

**2019-2020  
Administration Manual  
Area and District Commissioners**



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## **HIGHLIGHTS OF IMPORTANT INFORMATION**

We have added this new section to the Administration Manual in order to highlight the few items that are new or important to day-to-day Guiding.

- **\*\*NEW\*\*** The Financial Accountability Procedures, the document which outlined steps to take to collect outstanding money, has been replaced by the [Revenue Collection Process](#). We hope this document will be easier to follow and will help units, districts and areas with any revenue collection they may need to do.
- Members and non-members who have done police records check ONLINE with the Winnipeg Police for your job or another volunteer position can now share the results with GGC. (Please note: GGC still continues to use BackCheck for PRC renewals, if you renew using the Winnipeg Police service, you will not be reimbursed for your check).
- All PMBRs must have an A.1, a clean police record check and 2 references entered into iMIS before they are allowed to work with girls in a unit. PMBRs will not appear on unit rosters until they have completed the PRC and reference checks.
- Potential members who do not complete the screening process within four months will be cancelled by the national office and are not eligible to become a non-member volunteer in the same Guiding year.
- A member who is changing to a non-member must submit an A.7. They will not be updated in iMIS until a signed A.7 is received.
- All adult members of Girl Guides of Canada who plan and/or deliver activities for girls and/or adults (i.e. Unit Guiders) must complete the **New Guider Learning Path** within their first six months of joining Girl Guides of Canada. This is a series of five courses that ensures Guiders feel confident and prepared to lead their units.
- All contracts must be sent to the provincial office for review and signing. All contracts must be submitted to the provincial office no less than 30 days in advance of when they are required.
- Ensure Safe Guide forms are filled in correctly with iMIS numbers and names spelled correctly; errors or omissions may delay approval times.
- Current Safe Guide forms are the only forms accepted. Forms should be obtained from the national website each time you submit them to ensure you have the most up to date version.
- Safe Guide forms must be sent three weeks before your event for red level activities and at least two weeks before your event for yellow level activities prior of the time of the event.

## INTRODUCTION

The *Administration Manual for Area and District Commissioners* was developed as a resource to be used all year. The manual includes information an area/district commissioner might need to answer questions or to handle the administrative duties of her position.

The Administration Manual is updated yearly, we encourage you to keep this manual on hand and use it as a reference for any questions you have.

## WHO TO CONTACT

Contact...	For...
<p>Elaine Cullingham Executive Director T: (204) 774-4475 extension 1 <a href="mailto:elaine.cullingham@girlguides.ca">elaine.cullingham@girlguides.ca</a></p>	<ul style="list-style-type: none"> <li>• Provincial screening</li> <li>• Potential member status</li> <li>• BackCheck and PRC renewals</li> <li>• Safe Guide e-learning PINs</li> <li>• Safe Guide compliance for Guiders</li> </ul> <ul style="list-style-type: none"> <li>• iMIS (inputting, questions, reports)</li> <li>• Website updates</li> <li>• Inquiries about administration and operations of provincial initiatives</li> </ul>
<p>Monika Theissen Member Support Coordinator T: (204) 774-4475 extension 2 <a href="mailto:monika.theissen@girlguides.ca">monika.theissen@girlguides.ca</a></p>	<ul style="list-style-type: none"> <li>• Provincial events</li> <li>• Membership initiatives</li> <li>• Booking meeting room space</li> </ul> <ul style="list-style-type: none"> <li>• Any other special event or activities</li> <li>• Safe Guide assessment</li> <li>• Forms retention</li> </ul>
<p>Tammy Rutherford Bookkeeper T: (204) 774-4475 extension 4 <a href="mailto:tammy.rutherford@girlguides.ca">tammy.rutherford@girlguides.ca</a></p>	<ul style="list-style-type: none"> <li>• Payment information</li> <li>• Receipts and invoices</li> <li>• Donations</li> <li>• GST</li> <li>• Area bookkeeping</li> </ul>
<p>Yvonne Barber Office Administrator (Grand Pines, Lagimodiere and Prairie Valley) T: (204) 253-3937 <a href="mailto:Mb-grandpinesarea@girlguides.ca">Mb-grandpinesarea@girlguides.ca</a> <a href="mailto:Mb-lagimodierearea@girlguides.ca">Mb-lagimodierearea@girlguides.ca</a> <a href="mailto:Mb-prairievalleyarea@girlguides.ca">Mb-prairievalleyarea@girlguides.ca</a></p>	<ul style="list-style-type: none"> <li>• Area specific questions (anything not outlined above).</li> </ul>

When in doubt, please e-mail both Elaine and Monika; between the two of them they should be able to answer your question or redirect you to the appropriate person.

