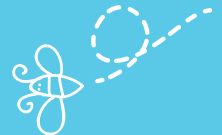


Orientation to Guiding



**Girl
Guides**

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Welcome!



Becoming a member of Girl Guides of Canada–Guides du Canada (GGC) is a very rewarding experience – you’re directly helping every girl in Guiding be everything she wants to be. As a volunteer, you’re a catalyst igniting the potential of girls in Guiding as you facilitate exceptional and empowering experiences that make it possible for girls to have a voice, have choice and make a difference in their worlds. This resource provides you with information about Guiding as an organization to help you in your role.

Please note that many of the links provided in this document direct you to Member Zone, the members-only section of our website. You will have access to these links once the screening process begins – you will be sent instructions on how to activate your account.

About GGC

- » Girl Guides of Canada empowers every girl in Guiding to be everything she wants to be. In Guiding, girls from 5-17 meet with girls their own age in a safe, inclusive space to explore what matters to them.
- » Guiding provides exciting programs and activities that offer girls the opportunity to discover new interests, learn valuable leadership skills and build lasting friendships.
- » GGC is where girls take the lead, put their ideas into action and jump into awesome activities – all with the support of engaged Guiders who are committed to positively impacting their lives.

Vision

A better world, by girls.

Mission

To be a catalyst for girls empowering girls.



The Structure of Guiding



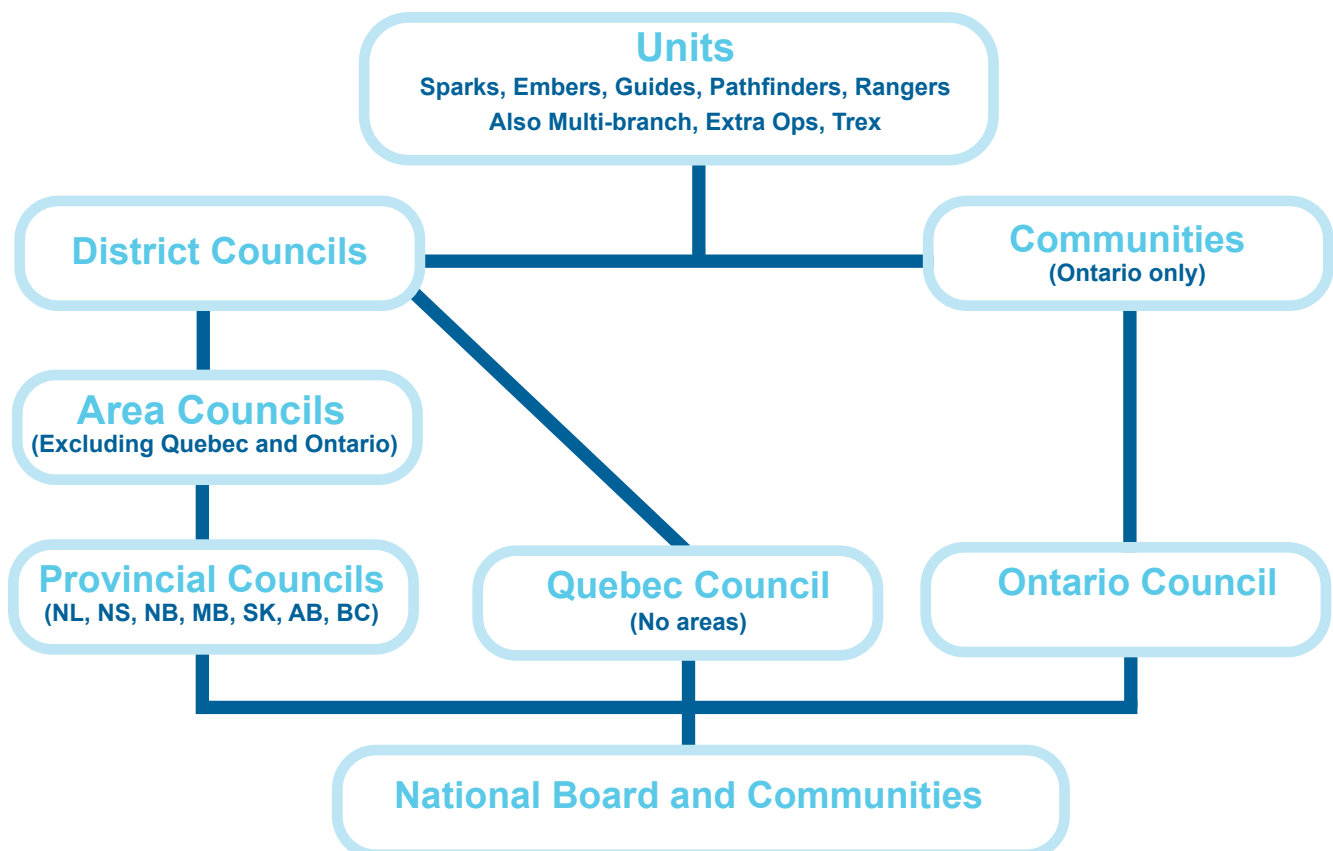
Guiding emphasizes that the girls are the heart and soul of the organization. Girls are organized into five different branches based on age and attend unit meetings where they participate in programming.

Branches of Guiding



Council Structure

For administrative purposes, GGC is organized into national, provincial, and local levels. Within the provincial administration there are volunteers who act as Advisers, supporting Guiding activities, such as Safe Guide (our risk management procedures) and cookies. Depending on the province, local levels may be known as areas, districts, or administrative communities. Each level has a Commissioner or Administrative Community Leader who provides leadership.



Promise, Law, Motto, and Sign



The Promise, Law, Motto, and Sign are statements of Girl Guides of Canada's values. Each member recites these statements upon joining. They vary according to the branch of Guiding. Sparks don't have a Law or Motto, only a Promise and Sign. If you weren't a previous member of GGC, you will say your Promise during enrolment.

The Promise

Sparks

I promise to share and be a friend.

Embers

I promise to do my best,
To be true to myself, my beliefs and Canada.
I will take action for a better world
And respect the Ember Law.

Embers to adult members

I promise to do my best,
To be true to myself, my beliefs and Canada.
I will take action for a better world
And respect the Guiding Law.

