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Welcome to your new Community Guider role!

Community Guider Training

Every Community Guider must complete all online modules of this Community Guider training within **the first four weeks** of appointment to this position.

You are also strongly encouraged to take the TEAM trainings in the Administrator Stream: Conflict Management, Building Strong Teams, Time Management and Effective Communication.

Training Outline

These modules will give you a foundation to understand your new position and how you fit into Guiding in Ontario. At the end of each module there is a short quiz.

Module 1:

Community Guider role and best practices
Ontario Council
Unit Readiness

Module 2:

Adult Recruitment and Retention
Recognition (Awards)
Unit Guider (Treasurer, cookies, Girls First, roster changes)

Participant Goals

Upon completion of the Community Guider training you will:

- Understand the Community Guider roles and responsibilities;
- Gain more confidence in completing Community Guider duties;
- Gain more understanding of Guiding policies and roles.



What does a Community Guider do?

The Community Guider role directly supports Guiders and girls. You work with specific units and their Guiders. With your help, the Administrative Community Leader (ACL) does the administrative work for your community.

As a Community Guider, you also have the opportunity to do all of the FUN stuff such as visit units, bring the Guiders you work with together, and share your knowledge and passion for Guiding. Think of yourself as a coach or mentor and the “go to” person for your fellow Guiders.

Read the full [Community Guider Position Description](#).

Community Guiders are appointed for one year at a time. Each year, the ACL recommends whether reappointment is appropriate. Any time an ACL decides not to reappoint a Community Guider the ACL must first have a conversation with the Community Guider.

Supporting your ACL

- You work with the ACL in your Community to problem solve and resolve conflict;
- You refer issues to your ACL as appropriate to the situation;
- You respond to questions and concerns from Guiders, ACL, and others within 48 hours;
- You provide constructive feedback to ACL and Unit Guiders;
- You are proactive in recognizing problems before they escalate;
- You work with the ACL and Trainers to identify training needs and promote participation in TEAM trainings to all Guiders;
- You work with the ACL and the Member & Unit Support team to confirm adult leadership plans and meeting space availability for assigned units in the spring as preparation for the upcoming Guiding year;
- You help with recruiting new Guiders;
- You identify opportunities for new units.

Supporting the Unit Guiders

- You are a coach, mentor, and positive role model for Unit Guiders to deliver quality programming;
- You maintain regular and ongoing communication with all the Guiders you support;
- You facilitate joint unit activities that promote bridging and sisterhood;
- You keep up to date with activities, policies and procedures of Girl Guides of Canada – both at National and Provincial levels through sources such as GuidePost emails, Provincial and National websites, and MemberZone;
- You welcome new adult members to units and to the sisterhood of Guiding by:
 - touching base with a personal phone call within one week of placement;
 - arranging a face-to-face/video chat meeting in the first month;
 - checking in frequently over the first few months a Guider is in the role.
- You are knowledgeable about your community so that you can suggest and encourage unit participation in special events such as festivals (except for CGs supporting units in other communities);
- You keep up to date with girls’ programs, particularly when there are changes;
- You actively encourage both girl and Guider recognition throughout the year by suggesting potential Award recipients, directing Guiders to online details, and assisting



Guiders with the nomination process;

- You assist with arranging coverage for Guider absences, as needed, at unit meetings to ensure Safe Guide ratio is met, either by attending when needed or arranging for other adult members to attend;
- You help Unit Guiders find information and resources to deliver quality girl-driven programs and make suggestions about additional resources available in their local community, both GGC and external opportunities.

Visiting the Units you support

- Face-to-face visits with your units are a great way to connect when possible;
- Having a quick program idea with you gives you a way to connect with the girls;
- If you arrive to a meeting or activity already in progress please let the Guiders/girls determine the flow of the meeting, e.g. when/if to introduce you to girls, when/if you will share your program ideas;
- If your visit includes a specific or difficult conversation with a Guider, wait until girl members have departed before starting the discussion;
- For most unit visits, a polite heads up that you're coming makes Unit Guiders feel you are part of the team;
- You may receive a blanket invitation from a unit that you are welcome to just drop by; you are encouraged to provide a polite heads' up for when you will be attending;
- Your ACL may ask you to visit a unit without warning to address a specific issue. Be sure to avoid disrupting girl experiences.

