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Community Guider Training

Welcome to your new Community Guider role! 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)
Supporting Units and Guiders

Participant Goals

Upon completion of the Community Guider training you will:

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



Adult Recruitment

Community Guiders are expected to work closely with their ACL and ACL Adviser on recruiting Guiders for supported units.

Expectations are that:

- You identify that a unit is in jeopardy of closing if you know before the end of the Guiding year;
- You are the Guider's first contact and it will probably be you that knows first what Guiders' intentions are. Encourage your Guiders to complete the Unit Guider membership renewal form as soon as possible. The renewal form goes out in the spring each year;
- You will help ACLs to follow up with Guiders who do not respond to the Unit Guider renewal email so that we know what units will need Guiders for the next year.

Suggestions to help you represent GGC in your Community:

- Be visible;
- Wear uniforms and Guiding gear in public;
- Attend local events (i.e., festivals);
- Work with our Marketing and Communications staff for help in reaching out to the community;
- Try to find as much FREE advertising as possible;
- Promo Materials – can be ordered via the Ontario website to hand out or to have for public events.

You have someone who wants to volunteer with GGC. What's next? There is an [online application process](#) for all new adult members.

Our adult members are women over the age of majority in their province in many different roles. A list of Guiding positions can be found on the Ontario Council website. At the end of the application they will learn about the next steps in the membership process that they must complete in order to become a member. The application takes about 20 minutes to read and complete.



Screening Process

All adult members must be fully screened prior to working in a unit. Screening must be completed within four months of completing their application. Potential Members must be under the supervision of a fully screened member until their screening has been completed.

Step One:	Complete the online application form. At this point the applicant is considered a Potential Member (PMBR). Their Join Date is the month they applied.
Step Two:	The screening process includes an interview, a Police Record Check (PRC), reference checks and Safe Guide training. However, if the individual has previous relationship with Girl Guides of Canada, some may not be applicable.
	The interview is done first and this is handled by the Screening Team. The applicant has to read Orientation to Guiding before their interview and they have an opportunity to ask questions during the interview.
	GGC partners with a company called BackCheck to facilitate PRCs and reference checks through an online process. GGC covers the cost of adult members who volunteer in a position that directly supports girl members. Non-member volunteers such as Unit Assistants are responsible for the cost of their PRC.
	Safe Guide training is completed and added to Potential Member record.
Step Three:	Once the applicant is fully screened they become a member of GGC and are ready to be placed in a unit. They will be placed by the Member Unit Support Team with input from the ACL.
Step Four:	Once the new member is placed, you have a key role in welcoming them to your community. The Community Guider is responsible for making contact (preference is given to a face-to-face or phone call) within a week of placement to complete the New Guider Welcome

Any questions about the screening process should be sent to screening@girlguides.ca



New Guider Welcome

Once the placement has been confirmed, it is time to welcome the new member to your community. As a Community Guider you are already functioning as a mentor, coach and resource for new and experienced Unit Guiders, so this is simply an extension of your role.

You will receive an email informing you when a new Guider has been placed into a unit for which you are responsible. Within **one week** of that email, please reach out to the new member and welcome them. Try to reach them by phone and let them know you are available as they're getting adjusted to their new role. Find out what training opportunities they are interested in and what is available to them ... maybe they're interested in sharing ideas with other Guiders and would love to be included in a local sisterhood event. You are the expert on what's happening locally. Including them will ensure that they feel like part of the community!

Things a new Guider would be interested in knowing:

- Your contact information: this will be provided to them when they receive confirmation of their placement, so you can reinforce this;
- Training opportunities available: if you keep up to date with the [National Training calendar](#), and [Ontario Council event calendar](#) you will be able to provide this information to new and returning Guiders;
- Other units in the community: bridging with other units is extremely important. These can include units that are not your responsibility, but of which you are aware;
- Resource Guiders: these are Guiders who have skills to offer to units but do not have a unit of their own. Try to make yourself aware of what Resource Guiders are in your community;
- Social activities: these are very important for Guiders to feel part of the sisterhood;
- Website: including program resources and the events calendar.

All adult members of GGC are required to complete the [New Guider Learning Path](#). Please ensure the Guider knows that these trainings must be completed **within six months of a Guiders join date**. This is when the Guider started their application, not when they were placed in a unit. Other sessions included in the New Guider Learning Path are: The Girl Program, Building Unit Guider Skills, Safe and Inclusive Space, and All About the Branch.

No later than **one month** after placement, arrange to meet with them face-to-face, if possible. You can schedule a coffee chat or video call to get to know them a little better, arrange to stop by the unit to make sure everything is going smoothly for everybody, or do both! The important thing is to connect personally. Feedback from new members strongly indicates that they appreciate and need local guidance and support after they've joined a unit.



Adult Retention

The following are the key areas of responsibility for adult retention:

- Coaching/mentoring/supporting Unit Guiders;
- Sisterhood Events;
- Training;
- Awards and Recognition.

Coaching/Mentoring Unit Guiders and Support

Mentoring units and Unit Guiders is very important. As a Community Guider you will be providing support and coaching to Unit Guiders and will be their first point of contact for any questions. New units and new Guiders especially need the support of their Community Guider (and ACL).