The Law

Embers

As an Ember
I am honest and kind;
I help take care
Of the world around me

Guides to adult members

The Guiding Law challenges me to:
Be honest and trustworthy
Use my resources wisely
Respect myself and others
Recognize and use my talents and abilities
Protect our common environment
Live with courage and strength
Share in the sisterhood of Guiding



The Motto

Embers

Lend a Hand

Guides to adult members

Be Prepared

The Sign

The sign is usually made while saying the Promise. The number of fingers used represents the parts of the promise. It is made with the right hand raised to shoulder height, elbow down, fingers upright, thumb bent and touching fingers as illustrated:

Sparks



Embers to adult members



Adult Member Screening



All adult applicants must be screened before they can become a member of GGC. During the screening process, you are considered a potential member (PMBR). Adult member screening has five components and must be completed within four months. Please contact your screener if there are any delays.

Step 1: Application

Complete the [adult online registration](#) form or sign the Adult Membership Application form and submit to screening@girlguides.ca.

Step 2: Orientation to Guiding

Reading this document is a component of the screening process. During your interview, you will be asked if you have read this document in full. If you have not, you will need to follow up with screening@girlguides.ca to confirm when done.

Step 3: Interview

After your membership application is processed, you will be sent information on how to book your screening interview using the online booking platform. This is an opportunity for you to:

- » Find out more about membership in GGC and clarify any questions that may not have been answered in this document
- » Share your expectations on current and future involvement in GGC
- » Submit an Image Release form (IR.1), if you haven't already done so online

Step 4: References & Background Check

After completing your screening interview, a membership screener will provide you with information on completing a Police Record Check and reference check. You're required to provide two references. These checks are administered online, primarily done through Sterling BackCheck

Requirement: Safe Guide training

This step can be completed after you receive the Training and Resources email detailing how to access the training – you do not have to wait until your interview and Police Records Check have been processed:

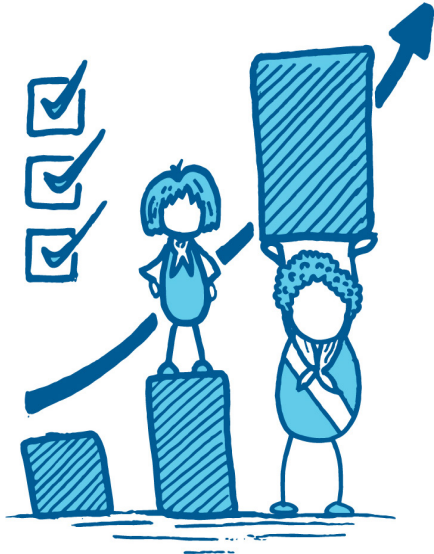
- » This training provides all adult members with a basic understanding of Safe Guide, GGC's risk management policies and procedures
- » It gives an overview of risk factors and risk levels, an understanding of basic concepts of risk management, and a process for assessing risks of specific Guiding activities
- » Safe Guide is a mandatory training for all adult members

Following screening completion, you will be emailed your membership card.



Required Training Sessions

New Guiders will complete five learning modules, including Safe Guide. These five modules make up the new Guider learning path and ensure all Guiders have the knowledge and skills they need to lead an engaged and successful unit. Guiders will complete the modules, either online or in-person, within their first six months of joining a unit; Safe Guide is the only module required as a part of the screening process. The remaining modules are:



1. **The Girl Program:** an overview of the girl program, badge guidelines and navigating the program platform
2. **Building Unit Guider Skills:** the girl-driven approach, girl engagement strategies and how to organize effective unit meetings
3. **Safe & Inclusive Space:** safe space practices, diversity and inclusion and accessibility considerations
4. **All About the Branch:** developmental characteristics, Guiding traditions, behaviour management and girl engagement strategies

Membership and Registration Fees

Each year, a National membership fee is paid for every member, both adult and girls. The fee is applied for a Guiding year, which is September 1 to August 31. In addition, provincial councils may set additional local registration fees, which vary from province to province. Depending on your province, adult member fees may be covered by your Girl Guide council, or you may be asked to pay.

Membership fees cover the development and delivery of effective and relevant programming for girls across Canada, risk management initiatives including our insurance policy to ensure a safe environment for girls, the recruitment and training of adult members who deliver girl-centered programming, our membership in the World Organization of Girl Guides and Girl Scouts (WAGGGS), and support the administration and management of Girl Guides.

Should you have any questions or comments email: membership@girlguides.ca

The Girl Guide Program



One way that Girl Guides aims to create a *better world, by girls* is through its program. Girls actively shape their own Guiding experience as they build the skills and confidence to take on any challenge. Our program provides the catalyst for girls empowering girls and allows them to discover themselves and be everything they want to be, all in a safe, supportive and inclusive space.

It's a place where girls:

- » Lead the way
- » Seek new challenges
- » Find their voice
- » Discover how they can make a difference in their world
- » Make friends – and have a ton of fun



Having girls in the driver's seat means they are empowered to take the lead, jump into awesome activities, and explore what matters to them.

For volunteers working with girls in units, it means listening to what girls have to say and offering them choices as they design and create their own Guiding experience. You and other members of your team support girls in developing dynamic hands-on activities that are relevant and responsive to their changing needs and interests.

Program Elements

The Girl Guide program contains a number of key elements:



Sense of self: Through the discovery of new skills and abilities, each girl will develop a strong sense of her own self-worth and confidence in her own capacity to succeed. She will explore how to advocate for her own needs while building her responsible and independent character.



Belonging: Guiding provides each girl with the opportunity to develop healthy and positive relationships. Her sense of belonging will be supported through the Guiding sisterhood where she feels valued and heard. The Guiding community will help connect her to a network of strong girls and women who will help her grow.



Connection with community: Guiding helps each girl develop a sense of empathy towards others as she learns about and engages with her community. She will have the opportunity to explore community both in a local and global sense. At the same time, her involvement is helping her build a better world, by girls, one experience at a time.



Program Areas and Themes



The eight program areas and their corresponding themes remain consistent across the Guiding branches. The content within each program area and theme is designed to be developmentally appropriate for a branch's age group. This content is available on an easy-to-use digital platform.

Program Activities and Badges

Girls earn badges to celebrate their achievements in their programs. Guiders support girls as they decide what badges they want to work towards and how they will earn them.

Unit Meetings

Unit meetings are usually held once a week, but this can vary depending on the unit's requirements or special interests. Unit meetings are typically held in the evenings. However, some units meet after school or on weekends.

Uniform and Insignia

Wearing a uniform is a Girl Guide tradition that remains relevant today. It's a way of showing that we're a united, inclusive organization that all girls and women can join. Having a uniform provides a sense of pride and belonging for all members of Guiding. Of course, it isn't the uniform or what a girl or woman wears that defines a Girl Guide member – it's belonging to a powerful sisterhood that's focused on creating a better world, by girls.