Supporting Units in other Communities “Roving Community Guiders”

- Some Community Guiders support units in Communities other than where they live;
- Most often these are experienced Community Guiders;
- You will provide the same support to units and Guiders as a local CG;
- Your focus will be more on Guiding processes and questions than local knowledge.

Community Guider Field Guide

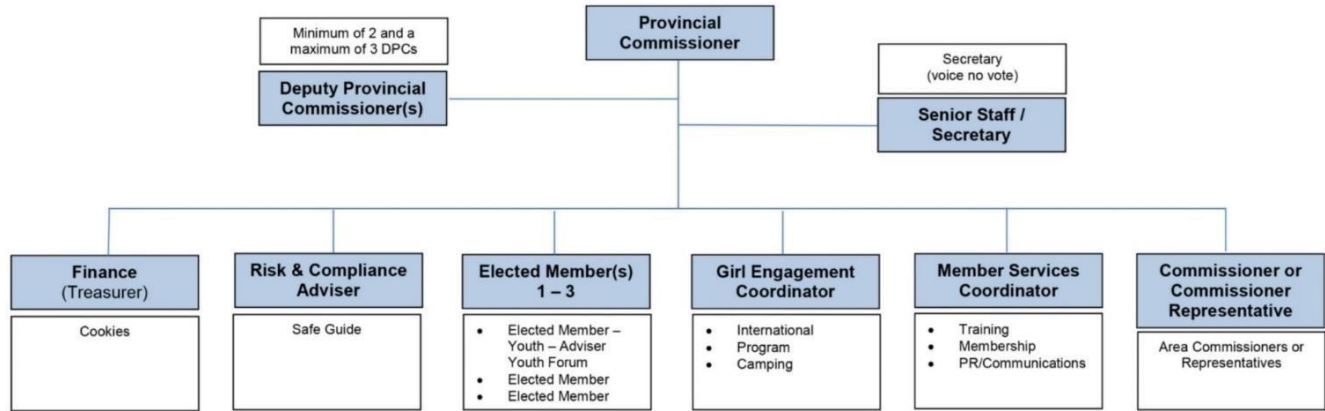
Your first resource for all aspects of Girl Guides is the [Community Guider Field Guide](#). This document is updated frequently so it is the best place to find current information and resources.

Be sure that you have bookmarked this website.

It will provide you with the answers you will need in this role.



Girl Guides of Canada - Ontario Council



All Provincial councils use a similar structure. In Ontario there are 13 senior volunteers on Council. Council members generally serve a 3-year term. Visit the [Ontario Council website](#) to meet the members who currently hold each position.

Our Provincial Commissioner is the leader of Ontario Provincial Council. They provide leadership in the design and implementation of the provincial operational plans that support GGC's Strategic Plan. They are a member of the National Operations Committee and, as such, they support the Board to promote the Vision, Mission and Values of GGC within the provinces, contributes to developing and sustaining membership and responds to the requests and directions from the Board and Operations Committee in support of the development and implementation of initiatives to meet strategic priorities. They are also a member of the Council of Provincial Commissioners.

There are up to three Deputy Provincial Commissioners who support the Provincial Commissioner(s) in the discharge of their responsibilities. They look after:

- Oversight and support to Community Guiders, Administrative Communities, ACLs, and Provincial Advisers;
- Support for conflict resolution and compliance;
- Ontario Council's special projects.

Ontario Council positions include.

- Risk and Compliance Adviser –responsible for Safe Guide and organizational risk management;



- Girl Engagement Coordinator –provides coordination and oversight to Program, International, and Outdoor Experiences;
- Member Services Coordinator –provides coordination and oversight to Training, Membership, Public Relations and Communications;
- Treasurer – provides coordination and oversight to Finances and Cookies;
- Youth Forum Coordinator;
- Elected members.

Goals and Annual Budget

Ontario Council sets goals and priorities to support the National Strategic Plan, which are tracked through a yearly Operational Plan. Through a business planning process, Council reviews new projects and existing ways of work at the June Council meeting and approves the final annual budget in September each year. The Operational Plan is reviewed by Council quarterly.