One part of coaching and mentoring is the less enjoyable, conflict management. As with any large organization, from time-to-time people do not get along. The key to conflict management is to recognize it before it becomes a problem. Communication between the Community Guider and their Guiders as well as Guider to Guider is an important tool to resolving conflict. It is recommended that Community Guiders participate in the Conflict Management TEAM training offered by GGC. Where intervention is needed, refer the issue to your ACL and/or ACL Adviser.

Sisterhood Events

Encourage Unit Guiders to attend virtual and in-person community sisterhood events where they will meet their sisters in Guiding. Consult with your ACL, as there are funds in the ACL budget that can help offset some of the costs in running a Sisterhood event. Work with other local Community Guiders and Guiders interested in event planning.

Training

Any interested Guider may plan training, including you. Work with your ACL to identify needs and actively promote training that National or Ontario Council is facilitating. Encourage Unit Guiders to consider taking training over and above the required Safe Guide training. There are many options available in MemberZone under "Training" -> "Enrichment".

Discuss the advantages of training and the available trainings with your Guiders, as Training and Enrichment for Adult Members (TEAM) was developed by Girl Guides of Canada (GGC) to provide adult members with skills to help them work with girls and other adult members. Besides providing them with valuable tools to run their unit, each TEAM stream leads to a pin. Refer to the [TEAM training chart](#) to promote the available trainings.

Awards and Recognition

It is important to recognize our Guiders for the time and effort they put into any position. All members can recognize fellow Guiders for the contributions they make to the ongoing success of our organization! As a Community Guider, encourage your Guiders to nominate their sisters in Guiding at every opportunity. There are many Provincial and National awards available for our members. The criteria for awarding these pins are set out in the [Awards and Recognition page](#).



Award Application Process

We use [Survey Monkey Apply](#) for our online awards application process and it leads the applicant through completing the application process and uploading supporting letters step by step.

Completed applications get sent to the appropriate individuals for review and the nominator is informed when the award has been approved (or declined).

Each nomination requires a separate application and unique supporting letter(s).

Award Processing Timelines

The processing of awards can involve multiple approval levels and takes time. Please be aware of the minimum timelines needed for processing, particularly when submitting multiple award applications at one time and during April, May and June. Awards can be presented all year long and do not have to wait until the end of the Guiding year.

Who pays for awards?

For the following awards, the nominator is responsible for the generation of and purchasing. With pre-approval from your ACL, the cost of the award may come from the ACL budget.

- **Gold Thanks Pin, Team Award, Letter of Commendation**

Ontario Council covers the cost of these awards. These timelines allow for the application to be reviewed and the presentation package including printouts of all letters to be mailed to you by regular post:

- **Unit Guider (Bronze/Silver/Gold):** 4-8 weeks
- **Merit (bronze/silver/gold), Medal of Merit, ACL, Ontario, Outstanding Youth:** 6-10 weeks
- **Beaver, Gold Maple Leaf, Honorary Life, Fortitude, Valour:** 8-12 weeks

Earned Insignia

Guider Enrolment Pin

This pin is purchased by the unit and presented to the Guider on their enrolment. Guiders who were enrolled as a girl are entitled to wear their initial enrolment pin.

Appointment Pins

Funds to order Appointment pins are deposited directly into unit accounts multiple times per year. Contact Guiders and Treasurers of units receiving funds are sent an email and asked to order the pins for the Guider(s) in their unit (for new members when they have been placed in a unit or for returning members who are changing branches).

New Guider Appreciation Pin

This pin is purchased by the unit and presented to the Guider at the end of their first year. There



is no application process required for this award.

Membership Pins

Membership pins for adult members are mailed annually for milestone years (5, 10, 15, 20, 25+). Pins for the years in between (1-4, 6-9, 11-14) are to be purchased by the unit or Trefoil Guild. There are no in between year pins after year 14.

Training and Enrichment for Adult Members (TEAM) Training Pins

TEAM trainings provide adult members with skills to help them work with girls and other adult members. There are seven different TEAM training pins that Guiders can earn by completing various modules. Each colour of pin is for a different subject area:

- Red pin indicates a Guider has completed the Unit Guider Training;
- Orange pin indicates the completion of ACL Training;
- Yellow pin indicates a Guider has completed Enrichment Training modules;
- Green pin indicates the completion of OAL Residential Camping Training.

If not done at all at once, a member may need to request a pin when they have completed enough modules.

Member Awards

Unit Guider Awards

There are three Unit Guider Awards - Bronze Silver and Gold. These awards do not have prerequisites. They are based on years of service.

The **Bronze Unit Guider Award** is presented to Unit Guiders who have one to three years of Unit Guider experience.

The **Silver Unit Guider Award** is presented to Unit Guiders who have four to 10 years of Unit Guider experience.

The **Gold Unit Guider Award** is presented to Unit Guiders who have 11+ years of Unit Guider experience.

Merit Awards

There are three Merit awards Bronze, Silver and Gold

The **Bronze Merit Award** is presented to adult members for dedicated service to Guiding above the basic requirements of the position held.