The Girl Guide uniform is one core piece for both girls and women – a navy blue T-shirt or tunic – creating a united look for all our members. This concept enables girls and women to participate comfortably in a wide range of activities, while offering good value for members and ensuring the uniform is not a barrier to membership.

Members wear their uniform when participating in Guiding events and representing Girl Guides in the community (e.g. cookie selling, community parades, service projects). Members are also encouraged to wear their uniforms to unit meetings.

More information on the uniform can be found at www.girlguides.ca/uniform. Uniforms and other Guiding merchandise can be purchased from the online store (www.thegirlguidestore.ca).

Appointment pins

An adult member is appointed to her position as a Guider usually by an Administrative Community Leader or a Commissioner. At this time, she'll receive an Appointment pin that indicates her role. For example, a Spark Guider would be presented with the Spark Guider Appointment pin and a Ember Guider would be presented with the Ember Guider Appointment pin.

Membership pins

Girls and adults are presented with membership pins to mark their years in Guiding. These are given out at the beginning of each year from the first to fifteenth year. From that point on, membership pins are presented at five-year intervals.

Girl Guide Cookies

Adult members assist girls in units with selling Girl Guide cookies twice a year. Our two campaigns are: fall (chocolatey mint cookies) and spring (classic chocolate and vanilla sandwich cookies).

History

Girl Guides have been selling cookies since 1927. The very first cookies were made and sold by girls and their moms to raise money for local Guiding activities.

Supporting Guiding

The money raised through cookie sales supports Guiding activities in your unit, your local community and across the country. Proceeds directly benefit girl members who sell the cookies by providing program and activity resources, as well as and support for girls and their Guiders.





Cookie facts

Girl Guide cookies are baked by Dare Foods Limited in a peanut-free bakery. More than 6 million boxes of Girl Guide cookies are sold each year across Canada.

A great “fun” raiser

Selling cookies helps girls and young women learn and practice skills such as: planning and goal setting; teamwork; problem solving and decision making; money and time management; responsibility; safety awareness; customer service; courtesy; communications; and community involvement.

All other fundraising mechanisms must meet national guidelines and requires approval from the national office before they can be carried out.

Available Resources

Member Zone

This members-only area of the website gives you access to your unit roster, resources for Unit Guiders, training modules and regular updates from GGC. You will receive instructions on how to login to your account soon after your screening begins. Once you receive this email, you may go to [My GGC](#) and activate your account as a new member.

Training and Enrichment for Adult Members (TEAM)

GGC is committed to supporting you in your position. Training is available to all Guiders. By participating in training sessions, Guiders enhance their knowledge and develop skills that enable them to make the girls' experience worthwhile and fun. These training sessions also provide Guiders with opportunities to network and have fun with their sisters in Guiding.

GGC's training material is organized in streams based on the roles and needs of members in supporting girls' programs:

- » Unit Guider
- » Outdoor Activity Leader
- » District Commissioner
- » Administrator
- » Trainer



Your District Commissioner (DC) or Administrative Community Leader (ACL) will provide information on training sessions being offered locally. You can also check out our [online training modules](#) on Member Zone.



Camping and Outdoor Training

Camping and outdoor activities are a great way for girls to develop their skills, leadership abilities, and appreciation for the outdoors. There are additional training resources available to support you in facilitating these activities. Talk to your District Commissioner (DC), Administrative Community Leader (ACL), Camping Adviser to learn about the camping and outdoor opportunities offered for your needs.

Guidepost

Guidepost is a biweekly e-newsletter sharing new member opportunities and tips as well as insights from the Guiding community.



How Guiding Started

The Guiding movement was born as the result of a group of courageous young women who used their voices to get what they wanted.

In the late 1800's, Lord Baden-Powell joined the British army and ventured across the globe. During this time, he created a number of games which he compiled into a book called Scouting for Boys. In 1909, Lord Baden-Powell held a rally at the Crystal Palace in London, England to bring together the thousands of boys practicing Scouting and their leaders. But it wasn't just boys who showed up. A number of girls came too, demanding a similar program.



Impressed by their strength and persistence, Lord Baden-Powell called in his sister Agnes for help. This was the beginning of Guiding. Agnes set up the Girl Guides headquarters in London. She provided girls with advice and information on a variety of subjects, camping included. Together Lord Baden-Powell and Agnes wrote the Handbook for Guides in 1912. That same year, Lord Baden-Powell met Olave St. Clare Soames. They discovered they had the same birthday, February 22, and took it as a special sign. Not long after, they were married. Lady Baden-Powell was later elected World Chief Guide and worked tirelessly throughout her life, promoting Guiding around the world.



Guiding in Canada

A year after that rally in 1909, the first Canadian Guide company was officially registered in St. Catharines, Ontario. Within two years, Guiding had spread to every province in Canada. After receiving so many requests from Canada, Agnes suggested the formation of a Dominion Committee in Canada. Lady Pellatt, one of the members of this committee, was appointed Chief Commissioner in 1912. In 1917 the value of Guiding was recognized by the Canadian Government with an Act of Parliament approving the Constitution of the Canadian Girl Guides Association. The name was changed in 1961, again by Act of Parliament, to Girl Guides of Canada–Guides du Canada.



WAGGGS



As a member of GGC, you are also a member of the World Association of Girl Guides and Girl Scouts (WAGGGS); a global movement that brings together women and girls from 145 countries around the world. WAGGGS promotes international friendship and understanding to over 10 million

members, making it the largest voluntary organization for women and girls in the world. WAGGGS is divided into five regions: Africa, Arab, Asia Pacific, Europe and Western Hemisphere. Canada is a member of the Western Hemisphere.

World Centres

WAGGGS has five World Centres, where visitors can participate in immersive programs and experience the culture and lifestyle of the local communities.



World Thinking Day

On February 22, in honour of Lord and Lady Baden-Powell’s joint birthdays, Girl Guides and Girl Scouts throughout the world come together with their sisters in Guiding and celebrate international friendship through World Thinking Day events. Funds collected on this day go toward supporting the Canadian World Friendship Fund.

Canadian World Friendship Fund (CWFF)

The CWFF is a fund comprised of voluntary contributions from members and friends of Guiding to expand the experience of Guiding internationally. Donors can do this by indicating that they want their donations to enhance the various programs and activities to be carried out by WAGGGS internationally on GGC’s



behalf. In the past, the CWFF has provided funding to operate training programs on leadership skills, financial assistance to adult members who have been selected to accompany girls on Nationally Sponsored Trips, and help girls and adults from other Guiding countries visit Canada for special events.