Strategic Planning

Everything that happens in Guiding is done to work towards the Girl Guides of Canada (GGC) Strategic Goals. Strategic planning is ongoing and is meant to meet the needs of the membership. The strategic priorities for 2022-2023 are:

- Membership Recovery – Grow Girl Membership;
- Membership Experience– Connection, Fun & Wellbeing by Supporting Guiders;
- Efficient Operations – On Budget / Mitigate Risk;
- Funding Model – Responsive Model for Funding Allocation

Community Guider Support Partnerships

A Community Guider has many partners, both volunteer and staff

VOLUNTEERS	STAFF
Administrative Community Leader (ACL) on-acl#@girlguides.ca <i>replace # with the number of your community</i>	National Customer Care team info@girlguides.ca
Other Community Guiders <i>Both in your Community and in the Community Guider Facebook group</i>	Member and Unit Support team memberunitsupport@girlguides.ca
Specialty Committees in your Community	Screening Support screening@girlguides.ca
Community Guider Adviser on-communityguider@girlguides.ca	

Administrative Community Leader

Your ACL is your main source of information. They will be able to connect you to the other Community Guiders and any Specialty Committees (e.g. Awards, Social, Promotions, etc.) in your



community. If you would like to arrange a training session, your ACL is the best resource to connect you with the Provincial Training Adviser and Trainers.

The ACL is an administrative position that provides leadership to Unit Guiders and Community Guiders.

- Appoints Community Guiders to each unit in the Community;
- Actively supports GGC policies, procedures and practices;
- Works closely with the Community Guiders to recruit and retain adult members, open and close units, set unit maximums, and support compliance with Ontario processes;
- Deals with difficult situations and conflict resolution;
- Analyses trends in the Community and recommends action;
- Read the full [ACL Position Description](#).

Community Guider Adviser

The Community Guider Adviser provides support to all Community Guiders in Ontario.

- Works closely with the DPC and ACL to support Community Guiders;
- Establishes and maintains relationships with Community Guiders;
- Ensures regular and ongoing communication with all Community Guiders;
- Mentors new Community Guiders as needed;
- Responds in a timely manner to requests and questions from Community Guiders;
- Provides assistance for Community Guiders dealing with issues;
- Escalates issues to appropriate ACL as necessary;
- Shares best practices and resources with Community Guiders;
- Works with Training Adviser and ACLs to identify training needs for Community Guiders and encourage their participation in training;
- Provide recognition for Community Guiders by supporting nominations for awards;
- Manage Community Guider recruitment and re-appointment processes to ensure all units have a Community Guider assigned. This includes:
 - Developing messages for recruiting new Community Guiders using various channels;
 - Supporting ACL during interview and placement process;
 - Sending welcome messages to new Community Guiders;
 - Supporting Community Guider renewal process.
- Assists ACL to deal with performance issues related to Community Guiders and their appointments;
- Read the full [Community Guider Adviser position description](#)

ACL Adviser

The ACL Adviser provides mentorship, advice, and support the Administrative Community Leaders. We have up to six ACL Advisers. Each one is assigned specific ACLs to support. When your ACL is away the ACL Adviser may provide back-up. Read the full [ACL Adviser position description](#).

Staff Support

The Member & Unit Support team works in partnership with ACLS to:



- Open, close, and merge/unmerge units
- Place new adult members as Unit Guiders
- Respond and/or provide approval to Guider requests for unit capacity decreases (increase requests from Unit Guiders do not require ACL approval)
- Ensure Unit Readiness prior to the beginning of every Guiding year
- Support the adult member (and Unit Guider) renewal process
- Provide information to support the ACL's decision-making related to units within their Community

M&US also responds to Unit Guider requests, including member and unit record updates, and reports not available through MemberZone, such as pin reports. M&US also contacts parents of girls on waitlists via email to provide options to register in other units, providing Lone option if availability in local units is nonexistent

Some of the key, day to day tasks in the Customer Care Centre involve such things as:

1. *Provide support to parents registering their daughters by:*

- Encourages online registration to parents and Guiders including explaining how to register; outlining the timeline of priority renewal period and when registration opens to everyone.
- Supporting parents through online registration many times walking parents through the online registration process while on the phone. They troubleshoot issues parents may be having with using the system – sometimes it's as simple as a browser issue, while other times it's more complicated.
- Answering questions around the membership fee – explaining what it is; providing information on subsidy and that subsidy is available through the online registration process and how to do this.
- Handling parent requests to move daughter from one unit to another.
- If contacted by parents of girls on waitlists, will provide options to register in other units, providing Lone option if availability in local units is nonexistent.
- Processes paper registrations and payments when there is no other option than paper, within same day, and during peak times, within 72 hours.
- Problem solving to address parent complaints and parent issues including girl membership exception requests and refunds.
- Handle 3rd party subsidies.
- Support to funded units



Community Guider Finances

The ACL budget is approved annually by Ontario Council. One component of the ACL budget is a discretionary amount for Community Guiders to use to support adult sisterhood. It is split amongst all Community Guiders within the community. Speak with your ACL to determine the amount available each year.