## ADULT MEMBERS AND NON-MEMBERS

### Adult Member Application and Screening Process

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The complete [adult member screening process](#) is available on Member Zone. This flow chart shows the steps taken.

1

New member applies. Applications can be done [online](#) (preferred) or using the [Membership Application Form \(A.1\)](#).

**Notes:** Unit Guiders should help applicants determine what position and what unit they are applying for, wherever possible. This helps to streamline the communication process.

A returning member, a non-member becoming a Member or a Youth Member bridging to an adult Member should use the Membership Application Form (A.1).

2

Initial contact e-mail is sent to applicant to confirm that applicant is applying to be a Member (MBR) vs. a non-Member (NM).

**Notes:** If the applicant wishes to become a member, they continue with Step 3. If they wish to be a non-member, they are sent the Non-Member Application form and continue with the Non-Member Application process (page 7)

3

An e-mail explaining the screening process is sent to the applicant, including an invitation to start the BackCheck process for PRCs and references. This e-mail is copied to the District Commissioner. The applicant becomes a Potential Member (PMBR).

**Notes:** PMBRs must have an A.1, PRC and two reference checks completed before they can work in a unit.

PMBRs must complete their screening within four months of their join date or they will be cancelled by the national office and will not be eligible to become a non-member in the same Guiding year.

4

If the PRC and references are clear, an e-mail is sent to the PMBR and copied to the District Commissioner with instructions for Orientation to Guiding training as well as details about the interview.

**Notes:** District Commissioners are encouraged to conduct the [interview](#) and [Orientation to Guiding](#) training if possible. This provides a more personal contact between PMBR and the district and allows the PMBR to ask district and unit specific questions during the screening process.

5

The interview and Orientation to Guiding are complete, the PMBR becomes a MBR. A final e-mail is sent, confirming screening is complete; this is copied to the District Commissioner.

**Notes:** At this point the MBR should be receiving further direction from their District Commissioner.

**Who needs to be screened?**

Position	Requirements
<ul style="list-style-type: none"> <li>• <b>New members</b></li> <li>• <b>Returning members absent for longer than 2 years</b></li> </ul>	<ul style="list-style-type: none"> <li>• Membership Application (A.1)</li> <li>• Interview</li> <li>• Police records check</li> <li>• Two reference checks</li> <li>• Orientation to Guiding (includes IAS and ACS)</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Returning member absent for less than 2 years</b></li> </ul>	<ul style="list-style-type: none"> <li>• A signed Membership Application (A.1)</li> <li>• Police records check</li> <li>• <i>A new PRC is not required if she has a PRC in iMIS that is still valid.</i></li> <li>• Orientation to Guiding (includes IAS and ACS)</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Youth member bridging to an adult member</b></li> </ul>	<ul style="list-style-type: none"> <li>• A signed Membership Application (A.1)</li> <li>• Police records check</li> <li>• A new Image Release form (IR.1)</li> <li>• Orientation to Guiding (includes IAS and ACS)</li> </ul>

Area Commissioners and District Commissioners will receive monthly reports on the status of the potential members in their area. Potential members will receive a reminder letter at 3 months.

## Non-Member Application and Screening Process

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1

Non-Member fills out a [Non-Member Application form](#) (A.7) and submits it to the provincial office.

**Notes:** If you have a MBR who is moving to a NM, they must submit a signed A.7 to the provincial office – the change cannot be made without this document.

2

Form is entered and iMIS number is issued. Provincial office staff will follow up with information on how to complete a police records check with BackCheck, if required.

**Notes:** The Unit Guider should help the NM determine if they require a PRC (see below).

PRCs done with BackCheck are at the expense of the NM – the cost is \$23.

3

PRC is obtained, if necessary, and entered into iMIS.

**Notes:** There is no follow up/progress e-mails sent on the status of NMs.

Non-member volunteers must be under the supervision of a fully screened adult member when they support a group of girls. They must never be one-on-one with a girl who is not their daughter/ward. It is appropriate on occasion for non-members to work on their own with groups of girls. Examples include:

- Cookie blitzes and mall sales
- Program work in the unit meeting place where girls are split into groups and work in separate rooms
- Round robin activities at camps

The following types of non-members require PRCs:

- Adults who work with girls during unit meetings more than twice during a Guiding year, volunteer at day camps or overnight camps or any other day or overnight events. See Safe Guide for more information regarding PRC requirements during activities.
- Treasurers (Note: non-members may serve as treasurers only if they possess a level of financial management knowledge appropriate to the position).
- Families wishing to be a home stay host. (Note: they must submit an application and go through a screening process which includes reference checks and PRCs.) Please refer to Safe Guide for further guidance on GGC's home stay procedures.
- Support persons who accompany an individual with a disability to assist them with communication, mobility, personal care or medical needs while taking part in a GGC activity.