Policies and Procedures

As members of GGC, our major responsibilities include ensuring the safety and well-being of girls and managing the unit's administration. Our policies are in Member Zone under the Admin tab on the [Bylaws & Governance Policies](#) page. The ones explained here are the most relevant to your role.

Code of Conduct

The Code of Conduct sets clear standards of respectful behaviour for the Guiding community of girl members, parents/guardians, adult members, volunteers, and employees. With the Code of Conduct comes a responsibility to follow its standards by being a good example and supporting others in doing the same.

This Code of Conduct is an integral part of your involvement with Girl Guides of Canada– Guides du Canada (GGC). All members, volunteers, employees, and parents and guardians of members are required to:

1. Refrain from words, actions, and behaviour – in any medium – that demonstrate disrespect for other members, volunteers, employees, or the family members of such individuals.
2. Uphold GGC's reputation and integrity by ensuring that their conduct, whether in person, online, or otherwise, brings honour and dignity to GGC.
3. Be vigilant in ensuring an environment that is safe and protects girl and adult members, volunteers, and employees from emotional, physical, verbal and sexual abuse.
4. Respect other members', volunteers' and employees' rights to privacy and the confidentiality of their personal information.
5. Act with honesty and integrity when dealing with property, monies and any other assets belonging to GGC.
6. Respect and abide by the laws of Canada and of the relevant Province or Territory.
7. Treat members, volunteers, employees and members' families fairly, knowing that GGC does not tolerate unlawful discrimination on the basis of race, national ethnic origin, citizenship, colour, religion, sex, age, mental or physical ability, political beliefs, socio-economic status, health-related status, sexual orientation, marital status, or any other grounds enumerated in the human rights legislation of the jurisdiction in which the individuals involved are located.



In addition, members, volunteers, and employees will:

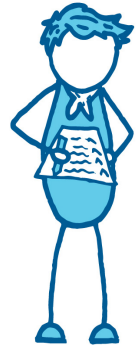
8. Subscribe to the principles of the Promise and Law of GGC and adhere to GGC's bylaws, policies and procedures.
9. Fulfill their roles and responsibilities as stated in their position descriptions (where applicable) and act within the limitations of their authority in the discharge of their duties.
10. Diligently maintain the confidentiality of any information regarding GGC that they have obtained in the course of performing their roles in Guiding and that is not generally available to the public.

Girl Guides of Canada–Guides du Canada reserves the right to take action regarding any breach of the Code of Conduct.

Refer to [Appendix 1: Understanding the Code of Conduct](#) for an explanation of how to interpret the Code of Conduct.

Safe Guide

Providing girls with a safe environment where they can discover themselves and their passions is very important at GGC. [Safe Guide](#) is GGC's risk management framework; it provides the guidelines for realizing this goal. It includes all the information Guiders need to carefully plan dynamic activities for girls, along with details on supervision ratios, health forms, first aid procedures, food safety practices, and clothing kit lists.



Safe Guide is an important component of organizational risk management and ensures consistency in managing the safety of all members. Following Safe Guide is mandatory when planning activities. Training in how to use Safe Guide is mandatory for all adult members who plan and/or deliver activities for girls or adults, as well as those in administrative roles that support these activities. This training component must be completed as a part of the screening process and is mandatory for all adults joining GGC.

Guiding Essentials

[Guiding Essentials](#) provides information about our policies and related procedures that must be followed by members of GGC. It is primarily for those who are responsible for administration, but serves as a reference document for all GGC members and staff.

Girl Protection Procedures

GGC prides itself on creating and maintaining safe spaces for girls and women. The [Girl Protection Procedures](#) outline protocols for protecting our girl members from abuse and supporting members if they suspect a girl member is being abused. Guiders can access these procedures on Member Zone. Any adult member who suspects that a girl may be at risk of, or may have suffered from, neglect, emotional, physical, or sexual abuse MUST immediately report the matter to the local child protection agency or police service. This is a legal requirement and GGC requires that all members adhere to this law. Some provinces have a Girl Protection Adviser, who has specialized knowledge in this area and can offer assistance when



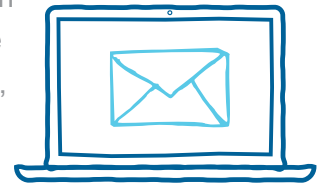
required. The Girl Protection Procedures are a resource provided to members. You can also refer to GGC's Girl Protection Policy in the [Governance Manual](#) found on Member Zone.

Anti-Discrimination

Our Code of Conduct reminds us of our obligation to respect and uphold anti-discrimination laws. All individuals' rights are guaranteed by the Universal Declaration of Human Rights (international) and by the Canadian Charter of Rights and Freedoms (national), as well as the human rights code of each province/territory. [Appendix 2: Human Rights Codes](#) contains information on obtaining a copy of the human rights code for your province or territory. These documents ensure that we're all equal before the law in our communities. GGC's Anti-Discrimination Policy is available in the [Governance Manual](#) found on Member Zone.

Privacy

GGC is committed to protecting the privacy of all members. All personal information and forms should be handled with care. Always ensure the information is kept safe and secure. Please see Member Zone for further information on privacy standards, including our Privacy Policy. Our [Privacy Statement](#) is also available on the GGC website.



Contacting members via email

Girl Guides of Canada uses email as a primary channel of communication with its members. In doing so, GGC makes every effort to respect its members by adhering to the Canadian Anti-Spam Law (CASL). In broad terms, this law prohibits the sending of commercial electronic messages (CEMs) to those that have not consented to receiving such messages.

The following tips are based on good email and communication practices – and will help you ensure your messages to your unit meet the CASL requirements:

- » Make it clear who the email is from. It is best for the recipient to see your name versus an unidentifiable username. It is important that the recipient know who you are, your position / association with GGC and full contact details.
- » Include a clear and concise subject line that clearly explains the purpose of the message.
- » Only use members' email addresses for matters dealing directly with GGC business. Members' email addresses should never be used for personal and non-GGC related communications – such as personal business, charitable, religious or political causes, outside organizations, or other non-GGC-related solicitations.
- » Don't email girls under the age of 14 – email their parents instead.
- » As outlined in the GGC Code of Conduct, respect other members', volunteers' and employees' rights to privacy and the confidentiality of their personal information.

For more information, check out our [CASL Overview and Best Practices](#) located on the [Privacy page](#) in Member Zone.

