

# **New Leader's Starter Guide**

## **Welcome to your Guiding adventure!**

Thank you for volunteering with Girl Guides of Canada.



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.



## Key Contacts

<b>Your Administrative Community</b>		
Community Guider		
Administrative Community Leader		
<b>Girl Guides of Canada</b>		
Adult Membership	Application status and Inquiries to screening team	<a href="mailto:screening@girlguides.ca">screening@girlguides.ca</a>
Girl Membership	Membership and refund inquiries	<a href="mailto:info@girlguides.ca">info@girlguides.ca</a>
Sourcing new User Space	Unit Guider to conduct search. Rental agreements, and contracts must be submitted to Girl Guides of Canada for review and signature.	<a href="mailto:on-userspace@girlguides.ca">on-userspace@girlguides.ca</a>
User space (free) contract renewal	Guiders contact facility directly to ask for contract. One representative to contact if multiple units using space. Submit contract to Girl Guides of Canada for review and approval.	<a href="#">Contract Submission Form</a>
User space (rental fee) contract renewal	Guiders contact facility directly to ask for contract. One representative to contact if multiple units using space. Inform space rental cost must be approved by Girl Guides. Submit contract to Girl Guides of Canada for review and approval.	<a href="#">Contract Submission Form</a>
School, municipality & other paid user space contract renewal	User Space will apply to the appropriate school board or municipality for a permit. User Space will confirm permit renewals with ACLs and submit applications to school boards.	<a href="mailto:on-userspace@girlguides.ca">on-userspace@girlguides.ca</a>
Permit, fee & contract approval/signature	All contracts/permits including meeting space to be submitted for review/approval/signature by Girl Guides of Canada	<a href="#">Contract Submission Form</a>
Certificate of Insurance   Proof of Insurance	Complete the <a href="#">Request Form</a> found on the <a href="#">Insurance Page</a> of MemberZone and email it to the insurer. Name, and email	<a href="mailto:girlguidecerts@bflcanada.ca">girlguidecerts@bflcanada.ca</a>

	on the top of the form.	
Girl protection	You have a legal responsibility to notify your local child protection agency or the police when you suspect that a child is in need of protection. Check out the Girl Protection resources on the <a href="#">Membership Procedures</a> page of MemberZone. Need advice, contact your ACL.	
<b>MemberZone</b>		
Technical Support for MemberZone		<a href="mailto:MembershipSystems@girlguides.ca">MembershipSystems@girlguides.ca</a>
Help	<a href="#">Member Zone FAQ</a>	
<b>Program Platform</b>		
Technical Support	Scroll to the bottom of the home page to find <a href="#">Frequently Asked Questions</a>	<a href="mailto:girlsfirst@girlguides.ca">girlsfirst@girlguides.ca</a>
Troubleshooting	<a href="#">Troubleshooting Guide</a>	

## The Guiding Year



<b>Summer</b>  	July
	<p>Check your current year <a href="#">Roster Reports</a> and reach out to members who have not registered (<a href="#">MemberZone</a> login required)</p>
<b>Fall</b>  	August
	<p>Save a copy of your current year <a href="#">Roster Reports</a>          Meet with unit Guider team to start unit planning</p> <ul style="list-style-type: none"> <li>○ Decide who will do what in the unit and assign unit roles</li> <li>○ Pick a date for your parent/caregiver meeting</li> </ul> <p>Review Safe Guide updates on the <a href="#">Safe Guide page</a> (<a href="#">MemberZone</a> login required)          Check your next Guiding year unit roster (Roster Reports) to make sure your meeting information is accurate          Send <a href="#">Welcome email to Families</a> (email templates) to the girls registered in your unit. Include links to the Health Form (H.1) (found on the <a href="#">Safe Guide Forms</a> page)          Check out the <a href="#">Big Ideas Calendar</a> on the Program Platform for activity ideas (<a href="#">Program Platform</a> login required)</p> <ul style="list-style-type: none"> <li>● Respond to Unit Readiness emails from Girl Guides confirming meeting day and time, location and start date</li> </ul>
<b>September</b>  <b>September</b>  Happy Guiding New Year! Hold a Parents/Caregiver Meeting Start unit meetings Create meetings and log meeting information on <a href="#">Program Platform</a> <ul style="list-style-type: none"> <li>● Keep checking your unit roster and welcome new members</li> </ul> Encourage other girls and adults to join Girl Guides  <b>Unit Tip:</b> share information and encourage parents to use <a href="#">Parent Online Bill Payment</a> to pay for dues, cookies, camps, special events	September
	October
	<p>Enrolment  <b>Mint Chocolate Cookie</b> sales begin          Deposit cookie money</p> <p><b>Unit Tip:</b> Hold a meeting with families to set expectations, and answer questions about cookies</p>