The **Silver Merit Award** is presented to adult members for excellent service to Guiding above the basic requirements of the position held. The Bronze Merit award is a prerequisite.

The **Gold Merit Award** is presented to adult members for outstanding service to Guiding above the basic requirements of the position held. The Bronze and Silver Merit awards are prerequisites for this award.

Medal of Merit

This award is presented to adult members for exceptional service to Guiding above the basic



requirements of the position held. Except in special circumstances, this award is presented only to members who have received the Gold Merit Award.

Administrative Community Leader Award

This award is presented to Administrative Community Leaders (ACL) who have fulfilled their responsibilities in the role of ACL in an outstanding manner. It is granted by Ontario Council and can be presented during a member's tenure or at the time of their retirement.

Ontario Award

This award is approved by Ontario Council and is presented to adult members for extended dedicated service in any facet of Guiding.

Thanks Pin

The Thanks pin may be given to a girl or adult member for exceptional service to Guiding and may be given more than once to the same person. Gold is for a member of GGC, Silver is for a non-member.

Team Award

The Team award may be given to each member who has been part of a team that planned and carried to completion an extraordinary event or project. The award is primarily intended as an adult award, but there are times when girls have been part of a team and can be granted the award. A member may receive the Team Award more than once.

Ontario Volunteer Service Award

The Ontario Volunteer Service Award is an award issued by the Ontario Ministry of Citizenship and Immigration. Award presentations are held throughout the province on various dates.

- The deadline to have all the nominations submitted is typically November and nominations are submitted directly to the Ontario government by ACLs;
- An organization can nominate up to nine volunteers, with a maximum of six adults. Organizations with more than one branch location can nominate up to nine volunteers, per location;
- Remember that even though anyone age 18-23 is considered an adult in Guiding – for these awards they are considered a youth;
- Each October your ACL will receive various reports to assist with nominating Guiders. Your ACL may request your assistance with the nomination process for this award;
- The reports provided are Membership years for adults, Youth Members 18- 23, and who has received the award previously. The Membership pin report is not used for this because girl years are not included as this is only for volunteer years as an adult and it must be continuous service.

You can find more information on this award on the Ministry of Citizen and Immigration website.

Local Recognition Ceremonies

Our adult and youth members have told us that being recognized for their achievements in their local communities is important to them and their families. Ontario Council provides financial support for these ceremonies as they encourage bridging opportunities and they allow younger GGC, Ontario Council | Community Guider Training

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girls within the organization to see what they can work towards as they advance within Guiding. Ontario Council will determine available funding each budget year.

What is a 'local recognition ceremony'?

It is a special event held by a multi-unit or a community to recognize girl achievements.

Examples:

- A gathering of all the Pathfinder, Ranger and adult award recipients within a city or community;
- A gathering of all the units (from Sparks to Rangers) within a neighbourhood or community;
- A special event that includes an advancement ceremony for all of the units in a town plus the presentation of Canada Cord and Trailblazer Leadership Gold award pins and leader recognition awards.

Eligibility:

To qualify for funding, the ceremony must include the presentation of Canada Cord or Trailblazer Leadership Gold Award to eligible girl or youth members and may include other awards for girls and/or adult members.

- Must be girl-focused;
- Must be multi-unit;
- Must take place in the current Guiding year.

The funding will not cover:

- Canada Cord and Chief Trailblazer Leadership Award pins (unit expense);
- Travel/mileage;
- Phone calls.

For more details and tips on planning a local recognition ceremony, please take a look at the Ontario Council website. You are encouraged to work with the Guiders you support to organize a local recognition ceremony.

Supporting Units and Guiders

Accessing Unit Information

When you log into [MemberZone](#) you will have access to the rosters for all of the units you support. When contacting units please reach out to all listed Guiders.

When new Guiders are placed in units you support you will receive an email. You may not be notified of experienced Guiders moving into units you support.

Training

Guiders have access to many different trainings to help them feel confident in their roles. As



Community Guider you will encourage Guiders to develop their skills and confidence. You might also wish to review these trainings and documents so you can support others through them.

All Training opportunities listed are beneficial and available to all Guiders – new and experienced. A review of trainings you've already completed can also help as new ideas and suggestions will become aware to you that didn't stand out previously.

[New Guider Learning Path](#)
[Enrichment Trainings](#)
[Unified Banking Treasurer Handbook](#)

Program Platform

Our program platform has eight areas, and each one is split into three themes. There are tons of topics to choose from in each theme, and the program is constantly growing and changing to give girls more of what they want.

[Program Overview](#)

[Program Platform](#)

Visit units with respect

Visiting with your units is often one of the most fun parts of the Community Guider role. Here are some tips so Guiders understand you are an ally and there to support them.

- Give Unit Guiders a heads up that you'd like to visit;
- Never make Guiders feel like you're there to judge them or spy on them;
- Don't disrupt a safe space, units may be addressing sensitive topics;
- Present an award to your Guiders;
- Offer to lead a piece of program;
- Bring a skill to share;
- Teach a new unit how to do Guide horseshoe or a Sparks closing;
- Lead an activity so the busy Guiders can complete a training module off to the side.

Module 2 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.