Finances - Standard Financial Reporting Manual



All funds collected by units for activities, camps, cookie sales, and so forth, belong to GGC. They are GGC monies, subject to public scrutiny, and therefore must be handled according to set guidelines. The [Standard Financial Reporting Manual](#) (found on Member Zone) sets the financial procedures for the handling of unit funds.



Your District Commissioner, Administrative Community Leader or Unified Banking Clerk will assist you in learning the financial procedures for your unit.

Supporting Accessibility

Girl Guides of Canada–Guides du Canada (GGC) recognizes and values the richness of human diversity in its many forms, and therefore strives to ensure environments where girls and women from all walks of life, identities, and lived experiences feel a sense of belonging and can participate fully. Girl Guides of Canada is committed to promoting inclusion through its culture, programming, practice to encourage self-awareness and awareness of others, and safe environment.



Some disabilities may be visible, such as, someone in a wheelchair or someone with a guide dog. Others can be less obvious. For example, you may not be aware that an acquaintance or colleague has a learning disability, severe back pain, or a heart condition.

GGC has various training information designed to help you create a setting that ensures your interaction with members (girls and adults), parents/guardians, other volunteers or employees is appropriate for each individual and makes them feel safe, welcomed and comfortable.

Accessibility at GGC

The core principles of accessibility for people with disabilities are:

- » Dignity
- » Independence
- » Integration
- » Equal opportunity

To support these principles, GGC has two policies:

- » [Accessible Customer Service Policy](#). This policy outlines the principles in providing service to people with disabilities in a way that gives individuals independence, dignity, integration and equal opportunity.
- » [Integrated Accessibility Standard \(IAS\) Governance Policy](#). This policy sets the standards for breaking down barriers and increasing accessibility for people with disabilities in the areas of information and communications, as well as employment and adult membership.



Under the IAS policy, the organization is expected to:

- » Address accommodation requests as quickly as possible, even if it means creating a temporary solution while developing a long-term one
- » Facilitate accommodations, including any necessary medical or other expert opinions or documents
- » Respect the dignity of the person asking for accommodation, and keep information shared by individuals confidential
- » Ensure staff and volunteers are trained on the requirements of the policy and know how to interact with others in a manner that's consistent with the goals and objectives of the IAS policy

Individuals with disabilities play a key role in this process as the organization can only accommodate disabilities of which they're informed. These individuals play an active role in helping the organization come up with possible solutions for accommodations, as most often they are the experts in this area.

Your role in managing these policies involves supporting members and volunteers in the unit. As such, you're expected to:

- » Facilitate accommodation requests
- » Contact your Provincial Office at 1-800-565-8111 or membership@girlguides.ca for support in accommodating these requests

GGC must also ensure that anyone in a supervisory capacity (member or staff) is fully aware of GGC's policy on accommodating adult members with disabilities. This includes accommodating requests related to recruitment and screening of potential member volunteers based on the IAS Policy.

Accessibility Training

GGC provides training to those who interact with others on its behalf. Below is an overview of GGC's commitment to serving its members, non-member volunteers, parents/guardians, employees and customers in an equitable manner, as well as GGC's expectations of you as an adult member or non-member volunteer.

Human Rights Codes

Each province has its own human rights code, refer to [Appendix 2: Human Rights Codes](#) for information on how to find yours. The provincial human rights codes help to ensure all, including those with disabilities, enjoy equal rights and opportunities, as well as freedom from discrimination. The codes apply to areas of your life like employment, housing, facilities and services, as well as memberships in unions, trade or professional associations. They also apply to volunteers, meaning a volunteer cannot be discriminated against because they have a disability.

What's a disability?

A disability is a mental or physical impairment caused by injury, illness or experienced since birth, which limits or impacts a person's abilities. They can include but aren't limited to: physical disability, learning disability, mental impairment or disorder. A disability can be either visible (e.g. amputation, difficulty



walking) or invisible (e.g. brain damage). They can be short term (e.g. a broken bone), to something that is permanent. Some people with disabilities may have a support person, guide dog, another support animal, wheelchair, or another type of remedial appliance/device to support them.

Duty to Accommodate

To ensure that persons with disabilities are not discriminated against, special arrangements or accommodations may need to be put in place. This is known as the Duty to Accommodate. For details and assistance on making accommodations, contact your local office at 1-800-565-8111 or membership@girlguides.ca. Outlined below are some guiding principles.

In many cases, accommodations that enable an adult member to fulfill her responsibilities are minimal and can easily be addressed. The only two circumstances where it would be acceptable to not accommodate an individual with a disability are when:

1. The person can't perform the essential duties of the position, even with accommodations.
2. The accommodation required would create what is known as "undue hardship" for the organization. For example, when the accommodation required would be so expensive that it could jeopardize the future of the organization, or could put others in the organization at risk due to health or safety reasons.

GGC is only expected to accommodate disabilities for which it's made aware and will accept accommodation requests in good faith, respecting the dignity of the individual.

You can ask for additional information as long as it's directly related to the type of limitation or restriction and the answers will assist you in helping the individual participate or carry out her or his responsibilities. However, you cannot ask for any information about the individual's diagnosis. As with any health information, you must keep these details confidential and share only what is absolutely necessary.

Accessible Customer Service

The Accessible Customer Service policy requires all members and staff to provide accessible 'customer service' when interacting with:

- » Potential members – people who are interested in, or inquiring about becoming an adult leader or girl participant
- » Members – girls or adults who have joined Girl Guides of Canada
- » Parents/guardians
- » Non-members – adults who volunteer occasionally or girls who come to summer camp but haven't joined a unit
- » Employees
- » Customers or other members of the public

What is meant by 'accessible customer service'?

Accessible customer service is about providing service to people with disabilities in a way that gives individuals independence, dignity, integration and equal opportunity. This means, as is reasonably



possible:

- » Communicating in a way that takes into account their disability
- » Accommodating individuals who use assistive devices to access GGC services and programs
- » Accommodating individuals who use service animals
- » Accommodating individuals who have a support person
- » Providing notice when any facility, or part of a facility, is temporarily unavailable or is expected to be temporarily unavailable, in the near future
- » Ensuring emergency response procedures support individuals with disabilities involved in our programs or on our premise
- » Having a process for providing feedback on how we provide service to those with disabilities

Interaction with persons with disabilities

Here are some general steps to assist you in offering accessible customer service. These steps apply to face-to-face interactions and some of them can also be applied when communicating on the phone.