Unit leaders and event organizers are responsible for ensuring that parents are aware when unscreened adults are participating in any way in a program.

It is recommended that a home contact person obtains a PRC. In any case, they are required to sign a statement of confidentiality and the Code of Conduct, which is submitted using the A.7 (Non-member Volunteer Application form). See Safe Guide for details.

## **Police Record Check (PRC) and Code of Conduct Renewal Process for Members**

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All adult members must submit a new PRC and renew their Code of Conduct every three years.

PRCs are renewed using BackCheck online. PRCs for current members who use BackCheck are paid for by the national office. If PRCs are obtained from other sources (local police, RCMP) the original copy needs to be sent to the provincial office for verification. Costs associated with obtaining PRCs from outside organizations are not reimbursed.

Reminders will be sent to members the month prior to their expiry. At the point of PRC expiry iMIS will cancel the member and the national office will send them a notice of membership cancellation. Once this has happened the member will be switched to 'PRC Expired' in iMIS and no longer appear on iMIS rosters. District and Area Commissioners will be notified monthly of any PRC Expired members

PRC exemptions can be granted at the Provincial Commissioner's discretion. Long-term exemption can be approved for extenuating circumstances, for example, a member in a nursing home. In these situations members, or a delegate, should fill in the PRC exemption form and indicate that they require a long-term exemption.

Members can automatically renew their agreement to the Code of Conduct online through their My iMIS profile on Member Zone. Instructions for completing the Code of Conduct online are included in the notice they receive.

## **Police Record Check (PRC) and Non-Member Agreement Renewal Process for Non-Members**

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All active adult non-members must submit a new PRC and renew non-member agreement every three years. Non-members will receive a notice one month prior to their PRC expiry. Non-members who do not renew their PRC and non-member agreement will be cancelled in iMIS.

## **PRC or BackCheck is Not Clear**

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There are two segments to the BackCheck police records check: Canadian Criminal Records Check and Local Police Information (LPI). It is possible for one to be clear and not the other. The Local Police Information (LPI) check is a reference to calls regarding an individual that have not resulted in formal charges. A referral to the local police means that potentially a record may or may not exist of police contact involving you. It **does not mean** the person has a criminal record or that they have been arrested, charged or found guilty of any offence; it only indicates that a local police department could possess a record that may or may not be relevant. The *Criminal Record Check* is the area where people's past record is examined.

A "not clear" report in either section will be handled by the same process, regardless of whether the check was completed by BackCheck, RCMP or local police, as follows:

- The Executive Director is the only person who has the ability to log into the BackCheck system and get a detailed report that lists the actual items showing on the police record. She will access a report that lists the offence(s) that are causing the check to come up as not clear.
- The Executive Director will consult the Screening Module and determine whether the offence(s) preclude membership in Girl Guides and will follow up accordingly.
- All documentation relating to results that are not clear are kept with the membership application forms at the provincial office.



## **Safe Guide Training**

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All adult Members who are working with girl Members must complete *Safe Guide* training within 6 months from their join date.

Members who do not complete *Safe Guide* training within 6 months of their join date are switched to Members at Large; they may continue to wear their uniforms, attend trainings or attend other Guiding events and carry out the responsibility of all other appointments that **do not involve participation with girls/youth**. They will remain as Members at Large until such time as they complete *Safe Guide* training – at that point they can return to their units as Leaders.

The *Safe Guide* training can be taken face to face or via e-Learning. Areas/districts offering *Safe Guide* training sessions should notify the province, so that they can be advertised on the provincial website.

*Safe Guide* training is mentioned to new Members during the interview process – if new Members are not able to attend a face-to-face training they are given the information for how to complete *Safe Guide* training via e-Learning. Reminders are sent directly to members from the provincial office at 3, 5 and 6 months and a non-compliance notice will be sent if *Safe Guide* training is not completed within 6 months of the join date.

## **GIRL AND YOUTH MEMBERS**

### **Girl Registration**

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Girl registration is done online at [www.girlguides.ca](http://www.girlguides.ca). Paper registration is considered in very specific circumstances (i.e. financial assistance request) and all paper registration requests must go through the provincial office.