	November
	Deposit cookie money Follow-up with parents/caregivers about outstanding cookie money <ul style="list-style-type: none"> <li>● Begin <a href="#">Parent Not Paid Process</a> if cookie money remains outstanding</li> </ul> <b>Unit Tip:</b> Look for community engagement opportunities; including local service project
<b>Winter</b>  	December
	Girl Guides of Canada withdraws unit payment for Mint Chocolate Cookies ** Classic Vanilla & Chocolate cookie orders due to Girl Guides of Canada **  <b>** NOTE: Payment and Order dates are set by Girl Guides of Canada and are subject to change</b>
	January
	February
	<b>World Thinking Day is February 22!</b> Opt in or opt out of Try Now, Join Later initiative
	March
	March Break Classic Vanilla and Chocolate Cookies arrive
<b>Spring</b>  	April
	Try Now, Join Later initiative begins <ul style="list-style-type: none"> <li>● Follow-up with parents/caregivers about outstanding cookie money</li> <li>● Begin <a href="#">Parent Not Paid Process</a> if cookie money remains outstanding</li> </ul>
	May
	Girl Guides of Canada withdraws unit payment for Classic cookies**

	<p>Let us know your plans for the fall by replying to the Guider Intent email from Girl Guides of Canada</p> <p>Girl registration begins</p> <p>Reach out to your meeting space (if you meet in a community centre, church etc.) about fall meeting space</p> <p><b>** NOTE: Payment and Order dates are set by Girl Guides of Canada and are subject to change</b></p>
	June
	<p>Girl registration opens to the public</p> <p>Finalize and submit unit year-end reconciliation</p>

## How To

MemberZone	
How Tos and help Qs & As	<a href="#">Member Zone FAQ</a>
Technical support	<ul style="list-style-type: none"> <li>● Scroll to the bottom of the login page</li> <li>● Click <a href="mailto:MembershipSystems@girlguides.ca">MembershipSystems@girlguides.ca</a> or click the link to send an email</li> </ul>
Program Platform	
Register for the Program Platform	<ul style="list-style-type: none"> <li>● Click the link to the <a href="#">Program Platform</a></li> <li>● Click on Don't have an account? <a href="#">Register</a></li> <li>● Complete the registration form</li> <li>● Click the bottom blue box to complete registration</li> </ul>
Log into the Program Platform	<p>Click the link to the <a href="#">Program Platform</a></p> <p>Enter the email address and password you selected when you registered your account</p>
Trouble with the Program Platform	<p>Scroll to the bottom of the <a href="#">Program Platform</a> home page</p> <p>Click on the <a href="#">Troubleshooting Guide</a> and/or <a href="#">Frequently Asked Questions</a></p> <ul style="list-style-type: none"> <li>● Still having trouble, email <a href="mailto:girlsfirst@girlguides.ca">girlsfirst@girlguides.ca</a></li> </ul>
Help using	<ul style="list-style-type: none"> <li>● Open YouTube</li> </ul>