- » Introduce yourself. Offering your name builds rapport and decreases anxiety.
- » Take the time to find out what methods of communication work best for their disability.
- » Be aware of details such as where you’re looking during a face-to-face interaction or speaking too quickly on the phone.
- » Offer service in a calm manner that’s polite and respectful of everyone.
- » When in doubt, ask the customer what you can do to make things easier.

For more tips on assisting people with various types of disabilities go to [Tips for Interacting with Persons with Disabilities](#) on the Inclusivity and Accessibility page under the [About Guiding](#) tab in Member Zone.

To create an inclusive environment at unit meetings:

- » Talk to the parents, explain that you want to make sure that their daughter is included in all activities, but you need some help in adapting activities to include her.
- » Don’t single the girl out by saying “we’re going to do it this way so Suzy can do it too.” Just go ahead and do the adapted activity for all.
- » Recognize that it’ll take some extra time and effort in your planning, but don’t be surprised if the results exceed your expectations.

Interaction with people using assistive devices

Some people might need assistive devices to help them with participating in GGC activities. Assistive devices can enable individuals with disabilities to do everyday tasks such as moving, communicating, reading or lifting. Here are a few examples of devices that could be used:

- | | | |
|-------------------------|-----------------------------|-------------------------|
| » White canes | » Wheelchairs | » Walkers |
| » Listening devices | » Hearing aids | » Magnification devices |
| » Smart phones | » Speech generating devices | » Laptops |
| » Portable oxygen tanks | » Communication boards | |



In cases where the assistive device presents a significant and unavoidable health or safety concern, or may not be permitted for other reasons, other measures will need to be used to ensure the person with a disability can access GGC's services.

GGC will provide training, as needed, to staff and volunteers on the use of assistive devices provided by GGC, such as a wheelchair lift at a GGC-owned office or camp. If there are assistive devices at a third-party location being used by GGC, such as a key-operated elevator, please talk to a representative of that facility about its use. If someone brings their own assistive device, it's fine for you to ask if they require any assistance with the device and for information on how you could assist. For a girl member, it may also be appropriate to speak to the parents/guardian for more information.

General tips for working with assistive devices:

- » Be open and willing to work with assistive devices
- » Focus on the person and not the device
- » Ensure the person and assistive device have the appropriate amount of space
- » Don't block, knock or bump into assistive devices

Interaction with people using a service animal

When an individual accompanied by a service animal wishes to participate in Guiding, the individual must be able to keep the animal with her. However, if the animal is excluded by law (for example from a kitchen facility), you'll need to adapt your activities or program so that the individual can still participate.

In most cases when someone uses a service animal it will be a dog; however, you might also encounter monkeys, parrots and other animals that offer critical assistance to persons with disabilities. Service animals have been trained to perform specific tasks to assist people with disabilities, such as guiding, alerting to sounds, prompting medication, mobility, and retrieving objects.

When you cannot easily determine whether or not an animal is a service animal and is needed to support an individual's disability, contact your Commissioner or Provincial office for guidance.

General tips on having a service animal in the unit:

- » Don't pet the animal.
- » Don't speak to the animal.
- » Don't try to distract the animal.
- » Ensure the customer and the service animal aren't separated.
- » Do ignore the animal – this is a tough one for everyone, but very important. If too many people are speaking and giving direction, the service animal may become confused about which person's directions they should be following. The animal works for only one person and that's the person with the disability.

Interaction with people who are accompanied by a support person

Some people may require the assistance of a support person. A support person is an individual hired or chosen to accompany a person with a disability. This individual provides service or assistance with



communication, mobility, personal care, medical needs or assistance to access services. Personal care needs may include assistance with eating or using the washroom. Medical needs might include ensuring medication is taken on time, monitoring someone’s health conditions and providing injections. A support person can be a paid worker, volunteer, family member or friend and does not necessarily require any special training or certification. GGC is not responsible for providing a support person for a girl to attend unit activities; however, we will work with the family to accommodate their arrangements.

For GGC’s purposes, a support person who regularly attends Guiding activities with the person with a disability is considered a non-member volunteer. According to Safe Guide, they must complete a Police Record Check (PRC) that meets GGC’s requirements. They must also complete an A.7 (Non-member volunteer application form), which includes agreement to the GGC Code of Conduct, the Accessible Customer Service, the Integrated Accessibility expectations and the guidelines outlined here.

If there are additional activity fees for the support person’s admission to a premises owned or operated by GGC, then the Guider must notify the girl’s family (or the adult member or non-member volunteer with a support person) and provide details about the costs. You may choose to waive these fees for the support person. Please contact your provincial office to discuss options.

If, for health or safety reasons while on a GGC premises, you believe that a support person is required to accompany a person with a disability, contact your provincial office for assistance in making this decision.

As the support person is there to provide one-on-one assistance to the person with a disability, they must not be counted in the supervision ratio for the activity. Please refer to Safe Guide for more information about non-member volunteers.

General tips for working with a support person:

- » Introduce yourself to both the person with a disability and support person.
- » Talk directly to the person with a disability, even if the support person is responding.
- » Address the person with a disability appropriately. For example, ask “How can I help you today?”, as opposed to asking the support person “Can you find out what they need?”
- » Provide any written materials to both the person with a disability and the support person.
- » Ensure that the person with a disability and support person aren’t separated.

Notice of service disruption

Service disruption refers to the temporary unavailability of facilities or services that people with disabilities usually use to access a building or program. Service disruptions happen for many reasons and can cause hardship and disappointment. Some examples are: broken elevator, cancelled meeting, unplanned closures, sick employees or volunteers, and inaccessible parking. Service disruptions should be communicated immediately and in a variety of methods. At Girl Guides of Canada, we have developed a guideline for assisting you in handling service disruptions. For complete information see the [Inclusivity and Accessibility](#) page under the About Guiding tab in Member Zone.





Most GGC activities take place in third-party facilities (schools, community centres, churches, etc.). Here are tips on how service disruptions can be mitigated:

- » Contact the facility's office staff to discuss how you'll be notified about a service disruption and where general notification will be posted.
- » Provide the facility with emergency contact numbers of the Guiders.
- » Ask the facility for an emergency contact number in case problems arise during a meeting.
- » Develop a communication plan to inform participants of service disruptions. It's a good idea to confirm the contact information of your participants in case you need to reach them on short notice.
- » If you need to post the details of a service disruption, use the [Notice of Service Disruption](#) on Member Zone.