Unit Guiders have 24 hour, 7 day a week access to their Unit Rosters for the current Guiding year, as well as the upcoming Guiding year, via Member Zone. It is recommended that leading up to the start of the Guiding year that Unit Guiders are checking rosters weekly as girls may be joining at any time.

New for the 2019 – 2020 Guiding year, the contact Guider for each unit will receive a daily summary email listing girls who have been added to or removed from their unit that day. The date of when these notices will begin has not yet been determined, it will be announced in Guide Post.

For more information about online registration, Guiders can visit Member Zone.

### **Financial Assistance**

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Financial assistance is available to any family that is in need of subsidy for their membership fees.

Parents/guardians may now apply for financial assistance through the online registration portal.

### **Children in Foster Care**

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A child who is in foster care is a ward of Child and Family Services and as such the agency worker must be the person who completes their registration process. For most children in foster care the registration will need to be completed using paper.

The worker for the Child and Family Services agency must be the person who:

- Signs both pages of the application form(s)
- Signs the image release form(s)
- Signs permission form(s) for any overnight event/camps/etc.

The foster parent can be listed as the second guardian on the registration form, the worker should be listed as the primary and indicated as such.

## ADMINISTRATION

### **Awards – Approval and Processes**

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Recognizing fellow Guiders is an important way for members of GGC to feel valued and thanked. Members are encouraged to thank each other throughout the Guiding year as a "thank you" is always appreciated. Members can also recognize one another with a formal GGC award.

GGC has a number of awards at the district, area, provincial and national levels, which recognize all levels of service from the non-member to the Unit Guider to a member on Council. For more information on GGC awards and the process for making an award nomination, please refer to the [Recognition section](#) of the national website.

#### *Awards Requiring Provincial Approval*

The following awards require provincial approval and must be submitted to the provincial office by the deadline each year:

- Bronze Merit
- Silver Merit
- Gold Merit
- Medal of Merit
- Team Award
- Red River Cart

Full details including samples for writing support letters are available on the [provincial](#) and [national website](#).

### **Billing and Payment (Membership and Cookies)**

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**PLEASE DO NOT SEND IN PAYMENTS UNTIL YOU HAVE RECEIVED AN INVOICE WITH A SPECIFIC AMOUNT TO PAY.** Payments made without a supporting invoice and/or partial payments create extra work for everyone and it makes it very difficult to balance our accounts.

#### ***Billing and payment of Girl and Youth Members***

Each month the provincial office receives a listing and payment for girls who have registered online; the provincial office organizes the paper registrations received and sends payment and a listing of all registered girls (online and paper) to the areas. When the monthly payments and listings are sent, areas are also invoiced for any financial assistance applications that have been received.

#### ***Billing and payment of Adult Members***

A count of registered adult members for billing purposes will be done on December 1<sup>st</sup> and April 1<sup>st</sup> (or the next business day, if this falls on a weekend). When this count is done a summary of adult members will be sent to the provincial office and in turn an area invoice will be prepared and distributed.

Areas should NOT be sending in multiple payments for adult members. Payments should only be made after receiving the December and April invoice.

#### ***Cookie payment***

Cookie invoices will be sent in early May (for mint cookies) and November (for spring cookies). Payments should be made in full unless other arrangements have been approved.

## **Contract Signing**

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Girl Guides of Canada enters into many contracts in any given year – some are new contracts, renewals of existing contracts and some roll over year to year without any review. The only person(s) able to sign a contract are those who are designated, and trained, as contract signers and approved by the Provincial Council. Manitoba may have various designated contract signers including, but not limited, to the Provincial Commissioner, Deputy Provincial Commissioner and Risk and Compliance Coordinator.

Please review the [Contract Signing FAQs](#) – this should be able to answer any questions you have about contracts. When in doubt please contact the provincial office.

All contracts must be submitted to the provincial office no less than 30 days in advance of when they are required.

## **Cookie Ordering**

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Mint cookie timeline

- Cookies are ordered in June
- Delivery is typically the last week of September
- Payment is due mid-November

Spring cookie timeline

- Cookies are ordered in December
- Delivery is typically the third week of March
- Payment is due mid-May

Cookie order forms are distributed to the Area and District Commissioners. Completed cookie order forms are sent to the Provincial Cookie Adviser for inputting by the deadline provided.

Cookie sales aids are generally ordered around the same time as the cookies though this varies from year to year.

## **Cookie Reserve Fund**

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The [cookie reserve fund](#) will be used to reimburse Units who have paid for cookies that they were unable to collect for (if the Unit did not pay for the cookies, but the money was forwarded to the province by the Areas or Districts, they will be reimbursed accordingly). If the Area forwarded on the provincial cost and the Dare cost (\$41.95), both will be reimbursed.