<p>the Program Platform</p>	<ul style="list-style-type: none"> <li>● Search Girl Guides of Canada</li> <li>● Find tools and tips to help you navigate the program platform on the <a href="#">Program Platform playlist</a>. It has videos, transcripts, and other resources to help with activity tracking, meeting planning, and more.</li> </ul>
<p><b>Unit Banking</b></p>	
<p>Change Treasurers</p> 	<ul style="list-style-type: none"> <li>● Log into <a href="#">MemberZone</a></li> <li>● Treasurers must complete <a href="#">Treasurer e-Course</a> (So now you're a Treasurer) and pass a quiz</li> <li>● Open the <a href="#">Unified Banking Authorization (UBA) form</a></li> <li>● Complete and submit the e-form</li> <li>● Changes usually take two weeks to process</li> </ul>
<p>Change Purchase Card Holder</p>	<ul style="list-style-type: none"> <li>● Log into <a href="#">MemberZone</a></li> <li>● Open the <a href="#">Unified Banking Authorization (UBA) form</a></li> <li>● Complete and submit the e-form</li> <li>● Changes usually take two weeks to process</li> <li>● A purchase card will be sent to you in the mail</li> <li>● Sign the back of the card, and activate by phone once received</li> </ul>
<p>Increasing the Purchase Card Credit Limit</p>	<p>Speak to your Unit Treasurer</p> <ul style="list-style-type: none"> <li>● They can submit a request to increase the credit limit</li> <li>● The billing cycle runs from the 28th of the month to the 27th of the next month</li> <li>● Purchase card charges are cleared monthly on the 28th</li> <li>● Purchases made between the 28th of the month and the current date will reduce the available credit balance on your card - remember to take this into account when requesting a credit limit increase</li> </ul>
<p><b>Unit Information</b></p>	
<p>Change Meeting Times</p> 	<ul style="list-style-type: none"> <li>● Speak with your Community Guider</li> <li>● Speak with your meeting place to confirm the new timing works (if you meet in a school, please email <a href="mailto:on-userspace@girlguides.ca">on-userspace@girlguides.ca</a> with your request)</li> <li>● Speak with your unit's families to make sure new timing will work for unit members</li> <li>● Confirm the new meeting time with unit families by email</li> <li>● Email <a href="mailto:Memberinitsupport@girlguides.ca">Memberinitsupport@girlguides.ca</a>, requesting an update to unit information in iMIS - remember to copy your Community Guider</li> <li>● Watch for the update on your roster in iMIS</li> <li>● <b>NOTE</b> - you do not have to wait for the update in iMIS to move to your new meeting time</li> </ul>

<p>Guider Information</p>	<ul style="list-style-type: none"> <li>● To change roles, from Part-time to full-time</li> <li>● Speak to your Community Guider</li> </ul> <p>Email <a href="mailto:Memberinitsupport@girlguides.ca">Memberinitsupport@girlguides.ca</a>, requesting an update to iMIS - remember to copy your Community Guider</p>
<p><b>Meeting Space</b></p>	
<p>Request New or Different Meeting Space</p> 	<ul style="list-style-type: none"> <li>● Speak with your Community Guider</li> <li>● Determine the space(s) you need for meetings (e.g.: hall, small meeting room, kitchen, washrooms, outdoor area, etc.)</li> <li>● Reach out to local businesses, halls directly to see if they have rooms available</li> <li>● Contracts and/or agreements need to be reviewed and signed by the Provincial Operations Team</li> <li>● If the space is <b>free of charge</b>, book the space</li> <li>● If there is a <b>cost</b>, ask for a copy of the rental agreement stating the rental cost</li> <li>● Submit contacts/agreements via <a href="#">Contract Submission Form</a></li> <li>● Please submit the agreement/contract at least 14 days prior to the date required to allow for review and processing</li> </ul>
<p>Request a new school permit or space</p>	<p>Ontario Council is responsible for submitting all permit applications to school boards</p> <p>Consider the type of space you would like to request</p> <ul style="list-style-type: none"> <li>● Send your request to the User Space Administrator at <a href="mailto:on-userspace@girlguides.ca">on-userspace@girlguides.ca</a> and they will apply to the appropriate school board</li> </ul>
<p>Request a Certificate of Insurance</p>	<p>When going to camp or arranging a meeting space, you may be asked for a Certificate of Insurance</p> <ul style="list-style-type: none"> <li>● Log into <a href="#">MemberZone</a></li> </ul> <p>Open the <a href="#">Insurance</a> page</p> <p>Download the fillable INS.01 form</p> <p>Email the completed form to our Insurance provider (email on top of the form) <a href="mailto:girlguidecerts@bficanada.ca">girlguidecerts@bficanada.ca</a></p> <p>Please submit at least 14 days prior to date required</p>
<p>Cancel a date or amend a school permit</p>	<ul style="list-style-type: none"> <li>● Each school board has different cancellation procedures</li> <li>● Many boards charge no-show and late cancellation fees</li> <li>● Multiple no-shows may lead to the termination of a permit</li> <li>● To cancel or amend your permit, email <a href="mailto:on-userspace@girlguides.ca">on-userspace@girlguides.ca</a> at least seven business days in advance to request amendments or cancellation dates</li> <li>● Please do not connect with the school or school board directly</li> </ul>