Information and Communications

GGC will work with individuals to provide documents and communications in formats that take into account their disabilities. This means that GGC will present information in a way that can be easily converted into a format that people with disabilities can consume, or it will make the information available in different formats upon request. If an individual comes to you with a request for accommodation, contact your provincial office at 1-800-565-8111 or contact membership@girlguides.ca for more information on making documents accessible.

Please note that if GGC cannot convert the information into another format we will let the individual know why. GGC has the right to decide which alternative format we will use to share information.

If you have a disability

If you have a disability, your responsibilities under the IAS policy are to:

- » Let GGC know what your disability related needs are.
- » Help GGC come up with solutions for accommodation should you require them.
- » If you require assistance in the event of an emergency, ensure that any plans developed are shared with the designated individuals in that situation.

If you're providing information about your disability, you may be selective about whom you tell, but don't let fear of others finding out about your disability prevent you from asking for the accommodations you're entitled to.

Make sure you let GGC know what your disability related needs are, given the duties of your position. However, remember that you only need to provide information related specifically to the accommodation you're requesting.

For example, you may wish to share the fact that you have a visual disability which prevents you from reading printed material. You don't need to share that this disability is due to the fact you have diabetes.

Emergency Response Information for Members and Volunteers

If an individual (adult, girl, or non-member volunteer) or their parents/guardian has disclosed the need



for an individualized plan to accommodate their disability during an emergency situation, one must be provided by the adult members involved. This plan must be created as soon as possible after becoming aware of the need for accommodation. With her/his consent (or that of her parent/guardian), the emergency response information must be provided to the person designated to assisting the individual.

Feedback

GGC welcomes any feedback regarding the way we provide services to people with disabilities. When someone wants to provide feedback, invite the individual to communicate in a way that's appropriate for her or him. For GGC activities or events, ask them to direct their feedback to the Responsible Guider (RG) in charge. Should the person providing feedback feel that the response given is insufficient, she or he is encouraged to contact the appropriate Commissioner or Administrative Community Leader, or call the provincial office.

For More Information

GGC is committed to fostering inclusivity and accessibility in every aspect of the organization. We have a number of resources to support you on working to achieve inclusion in your community – they can be found on our [Inclusivity and Accessibility](#) page on Member Zone.

Accessibility Scenarios

Please review the scenarios below to better understand how accessibility affects your role. These scenarios will test your knowledge in accommodating accessibility needs. Read each of the following scenarios carefully and choose the answer you think is correct.

Scenario 1

Fatima, who's a Guider in my unit, had a stroke last year. She came back to help in the unit last week. Fatima seems to have recovered almost completely, but no longer has full use of both her arms. Occasionally we need to lift boxes of supplies or cookie cases. I don't want to embarrass her by doing everything for her, but at the same time I'd really like her to help out if she can. I just don't know what she can do.

How should I handle this?

- A.** Ask her what we can do to accommodate her so she can help too.
- B.** Quietly do the lifting when she's not around.

 The correct answer is **A.** 

By asking her how you can accommodate her, you're demonstrating your support. It's likely that she'll be happy to explain how she can support the unit and assist with tasks like these.



Scenario 2

One of our caregivers recently complained that she was unable to read information about an upcoming camp. She was upset that there were no large-print or electronic versions of the camp information available.

What would my appropriate response be?

- A.** Let her know you'll be happy to read the information to her.
- B.** Reassure her that you'll provide the document to her in an accessible format as soon as possible.

 The correct answer is **B.** 

Under the Accessible Customer Service policy, you do need to help individuals with disabilities access our documents in a manner that works for them. This could include simply reading the document to them but that shouldn't be assumed as it isn't always the case.

For documents from higher levels, you'll need to forward the request to your provincial office. Both the national and provincial offices will create large-print formats upon request. Otherwise, documents in an electronic format can be enlarged easily, or read aloud using a screen reader.

Scenario 3

A potential member just told me she requires an American Sign Language (ASL) interpreter for her placement interview.

How should I handle this?

- A.** Ask the individual if they have a specific interpreter they'd like to bring with them as they may have someone they favour. You can also discuss alternatives to ASL if it's not feasible for GGC to provide an interpreter for reasons of location, expense or time.
- B.** This isn't something you need to worry about – it's not your responsibility.

 The correct answer is **A.** 

You aren't required to provide an ASL interpreter in all cases, but you're required to provide one if a suitable alternative is not found. Some other options might include posing the interview questions in an email, in print, or through a TTY or your telephone company's relay operator. Ask the individual which method of communication they prefer. If the candidate prefers ASL, the Canadian Hearing Society will often provide an interpreter at no cost, if one is available. If you require support, contact your provincial office at 1-800-565-8111 or membership@girlguides.ca.

Credit: Adapted from proLearning innovations AODA materials.

Thank You!



We appreciate all that you'll contribute as a volunteer and hope that you find being a member of GGC a very rewarding experience.

Girl Guides of Canada–Guides du Canada

www.girlguides.ca





Appendix 1:

Understanding the Code of Conduct

The line between someone's personal life and the role of that individual as a member, volunteer or employee is often blurry. Members, volunteers or employees need to keep in mind how their words and actions during or outside of GGC activities may impact the organization's reputation.

This section-by-section breakdown of the Code of Conduct, will help you better understand what it means. The key word(s) for interpreting each of the statements is in bold.

The Code of Conduct

This Code of Conduct is an integral part of your involvement with Girl Guides of Canada—Guides du Canada (GGC). The Code of Conduct requires all members, volunteers, employees, parents/guardians of members to:

1. Refrain from words, actions and behaviour – in any medium – that demonstrate disrespect for other members, volunteers, employees, or the family members of such individuals.

Explanation:

Your **Respect** for others is demonstrated through what you say, and how you say it in conversation, whether face-to-face, on the phone, in writing, or digital (e.g. email, text, Facebook, Twitter, other social media, etc.). Each individual is a role model for others and should interact with open, clear and respectful communication.

This includes:

- » Showing understanding when dealing with sensitive issues
- » Being careful that your actions and choice of words are not misunderstood
- » Confirming facts before taking action to address potential issues

2. Uphold GGC's reputation and integrity by ensuring that their conduct, whether in person, online, or otherwise, brings honour and dignity to GGC.

Explanation:

An individual's actions, words and behaviours should always bring credit to **GGC's reputation** in any setting (online, in print, at a GGC or public event, etc.).

3. Be vigilant in ensuring an environment that is safe and protects girl and adult members, volunteers and employees from emotional, physical, verbal and sexual abuse.