The cookie reserve fund will only cover the cost of the cookies to Dare, unless the Area has prepaid the cookie expense in anticipation of receiving the money. If cookies are not paid for by a parent, the Unit/District/Area and Province will forfeit their profit. If, after the cookie reserve fund has been used, some or all of the cookie money is collected from the parent and then the reimbursements will be made in this order:

1. Cookie Reserve Fund
2. Unit
3. District
4. Area
5. Province

## Cookie Subsidy (Provincial)

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The [Provincial Cookie Subsidy](#) is a program developed by Manitoba Council to promote cookie sales for fundraising and to support people and/or groups who are participating in GGC related travel. The program has been in place for a number of years and we have provided over \$10,000 for people and/or groups who have traveled, from as close as Churchill to as far away as Pax Lodge. Full details are available on the provincial website.

## Councils, Meetings & Quorum

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Provincial councils have been established by the Board of Directors to promote the Mission and Vision, and administer the business and programming of GGC within a geographic region.

- British Columbia
- Alberta (which is comprised of Alberta, the Yukon and the Northwest Territories)
- Saskatchewan
- Manitoba
- Ontario (which is comprised of Ontario and Nunavut)
- Quebec
- New Brunswick (which is comprised of New Brunswick and Prince Edward Island)
- Nova Scotia
- Newfoundland and Labrador

Each province is further organized into smaller councils (Communities in Ontario) that support the delivery of GGC's programs; promote the organization to the public and manage GGC within a geographic region. Only those appointed or elected to a council position sit on a council. All council positions end in their third year (fifth year for treasurers) at the provincial annual general meeting. There must be at least one year between serving a term in a different position on the same council.

Area and Districts must hold monthly meetings to discuss and vote on GGC matters, review financial statements and update members on area/district issues. Minutes are to be taken for each Area and District meeting as per the *Minutes Style Guide*. Many things discussed at Manitoba Council, Area and District Council meetings are confidential until the minutes have been circulated or otherwise advised.

A quorum is the minimum number of members of a deliberative assembly (a body that uses parliamentary procedure, such as a legislature) necessary to conduct the business of that group. According to Robert's Rules of Order Newly Revised, the requirement for a quorum is protection against totally unrepresentative action in the name of the body by an unduly small number of persons.

From the National Bylaws:

- At least 50% plus one (1) of the Directors must be present at each meeting of the Board for the valid transaction of business. If the number of Directors at a meeting falls below quorum, there can be no further transaction of business until a quorum is again present except to set the date of the next meeting.

So for us that translates to 50% plus one of the voting members (Secretary and Executive Director are not voting members) must be present. If someone has to leave early and it makes the numbers go down, no more voting can take place.

Voting Members of Area Councils: Area Commissioner, Deputies, Treasurer and District Commissioners (In a co-DC situation you must identify in the minutes who the voting DC is for each meeting). Voting Members of District Councils: District Commissioner, Deputies, Treasurer and one Unit Guider per Unit.

## **Donations**

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In past years Manitoba Council can accept donations (in cash, cheque or online through [CanadaHelps.org](http://CanadaHelps.org)) for individuals, units or camps where the donor has requested a tax receipt.

Directed donations are possible through [CanadaHelps.org](http://CanadaHelps.org) – any donations made can include a message with detail about where the donation is directed to (for example, Unit name or camp name). Canadahelps.org accepts payment from credit cards, PayPal or Interac. Tax receipts can be issued immediately following your donation. For more information please visit <http://www.canadahelps.org/Home.aspx>.

In the event where property is being donated, please contact the provincial office for direction.

## **Revenue Collection Procedures (formerly the Financial Accountability Procedures)**

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All Units and Councils depend on the timely submission of financial remittances to meet their responsibilities and obligations to the Girl Guides of Canada-Guides du Canada.

In recognition that all Treasurers, Guiders, Commissioners, and Councils, including the Provincial Council, have frequently been waiting considerable periods of time for remittances to be made and, in some instances, for remittances that are never made, the Provincial Council of Manitoba has deemed it necessary to issue a statement which reinforces there is zero tolerance for missing, misappropriated, or non-remitted outstanding payments that have not been paid by a designated date.

To achieve compliance with this statement and to ensure improvement in the timely submission of payments, the Provincial Council has determined that collection action will be initiated where personal contact from the next level Treasurer/Commissioner fails to resolve the situation.