Online Store	
Order Badges	<ul style="list-style-type: none"> <li>● Go to the online store <a href="https://thegirlguidestore.ca/">https://thegirlguidestore.ca/</a></li> <li>● Create an account or Sign in</li> <li>● Select Earned Badges and Insignia or Earned Challenges and Awards</li> <li>● Use the unit Purchase Card to pay for the badges</li> </ul> <p><b>NOTE</b> - there is a flat delivery fee for each order - so make your order count</p>
Contract/Agreement Approval	
Get a contract or agreement signed	<ul style="list-style-type: none"> <li>● Members cannot sign contracts, rental agreements, or leases</li> <li>● These types of documents can only be signed by a provincially-designated contract signer</li> <li>● To submit your document for signing, complete the online <a href="#">Contract Submission</a> form and attach all documents requiring signature and any supporting documents</li> <li>● Allow up to 14 business days for processing</li> </ul>

## Quick Links

### Program Platform

- [Platform Support Tools](#)
- [For Guiders - Resources](#)

### MemberZone (first sign into MemberZone to access these pages)

- [MZ Sign In](#)
  - [Recruitment and Retention Toolkit](#)
  -
- [Guider Resource Tab](#)
  - [New Guider Corner Page](#)
    - [Roadmap to Learning](#)
    - [Guider Handbooks](#)

- [Unified Banking Page](#)
- [Unit Communication Templates](#)
  - [Parent/Caregiver Welcome Email Template](#)
- **[Diversity & Inclusion Page](#)**
  - [Accessibility](#)
  - [A Guide to Making Winter Celebrations Inclusive](#)
  - [Anti-Racism Resources](#)
- **[Safety & Risk Management Page](#)**
  - [Safe Guide](#)
  - [A to Z of Activities](#)
  - [Safe Guide Forms](#)
  - [Girl Protection and Self-Harm](#)
- **[Cookies Tab](#)**
- **[Training Tab](#)**
  - [National Training Calendar](#)
- **[Communications Tab](#)**
  - [Recruitment and Retention Toolkit](#)

### **[Ontario Girl Guides of Canada Website](#)**

- [Outdoor Experiences Home](#)

### **[The Girl Guide Store](#)**

- [Create an Account](#)
- [Guider Nametags & Ontario Council Merch](#)

### **[Girl Guide Pinterest Board](#)**

## **Dollars and Sense**

### **Quick Links:**

#### [Unified Banking Page](#)

- [Expense and Cash Management Guidelines](#)

### **Unit Bank Account**

- All units use the unified banking system
- All unit money must be deposited into the unit bank account using the unit deposit slips
  - Don't have any - contact your unit banking clerk