Explanation:

Ensure all words, actions and behaviour support a setting where **individuals feel safe** both physically and emotionally. All communications, regardless of being in person, through written means, online or by telephone, must be appropriate and support an atmosphere of trust.

4. Respect other members', volunteers' and employees' rights to privacy and the confidentiality of their personal information.

Explanation:

GGC protects the **privacy of our members**. We must handle personal data responsibly and comply with all applicable privacy laws. Personal information, and any forms, must be kept safely and be secured. Personal information use is limited to communication about Guiding matters within GGC or for situations regarding someone's safety.

5. Act with honesty and integrity when dealing with property, monies and any other assets belonging to GGC.

Explanation:

All money (e.g. fees, dues, cookie funds, fundraising) and assets (e.g. unit supplies and equipment, camping equipment, properties, etc.) belong to GGC and must be accounted for within GGC's financial reporting policies. Account books must be kept up to date so that a report of the group's financial situation is available when requested.

6. Respect and abide by the laws of Canada and of the relevant Province or Territory.

Explanation:

Individuals must uphold the law. If they incur any new charges or convictions, they must report them to GGC as there are convictions that preclude membership/participation with GGC.

7. Treat members, volunteers, employees and members' families fairly, knowing that GGC does not tolerate unlawful discrimination on the basis of race, national or ethnic origin, citizenship, colour, religion, sex, age, mental or physical ability, political beliefs, socio-economic status, health-related status, sexual orientation, marital status, or any other grounds enumerated in the human rights legislation of the jurisdiction in which the individuals involved are located.

Explanation:

We are inclusive and welcome individuals from all walks of life, identities and life experiences. We **treat others fairly and equally**. Diversity is acknowledged, valued and respected by all involved in Guiding.

In addition, members, volunteers and employees will:

8. Subscribe to the principles of the Promise and Law of GGC and adhere to GGC's bylaws, policies and procedures.



Explanation:

All members make the Promise and accept the Law as part of their enrolment and agree to the **values** described.

The **GGC policies and procedures** guide the actions of all persons involved or connected with GGC.

9. Fulfill their roles and responsibilities as stated in their position descriptions (where applicable) and act within the limitations of their authority in the discharge of their duties.

Explanation:

Individuals must work to **understand their responsibilities** as well as the limitations of their position. Whenever you are in doubt, please seek assistance by contacting your provincial office at 1-800-565-8111 or membership@girlguides.ca.

10. Diligently maintain the confidentiality of any information regarding GGC that they have obtained in the course of performing their roles in Guiding and that is not generally available to the public.

Explanation:

Individuals who have access to non-public, **confidential information** about GGC must not discuss or disclose this information by any means with others, regardless of those people being within the organization or outside of it.

Girl Guides of Canada–Guides du Canada reserves the right to take action regarding any breach of the Code of Conduct.

Explanation:

If there's any **discrepancy in the interpretation** of the Code of Conduct or the policies and procedures of the organization, the national office makes the final decision.

Dos and don'ts for following the Code of Conduct

The following are a few basic steps to guide you in your interactions and support others in doing the same.

Do

- Set an example by using words and actions that are respectful of others and support their health, safety, privacy and well-being.
- Keep in mind that your words and actions during or outside of GGC activities may impact the organization's reputation.
- Ensure that you are not alone with a girl and that private conversations are in view of others, even if they're out of earshot.
- Limit your direct communications to girls who are 14 years and older. Always copy parents/guardians on all messages sent electronically.
- Use the blind carbon copy (BCC) field when sending emails to groups of people.



- Avoid jokes or stories that could be considered offensive.
- Recognize that verbal abuse, bullying, name-calling or ridiculing is unacceptable and that GGC will take appropriate action to deal with such behaviour.
- Take care that your behaviour won't be misunderstood or cause offence and is acceptable within the relationship.
- Limit your use of individuals' contact information from GGC rosters to Guiding purposes.
- Follow the alcohol and smoking procedures in Safe Guide.
- Look for people who can offer advice and assistance in times of frustration; ensure you have the facts correct; avoid jumping to conclusions.
- Follow GGC policies and procedures, as well as ask for more information if you need clarification or direction.
- Keep unit accounts up to date and available for review when requested.

Don't

- Permit abusive behaviour such as bullying, name-calling or ridiculing by either girls or adults.
- Have inappropriate physical or verbal contact with others.
- Swear, use vulgar language, or be verbally abusive.
- Make a comment, even in passing, that could reveal personal information about someone.
- Use individuals' contact information from rosters for personal reasons or business opportunities, such as soliciting donations or advertising products.
- Use technology or social media (e.g. Facebook, Twitter, blogs etc.) to engage in disrespectful or bullying behaviour.
- Use Guiding to promote personal beliefs, behaviours or practices that aren't compatible with Guiding or related to Guiding activities.
- Make assumptions.
- Make suggestive remarks or actions, even in jest.
- Deliberately place yourself or others in a compromising situation.

Related GGC policies and procedures

Below are GGC policies and procedures that relate directly to the Code of Conduct. They are found on [Member Zone](#) in the [Governance Manual](#). Some of the policies have a set of procedures that explain how to implement them. If you have an issue that's not covered by one of these policies, contact membership@girlguides.ca for assistance.

Policy	Procedure
Risk Management	Safe Guide Insurance Booklet
Screening	Screening
Anti-Discrimination	
Girl Protection	Girl Protection and Self-Harm Girl Misconduct and Bullying



Use of Cameras	
Fundraising	Fundraising Procedures and Guidelines
Alcohol, Drugs, Tobacco and Gaming	Safe Guide
Code of Conduct	Code of Conduct and YOU Understanding the Code of Conduct Performance and Conduct Management
Conflict of Interest	Conflict of Interest Protocol
Accessible Customer Service	Supporting Accessibility in Guiding
Integrated Accessibility Standards	Supporting Accessibility in Guiding
Financial Stewardship	Standard Financial Reporting Manual Guidelines for Signing Short-Term Contracts for the Use of Third-Party Facilities

Appendix 2: Human Rights Code

Canadian Human Rights Commission: <http://www.chrc-ccdp.gc.ca>

Provincial and Territorial Human Rights Commissions:

[Alberta](#)

[New Brunswick](#)

[Nova Scotia](#)

[Prince Edward Island](#)

[Yukon](#)

[British Columbia](#)

[Newfoundland and Labrador](#)

[Nunavut](#)

[Quebec](#)

[Manitoba](#)

[Northwest Territories](#)

[Ontario](#)

[Saskatchewan](#)