We have recently replaced the old Financial Accountability Procedures with the new [Revenue Collection Process](#). Commissioners should familiarize themselves with this document as it outlines all steps and procedures that should be taken by the Guider/Commissioner/Treasurer and the next level Commissioner/Treasurer before being passed on to the provincial office for collections.

## **Financial Manual and Best Practices**

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The [Standard Financial Reporting Manual](#) was developed to assist Guiders in managing and accounting for the funds they have been entrusted with. The manual provides planning and reporting tools to support a standardized reporting approach across units, districts, areas and provinces. The manual is available on Member Zone – Admin – Financial.

Please refer to the Financial Best Practices for all other requirements related to financial matters.

## **Fundraising**

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An FR.1 (FR.1 – Application for Fundraising Approval) is needed to request approval for any fundraising above and beyond the sale of Girl Guide cookies by your unit, district, and area. Any person or group applying for fundraising approval should first review Governance Policies for the Fundraising Guidelines. The [Fundraising Approval Guidelines for Manitoba](#) are available on the provincial website.

## Forms Retention

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Each year, in December and June, Unit Guiders are responsible for sending the required forms to the provincial office for storage. The forms that need to be sent to the provincial office for storage are as follows:

- H.3 Medication Plan and Administration Record
- H.4 First Aid Treatment Record
- H.5 Wellness Statement
- H.6 First Aid Examination Checklist for Wilderness Out-trips
- H.7 Medications Consent Form
- IT.3 International Group Trip Authorization Form
- IT.4 International Group Trip - Guider Application
- IT.5 Parent/Guardian Permission for International Travel
- IT.6 Release, Waiver and Assumption of Risk for International Group Travel
- IT.7 Guarantee of Financial Responsibility for International Group Trips
- IT.11 List of Participants
- SG.1 Activity Plan
- SG.2 Parent/Guardian Permission for Non-Regular Unit Activities
- SG.3 Activity Notification or Authorization
- SG.4 Emergency Response Plan
- SG.5 Release of Liability, Waiver of Claims, Assumption of Risk and Indemnity Agreement
- SG.6 Adventure Activity Trip Plan
- SG.7 Third Party Service Provider (TPSP) Interview Checklist
- SG.8 Travel Preauthorization
- WA.1 Water Activity Plan
- WA.2 Swim and Boating Test Verification for Individuals
- WA.3 Swim and Boating Test Verification for Groups

We do not require any other forms or information not included on this list (i.e. Health forms, kits lists for events, etc.). Guiders are required to send their forms packaged by the year of the event. For example, all 2019 forms can be packaged together, do not include 2020 forms with 2019 forms.

The following forms require different actions and storage methods.

### **INS.01 (Incident Report Form)**

**Incident reports must be sent directly to the national office and copied to the provincial office. From Safe Guide (page 33):**

The adult at or closest to the incident must complete an Incident Report Form (INS.01). The Responsible Guider must ensure that the INS.01 is sent in a sealed envelope, faxed or emailed within five business days to the national office at the address below and copied to your Provincial Commissioner.

Email to: [incidents@girlguides.ca](mailto:incidents@girlguides.ca) OR fax to: 416-487-5570 OR mail to:

Girl Guides of Canada  
Attn: Member Services  
50 Merton Street  
Toronto, ON M4S 1A3

### **Adult, Girl and Non-member forms**

The **original copies** of all these forms must be sent to the provincial office for inputting and storage. These forms can NOT be included in your forms retention package, as they are stored differently.

## **Governance Policies and Bylaws**

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The Governance Policies contain the approved policies, which govern the work of Girl Guides of Canada-Guides du Canada (GGC). It centralizes all governance policies developed, approved, and adopted by the Board of Directors (Board) for GGC.

Bylaws are the broadest rules and regulations of an organization. They are the documents which establish how the organization will be governed and how the Board responsibilities and duties will be exercised and are a handbook for Members to understand their rights and obligations. The GGC Bylaws contain information about membership, financial and contractual matters, councils and a number of other matters pertaining to Guiding.

If you have any concerns or items that require clarification or suggested changes to the Governance Policies, these should be sent to the Chair, Board of Directors.

Detailed information about the Governance Policies and Bylaws can be found on Member Zone.

## **iMIS Inputting and Records Management**

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### ***iMIS Inputting for Girl/Youth Members***

**ALL** iMIS inputting of girl and youth members is done by the provincial office, as well if there are any changes to girls Unit listing this **MUST** be done by the provincial office as well.