### **Unit Expenses**

- Request a unit Purchase Card from Girl Guides of Canada by completing the [Unified Banking Authorization Form](#)
- Use the purchase card to buy badges and supplies
- If you do not have a purchase card, keep your receipts and submit a manual claims on a regular basis

### **Year-End Reconciliation**

- Units must complete the year-end reconciliation report by June 30
- There are great resources on the [Unified Banking](#) page of MemberZone

## **Income**

### **Cookies**

- Two cookie campaigns each guiding year
  - Fall - Mint Chocolate
  - Spring - Classic Vanilla & Chocolate sandwich cookies
- Units are expected to participate in both cookie campaigns

### **Dues**

- Units may decide to collect dues as a way to fund unit activities and supplies
- Dues can range from \$1 to \$2 per meeting
- Dues can be paid weekly, or paid in a lump sum (it is up to you)

### **Amounts transferred to units from Province or National**

- Portion of cookie profits
- Portion of registration fee

Unit Tip - encourage your parents to use online bill payment to pay dues, cookies, camp fees  
[Online Bill Payment Information](#)

## **Guiding Lingo**

Administrative Community Leader (ACL) - The leader of Unit and Community Guiders in an Ontario community [ADMINISTRATIVE COMMUNITY LEADER \(ACL\)](#) role description

Code of Conduct - All adult and girl Members, parents/caregivers, non-member volunteers and employees must review and agree to the [Code of Conduct](#). This affirms their commitment to creating a safe and respectful Guiding experience for all.

Community - For administrative purposes, Ontario is divided into Communities. Each Community will have an Administrative Community Leader. (Note: other provinces are divided into Areas)

Community Guiders - Guiders who support Unit Guiders and the Administrative Community Leader. [Community Guider](#) role description

Contact Guider - communicate on behalf of the unit with parents/caregivers, other unit Guiders, your Administrative Community Leader, and the public to ensure smooth operation of the unit. Read the Contact Guider [role description](#) for more information.

Cookies - Each year members of Girl Guides of Canada participate in two cookie campaigns. The chocolatey mint cookies are available every fall (October to December) and the classic chocolate and vanilla sandwich cookies are available every spring (from approximately March to June).

Program Platform - contains resources and information about your branch and program activities. Use the platform to plan meetings, track activities and badges.

Girl Driven Approach - The “how” of the Guiding program, putting the girl in the driver’s seat allowing her to choose what she gets out of Guiding and provides opportunities for leadership and decision-making within her unit, the wider organization and the community.

GGC - Girl Guides of Canada-Guides du Canada is the largest charitable organization for girls and women in the country.

Guider (Unit Leader/Unit Guider) - has the responsibility for the leadership and management of the unit and delivers programming on a weekly basis. [Girl Guides of Canada UNIT GUIDER POSITION DESCRIPTION](#)

iMIS (integrated Membership Information System) - the GGC national database where records for members are created and maintained.

MemberZone - internal website that contains resources including general organizational information, policies and procedures, training opportunities, program resources and communication materials.

Purchase Card Holder - the person assigned a visa card linked to the unit bank account, which allows the unit to make use of the funds in their account.

Roster: accessed through MemberZone the list of girls and Guiders in your unit (including contact information for your Community Guider

Safe Guide - GGC's risk management document that aids in the safe planning of activities.

Specialty Community: a team of guiders who work together to implement a specific project to support girls and/or adults

Treasurer - looks after the unit books and makes sure money is deposited to the centralized GGC banking system in a timely fashion, keeps the other Guiders informed of the unit finances, and ensures the money to cover unit expenses is in the bank


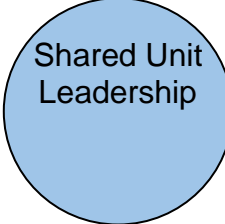
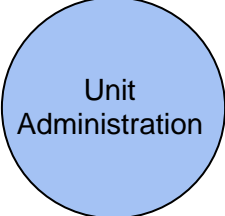
Try Now, Join Later - a late spring girl membership initiative that allows individuals who are not currently members to try it out in a unit at no charge.

