arrivals.



St. John Community Service Volunteers

- 3,463 volunteers
- 165,497 volunteer hours



Board Chair's Report

Beginning in the latter half of 2021 we introduced an innovative regional concept that builds upon SJCO's efforts over the past number of years to definitively align roles and responsibilities toward optimizing our business, charitable and community service structures and functions to ensure relevancy, sustainability, and the future growth of St. John Ambulance across Ontario.

As we begin to emerge out of what we all hope is the worst of this pandemic, I want to take this opportunity to thank our volunteers, management, employees and instructors for your continued commitment and resiliency. I also want to thank our valued partners, clients and communities who have continued to support us over the past year. The pandemic has challenged us in so many ways, and through it, we have all learned about ourselves, our organization, and the communities we serve.

Yours in Service,



*Brandon Fang, OStJ, CPA, CA
Chair of the Board*



*Sean Pretty, MStJ, CD
Vice Chair*



*Brian J.J. Cole, KStJ
Chief Executive Officer*



*Dwight Blok, OStJ
Vice Chair*





Medical First Response Services

- 1,122 MFR volunteers
- 79,013 MFR volunteer hours
- 720 events covered
- 418 patients treated

**(excludes CRT and SAR MFR volunteers which are highlighted separately below).*



Search and Rescue Services

- 26 Search and Rescue volunteers
- 455 Search and Rescue hours



Youth Services

- 352 Youth
- 121 Youth Leaders
- 12,578 Youth program hours

Campus Response Team

- 130 CRT volunteers
- 7,095 CRT volunteer hours

Commitment to Serving the Community

The volunteers of St. John Ambulance are often one of a community's greatest assets. You'll find St. John volunteers at community, sporting and recreational events performing first aid, and promoting health and safety. They can be found in hospitals, long-term care facilities and educational institutions offering companionship and comfort. They can also be found providing health and safety related care during disasters and public health emergencies.

St. John Ambulance is recognized for its leading edge services and we understand the importance of investing in the communities in which we live and work. Through partnerships with businesses, community groups and government we are achieving better solutions to evolving health care challenges.

As we emerge out of the pandemic our services will continue to evolve to include:

- Medical First Response services at major events, sporting and recreational events, and in times of disaster, civil or health emergency;
- Therapy Dog services in hospitals, long-term care and retirement facilities, educational institutions, victim services, libraries, airports and the workplace;
- Student-based emergency response teams at colleges and universities;
- Child Car Seat Safety Education teams;
- Ground Search and Rescue teams;
- Summer safety, outreach and education teams;
- Youth health and safety programs; and
- Home Caregiver Support Programs to assist non-professional caregivers that are dealing with end-of-life care of loved ones.

In 2021, St. John Ambulance Ontario witnessed in addition to Afghan refugee relief, pandemic isolation centre and vaccination support, a resurgence in its traditional forms of service, and a growth in alternate forms of St. John medical, social and humanitarian community service to adapt to pandemic restrictions and needs, including:

PolarPlunge
UTM's Frosted Sirens for Hope
Lions Radar Run
Hillside Hockey
Ontario Punjabi Association Formal
InnOut of the Cold
Ice Racing
Skate the Lake
Winterfest
River Run Centre
Bur Bear Hockey
Lakehead University Thunder Wolves Hockey
Dutton Dunwich Snowball
Martial Arts Tournament
East Central Farm Show
St. Thomas Dragway
Robbie Burns 8k Run
Coldest Night of the Year Walkathon
Sauble Speedway
Soup's On
Hanover Raceway
Special Olympics Basketball Tournament
Brockville Winter Classic
Hanover Care Centre



Financial Summary

Highlights of Financial Position and Operations

	2021 (\$000s)
Assets	
Current Assets	5,549
Long-Term Investments	36,117
Capital Assets & Licenses	4,172

Assets	45,838
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Liabilities & Net Assets	
Current Liabilities	1,507
Long-Term Liabilities	785
Net Assets	43,546

Liabilities & Net Assets	45,838
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Revenue	
Training Programs	10,705
Product Sales	1,065
Donations, Fundraising	809
Bingos, Grants & Other	4,699

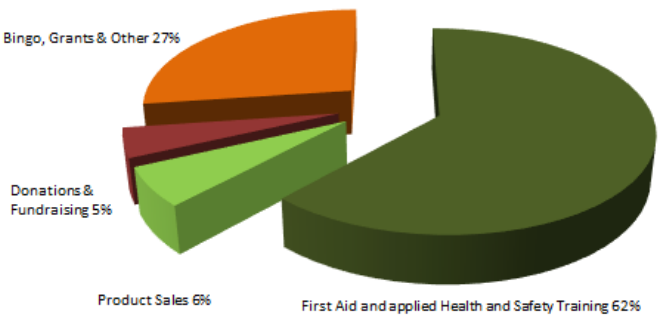
Revenue	17,278
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Expenses	17,279
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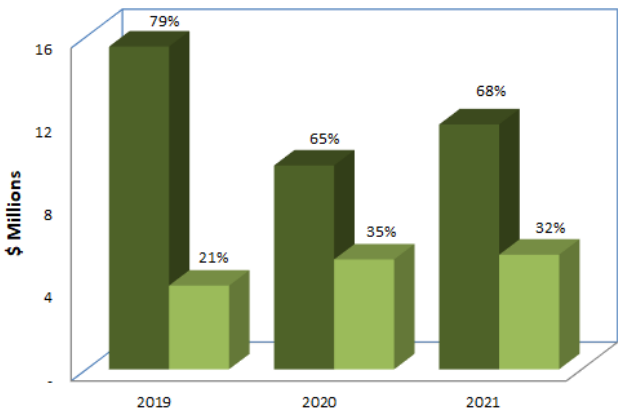
Investment Income (Loss)	3,089
Capital Asset Gain (Loss) on Sale	26

Excess (Deficiency) of Revenue over Expenses	3,114
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2021 Revenue



2021 financial results reflect the impact of pandemic limitations and mitigation strategies.



Copies of the Audited Financial Statements are available through our website www.sja.ca or by written request to the Secretary of the Corporation at St. John Council for Ontario 15 Toronto Street, Suite 800 Toronto, Ontario M5C 2E3

■ Training & Product
■ Total Donations & Other

Our Mission

Enabling everyone to improve their health, safety and quality of life through training, education, resources and service to the community.

Our Vision

Everyone in Canada prepared to save a life.

About St. John In Ontario

Since 1884 St. John Council for Ontario has been the Ontario arm of St. John Ambulance, a worldwide, humanitarian, charitable organization dedicated to the service and well being of others. St. John delivers quality community service and education through its network of branches, certified instructors, staff and volunteers across Ontario.

As Canada's leading authority in first aid since 1883, St. John trains Ontarians in essential first aid, health and safety knowledge and skills. Our modern and innovative in-person, virtual and on-line programs are designed for students of all ages, needs and from all walks of life.



Car Seat Safety Education Services

- 59 Car Seat volunteer educators
- 3,267 Car Seat volunteer hours
- 33 Car Seat Education sessions
- 63 Car Seat clients



Training

- 540 certified instructors in Ontario
- 86,371 Ontarians trained in first aid and health and safety
- Home Caregiver Support to Ontarians
- 134 Life Saving Awards and Commendations presented

