

2007-2008



First Aid Product Catalogue

HEALTH AND SAFETY PRODUCTS FOR WORK, HOME AND PLAY!



www.sja.ca

1-888-840-5646



St. John Ambulance

SAVING LIVES
at work, home and play



About St. John Ambulance in Canada

First aid and CPR save lives. As Canada's standard for excellence in first aid and CPR services, St. John Ambulance plays an integral role in our society. Building on a 900-year tradition, St. John Ambulance offers innovative programs and products, ensuring Canadians receive the best quality training and expertise. People across our country benefit from the care and safety provided by St. John Ambulance community service teams.

About the St. John Ambulance Commitment:

QUALITY HEALTH AND SAFETY PRODUCTS

We know that emergencies can happen anywhere and at any time. While there is no way to predict when and where an injury may occur, there is a way to ensure that you have the right first aid supplies when you need them. You are holding our new first aid product catalogue which gives you quick and easy access to the quality supplies you may need in an emergency.

People often ask “*what happens to the money from the sale of first aid kits?*” As a humanitarian and charitable organization, our mission is to enable Canadians to improve their health, safety and quality of life by providing training and community services. Therefore, proceeds from first aid kits and training programs, after costs, go directly to supporting our community programs and services delivered by volunteers. Internationally, we also support development and relief programs. Please turn to page 12 to discover just some of our stories of caring.

With more than 125 years of first aid experience built into every St. John Ambulance kit, Canadians have come to expect the best from St. John Ambulance for first aid training, first aid kits and other medical, health and safety supplies.

We are dedicated to another century of delivering quality health and safety supplies and training to Canadians. Our long history and tradition

of caring allow us to make the commitment to provide quality products and services, and that we will continually strive to meet your needs.

Please help us save lives at work, home and play.



John Mah
Chancellor
Priory of Canada



Terry Wardrop
Chief Executive Officer
St. John Ambulance, National Office

PS: With every kit you buy **St. John Ambulance Canada will include a copy of the First Aid Pocket Guide which includes information on the new protocols.** It's our way of saying thank you for helping us to keep Canadians safe.





3 Easy Ways to Get Safe



1. ONLINE Visit www.sja.ca for up-to-date pricing and product information and current electronic versions of this catalogue. You can also contact our customer service team by email at: customercare@nhq.sja.ca



2. BY PHONE Call **1-888-840-5646** Toll-Free
Monday – Friday 8:30 am – 4:30 pm EST



3. Contact St. John Ambulance Canada Offices

British Columbia – Vancouver	(866) 321-2651
Alberta – Edmonton	(800) 665-7114
Saskatchewan – Regina	(306) 522-7226
Manitoba – Winnipeg	(204) 784-7000
Federal District – Ottawa	(613) 722-2002
Ontario – Toronto	(800) 268-7581
Quebec – Montreal	(514) 842-4801
New Brunswick – Fredericton	(800) 563-9998
Nova Scotia – Dartmouth	(800) 565-5056
Prince Edward Island – Charlottetown	(800) 618-4697
Newfoundland and Labrador – St. John's	(709) 726-4200
Northwest Territories and Nunavut – Yellowknife	(867) 873-5658
Yukon – Whitehorse	(867) 668-5001
National Office: Ottawa, Ontario	(613) 236-7461

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Publications and Training Aids



St. John Ambulance "The Complete Guide to First Aid and CPR – First on the Scene"

The most comprehensive, reliable Canadian first aid manual available with over 300 pages of valuable information on how to handle a variety of injuries and illnesses. Completely updated with the latest first aid and CPR protocols.

Product Code: 6504-06

St. John Ambulance Pocket Guide to First Aid

A quick reference guide focusing on life-saving first aid and CPR techniques. This inexpensive, bilingual guide is compact and easy to carry – an ideal resource for everyone!

Product Code: 4001-06

St. John Ambulance Student Kit – First Aid Training

A useful addition in the classroom, this kit contains dressings, bandages, gloves and a face shield allowing students to practice with actual first aid materials.

Product Code: TP-01C

St. John Ambulance Student Kit – CPR Training

Designed specifically for CPR training. It contains gloves and a face shield allowing students to practice with barrier devices.

Product Code: CPR-01C

Our Commitment to Quality

CUSTOMER INFORMATION

St John Ambulance has been a leader in first aid products, first aid training and community services, for 125 years. St. John Ambulance commits to ensuring that its products are of the highest quality and are free from defects in material and workmanship. Should you not be satisfied with our products, for any reason, they can be returned for replacement or refund at no cost.

Our Commitment on Price

St. John Ambulance makes every reasonable attempt to ensure that its products are of high quality and price competitive. As a not-for-profit organization, all proceeds from product sales are re-invested in community-based services. Normal practice is to review pricing policies on an annual basis, although in certain instances it may be necessary to adjust prices in response to significant changes in the global economy. Customers are encouraged to visit www.sja.ca for the most current prices or contact their local St. John Ambulance office.

Our Commitment on Shipping

St. John Ambulance processes and ships orders within three working days of receipt, assuming the product is in stock. Normal shipping in Canada is within ten (10) working days from the date of receipt of the order. St. John Ambulance can arrange expedited shipping at an additional cost to the customer, if required. St. John Ambulance maintains an extensive inventory of products but if for any reason a particular product is not in stock, St. John Ambulance will advise the customer of the expected delivery date prior to processing the payment for the order.

Our Commitment on Returning Products

Customers may return products to St. John Ambulance upon obtainment of an authorization code. St. John Ambulance will assume responsibility for shipping costs when the product return is due to any action on the part of St. John Ambulance. Shipping costs associated with an action on the part of the customer, such as an incorrect order, are the responsibility of the customer.

Our Commitment to Respect

St. John Ambulance respects the trust that customers have placed in us to fulfill their needs for first aid training, health care, community services and first aid products. St. John Ambulance is committed to protecting the privacy of its customers and will not share customer information with any external third party other than the limited information required by our registered agent for purposes of shipping. For additional information on our privacy policy, please visit us at www.sja.ca

Special Orders

Special Orders consist of those items that St. John Ambulance is able to purchase on behalf of our customers which are not listed as part of our regular product offering. Minimum quantities apply.

Minimum order and pricing is based on:

1. Volume of product requested
2. Price established by SJA approved vendors
3. Special freight and handling charges required to complete the order
4. On-going demand by the client or clients

If you are looking for something that is not in the catalogue, please contact St. John Ambulance Customer Care at (888) 840-5646 or customercare@nhq.sja.ca. You will be contacted with a response within 3-5 business days.

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