World Thinking Day - February 22 - birthday of the founders of Girl Guides and Boy Scouts. It is a day for members all over the world to think of each other

WAGGGS - World Association of Girl Guides and Girl Scouts - is the largest voluntary Movement dedicated to girls and young women in the world. WAGGGS represents ten million girls and young women from 150 countries

## What you'll do as a Unit Guider

### Unit Guider Position Description

 <p>Program Delivery &amp; Girl Empowerment</p>	<p>Create a safe, welcoming, and inclusive space for girls to try new and unexpected things, help other people, discover their passions and talents, have fun, and make friends.</p> <p>Facilitate an understanding of the Promise and Law</p> <p>Read, understand and agree to the Code of Conduct</p> <p>Plan regular unit meetings in person, outdoors and online, during which you'll facilitate girl-driven programming that is fun and engaging, accessible, relevant, and builds girls' character.</p> <p>Organize in-person and virtual opportunities beyond unit meetings, including community service activities and camps.</p> <p>Provide encouragement, understand different learning styles, and value individual perspectives and voices, of girls.</p>
 <p>Shared Unit Leadership</p>	<p>Support shared leadership and decision-making with girls and other Guiders in the unit.</p> <p>Promote Guiding to girls and women locally.</p> <p>Maintain contact with other Guiders in the Unit, your Community Guider, and Administrative Community Leader</p> <p>Encourage and support other women's interests in becoming Members</p>
 <p>Unit Administration</p>	<p>Provide ongoing communication to girls and parents/caregivers about unit activities.</p> <p>Assist with unit administration tasks, such as maintaining girls' program records and health forms, managing safety protocols, and ordering badges.</p> <p>Assist with maintaining unit finances as required by your province.</p> <p>Support the semi-annual sales of Girl Guide Cookies.</p>

## **Helpful hints:**

- Learn as you go
  - Take things in small bites, learning as you go
  - Remember your Community Guider and ACL are a click, or call away
- Use what works
  - Don't feel the need to re-invent the wheel – use the program materials available on the Program Platform
  - Get the girls involved in the decision making and feel free to tailor activities to work for your unit
- Keep it fun and flexible!
  - Enjoy yourself
  - If the girls are enjoying an activity, let it continue. Low interest? Time to change

## **Teamwork!**

You are part of a team of equals, not one “wise owl” with lots of helpers. The unit Guider team should:

- Plan and run meetings together
  - all team members are encouraged to contribute their ideas
  - decide who will do what each week
- Share responsibilities
  - Spread the workload by sharing tasks like organizing activity equipment, record keeping, accounts and writing emails
  - You can even rotate tasks throughout the year
- Combine your skills
  - each team member shares her talents and encourages others to learn new skills
- Evaluate together
  - After meetings check-in with each other and talk about What went well? What didn't? Could it be improved next time?
- Be a unified voice - maintain consistency in what you say and do
  - Will all guiders answer parent/caregiver questions or only one
  - Decide how your unit handle behavioural challenges with girls

## The Nitty Gritty

- Activities: What are you going to do?
  - Do you need additional approvals?
    - Not sure, check [Safe Guide Page](#) or the [A to Z of Activities](#)
  - Do you need a permission form?
  - What supplies will you need?
  
- Lead: Who is going to lead the activity?
  - Do you need to ask parents/caregivers to attend to help?
  - Do you need to find a resource person to lead the activity?
  - Do you need someone to help shop for supplies, cut out pieces, create kits?
  
- Timing: When are you going to do it?
  - Is this a meeting activity, or a weekend activity?
  - Does the activity depend on good weather or a specific season?
  
- Location: Where are you going to do it?
  - Can this activity be done at your usual meeting place?
  - If not, will permission forms be required?
  
- Program: Where does it fit into the program?
  - Unit's Choice is your best friend when you cannot find a match on the program platform