A Community Guider can use their budget for Guider Gatherings, Guider recognition ceremonies or other sisterhood events specific to adult members in units they support. These expenses can include room rental, food and supplies.

All expenses must be approved by the ACL in advance. Ask your ACL to use the Community Purchase card, if possible. Your ACL will be able to provide you with an expense form if you are making manual expenses. Submit all your receipts to your ACL for submission to the office.

Community Guider mileage for unit visits is only reimbursed if you are travelling further than 50km. This expense must be pre-approved by your ACL and a mileage log needs to be submitted with the expense form. The log will include the date of the trip, purpose for the trip, destination (to and from) and the total km travelled.

Communication

Guiders in your units

As Community Guider you need to communicate with all of the Guiders in your units, not just the designated Guider (contact). You may send email correspondence directly to the Guiders you support.

Try to reach out to each of your units about once a month, coordinate with your ACL to confirm expectations for your community.

Guiders/members outside your units

If Community Guiders want to send broadcast messages to a large group of Guiders, beyond the units you directly support, you must go through your ACL who will submit to the Communications team. This is to ensure compliance with anti-spam legislation and with all GGC policies and guidelines.

The GuidePost is GGC's weekly electronic newsletter. The messages you receive will include messages that are targeted specifically to your community and role(s).

Your Community may also have a Facebook Group or other Social Media presence. Speak with your ACL for the specifics of your community.



Community Planning

Volunteers and staff play different and important roles in community planning. ACLs and Community Guiders bring their knowledge of the community demographics, resources, and membership. Community planning is ongoing and involves:

- Analysis of the existing membership data;
- Identification of barriers to national and provincial strategic priorities and membership growth;
- Development of initiatives to overcome barriers and maximize opportunities;
- Ensuring all units are prepared to begin meetings in the fall of the new Guiding year (Unit Readiness).

What is unit readiness?

The ability for each unit to be ready to start meetings in September with an established meeting space, a meeting start date, girl members registered, and adult members screened and placed for leadership and supervision.

Preparing for unit readiness – Girls

- Girl registration opens in phases:
 - Phase 1: girls returning to the same unit
 - Phase 2: girls advancing/changing units
 - Phase 3: new members
- Do we need to recruit more girl members to grow specific units or communities?
- Should the unit maximum capacity be increased?
- Should a new unit be opened to accommodate previous waitlists/expected advancements?
- Should local units merge to provide a better experience for girls and to use GGC resources wisely?

Preparing for unit readiness – Adults

- Have all existing members responded to the Unit Guider Membership Renewal process? (usually starts in April)
- Do we need to recruit additional members in order to grow specific units and communities?
- Is there a Community Guider assigned to mentor and support the leaders in every unit?
- Are all required unit positions filled (e.g. Treasurer, Contact Guider, Purchase Card Holder)?
- Is there at least one Guider who has completed Safe Guide training attending all unit meetings?

Preparing for unit readiness – Units

- Is the meeting space size suitable for the unit size and Branch level?
- Does the meeting space have suitable amenities?
- Are there alternate spaces identified that should be considered?
- Do we know the unit start date for each unit and is it recorded in iMIS (this will be the third week in September unless otherwise requested by the unit)?
- Are any changes required to School Board permits? These are managed by staff members.
- Do we have the necessary paperwork completed (i.e. Permit, contract, insurance, payment)?



Key Community Guider Responsibilities

To support unit readiness and membership growth by:

- Supporting new adult member placements;
- Contacting new adult members and welcoming them to the sisterhood of Guiding;
- Confirming adult leadership plans and meeting space for their units;
- Suggesting locations for meeting space for units;
- Identifying opportunities for new units;
- Recruiting new leaders.

Module 1 Complete

Thank you for reviewing this material. To complete this training module, please complete the module quiz. Once you have taken the quiz, your iMIS profile will be updated to reflect completion.