### ***iMIS Inputting for Adults and Non-Members***

All adult members and non-members are inputted and maintained by provincial office staff. Adult member and non-member forms should be sent to the office as soon as you have them ready; inputting of members and non-members will not begin until the required paperwork has been received.

Updating end dates for term positions is important. Area and District Commissioners should review their positions twice per year to ensure that all dates are updated correctly.

### ***Adult Awards and Training Updates***

Any updates that need to be made to adult member profiles for awards or trainings must go through the provincial office. After your awards have been presented, at any time in the year, send the information to the provincial office for inputting. Only national trainings ([listed here](#)) will be inputted into iMIS.



## Important Dates for 2019 – 2020

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All dates are subject to change, if there are changes notice will be sent out.

September 14, 2019	Council meeting
October 1 – 5, 2019	2019 Mint cookie delivery
October 18 - 20, 2019	Cookie Days
October 15, 2019	District directories and rosters sent to ACs and DCs
October 31, 2019	Area budgets due to province
November 15, 2019	District directories and rosters sent to ACs and DCs Mint cookie money due to province
November 16, 2019	Council meeting
December 1, 2019	First membership count for invoicing
December 15, 2019	First count invoice payment due
January 15, 2020	2020 Classic cookie orders due to province
January 31, 2020	Formal membership count
Early February 2020	Cookie All Stars site opens
February 29, 2020	Year end (2019) Unit, District and Area bank balances due to province Deadline for awards requiring provincial approval
Early March 2020	Unit updates for 2020 – 2021 online registration
March 15, 2020	Area Commissioner and Coordinator reports due to province (for 2019 Annual Report)
March 21, 2020	Council meeting
Mid March 2020	2020 Classic cookie delivery
April 1, 2020	Second membership count for invoicing
April 10, 2020	Youth Awards application deadline
April 24 – 26, 2020	Council meeting, Annual Convention, Banquet and AGM
Spring 2020	Youth Awards Event

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1 <sup>st</sup> of each month	Potential Member Status reports generated. A 3 month reminder letter is sent to PMBRs who are a month away from cancellation.
15 <sup>th</sup> of each month	Safe Guide compliance report generated – 3, 5 and 6 month reminder letters and non-compliance letters sent.  PRC and COC renewal notices are sent for those expiring the following month.

## Membership Pins

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Membership pins should be handed out in the fall (e.g. enrolment) to show that the member is in their XX year. The year starts September 1 and they said whether they are there 1 week, 1 month, or the whole year it doesn't matter – if they register and put in time after September 1 it counts as a year and they should get it shortly after starting that year.

If the membership year in iMIS is incorrect for a girl or adult member please have it corrected as soon as possible. Years are used for various reasons and keeping them up to date is important.

## Performance Management

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The [Code of Conduct](#) and other policies outline a high standard of behaviour for all who are involved with GGC. In your role, there may be times and situations when problems arise that need to be resolved, and steps may need to be taken to intervene and provide support and direction for a resolution.

The [Adult Member Support Module 3: Performance and Conduct Management](#) will provide guidelines and procedures to assist in reaching the best solutions for a positive outcome. This module supports the GGC Code of Conduct governance policy–01-28-01 (found in the Governance Manual under Policies and Procedures on Member Zone).

## Safe Guide Activity Approval Process

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In *Safe Guide* activities are broken down into green activities, yellow activities and red activities. Yellow and red activities require approval.

The province has *Safe Guide* assessors who we schedule to review forms.

### Process for Authorization of Activity

1. Complete required forms. Please be sure that forms are filled in completely and correctly with iMIS number and names spelled correctly. Any errors/omissions may affect approval times. Make sure you are using the current forms – outdated forms are no longer accepted. Guiders are to obtain the most up to date form from the national website each time they fill in *Safe Guide* forms.
2. Submit by e-mail, fax or mail to the provincial office at least three weeks (21 days) for red level activities and at least two weeks (14 days) for yellow level activities prior of the time of the event. If your forms are ready sooner, send them.
3. You will receive a tracking number within 24 hours of submitting your forms, if you have not received one please follow up with Monika.
4. Office staff will complete the checklist, verifying that the Guider has taken *Safe Guide*, screening of non-members, first aid and that all other required information is there.
5. Forms are sent to the scheduled assessor.
6. Assessors follow up with Guiders via the provincial office on any missing information, and to approve the activity/activities.
7. Your tracking # MUST appear on all emails corresponding with your forms, failure to add in your tracking number may delay the forms being received or responses to the assessor's questions.

8. When activities are approved or declined, the Responsible Guider will receive an email from the Assessor via the provincial office; a copy will also be sent to the Area and District Commissioners.
9. Activity authorization forms will be filed at the office.
10. There is no opting out of the *Safe Guide* process. When planning an activity or event you must abide by the rules and procedures in this document. If you want to do an activity and you discover it is listed as uninsured you may not do it under any circumstances - this includes pretending to "not be a Guide group for the day". As well, if you submit an activity for approval and it has been declined by your assessor you may not proceed with the activity.

Manitoba's various Safe Guide Assessment Teams are made up of dedicated volunteers, many of whom are Unit Guiders just like you. If you have any questions about the process, please forward them to Monika.

Please review the following reminders to help make our assessment process more efficient and less time consuming for you.

1. **Please respect the submission deadlines.** A minimum of 14 days in advance of yellow activities and a minimum of 21 days for red activities. Your activity will be refused if you do not submit on time. If your forms are ready early, please feel free to send them earlier.
2. Staff will accept your forms and monitor the progress and do provide great support to members and the Safe Guide Assessment team; however, **staff cannot act as Assessors and must forward your paperwork and questions to a member of the Assessment Team for response.** Staff does not have any influence over decisions made with regard to Safe Guide approvals/authorizations.
3. **Safe Guide Assessors do not have access to iMIS and therefore cannot look up qualifications.** It is a Guider's responsibility to ensure that qualifications, trainings, etc. are entered into iMIS.
4. **Please ensure you are using the correct spelling of Guiders and non-members names**—as you can imagine there are thousands of Guiders listed in iMIS. If a name is spelled incorrectly this may cause a delay in getting your forms to the assessors.
5. **Safe Guide forms must include iMIS numbers.** This helps the staff process your applications more efficiently.
6. **Use only the current forms.** Guiders planning activities should go to Member Zone to ensure they are using the most up to date forms available. Any out of date forms will not be accepted as they do not provide the correct information to assessors.
7. **If you are contacted by your Safe Guide Assessor, please follow up with her immediately.** The Assessors may contact you for questions and additional information and prompt replies will help complete the assessment of your activity.
8. **Remember, it is the Guider's responsibility to ensure that province has received your forms.** This is particularly true if you faxed or e-mailed them. Verify that the province has received your forms by contacting Monika.
9. **If you have not heard from an assessor within one week of submitting your forms, contact Monika immediately.** Do not wait until the day before an event to confirm that your forms were received.
10. **Any water activity will require that the water forms are completed and sent to the Water Assessor.** Have these forms filled out with the rest of your application to ensure efficiency.

## **Various National Documents & Resources**

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[Bylaws and Governance](#)

[Guiding Essentials](#)

[Adult Member Support Module 2: Screening](#)

[Adult Member Support Module 3: Performance and Conduct Management](#)

[Insurance](#)

[Commissioners Handbook](#)

[Adult Member Support Module 4: Girl Protection and Self- Harm](#)

## **APPENDICES**

### **Initial contact e-mail**

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I received your application today – thank you. In order to begin the correct process for screening I need to confirm which role you have applied for:

**Unit Guider:** The Unit Guider is generally a full time position in the unit, though this is flexible depending on availability. The Unit Guider is involved in the planning and implementation of the GGC program. A Unit Guider is involved fully in the unit meetings, events and camps and is a full member of Girl Guides of Canada. There is a screening process involved with this position which includes an interview, reference checks, a police records check and an orientation.

**Non-member unit assistant:** The non-member unit assistant is a support role. The non-member unit assistant helps as needed with unit meetings, events and camps. A non-member unit assistant is not a member of Girl Guides of Canada. A non-member may require a police records check if they attend more than two meetings per year or will be going on any event or sleepover. A non-member unit assistant has limited supervision capabilities with the unit, she may not be left one-on-one with girl members.

We ask for clarification on this because the two positions are similar but require different screening, I hope the examples will help. You can also read over the attached FAQs which may help you decide. If you're still not sure, just ask! In addition, for either position, please use the [Unit Finder](#) to find the unit you are interested in working in. When you get to the Unit Finder site please be sure to choose "Search all groups".

If you can respond and let me know which position and if possible, which unit, we can get you going in the right direction.

### **Membership screening e-mail (second e-mail sent once applicant has confirmed to join as member/Unit Guider/Unit Leader)**

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Thank you for your interest in becoming a member of Girl Guides of Canada-Guides du Canada (GGC). Your application has been received! Please have a look at the attached FAQs to answer any questions you may have prior to starting the screening process. To become a member, Girl Guides of Canada requires you to complete a screening process that includes an interview and orientation, as well as a police records check and reference checks. To support this process GGC has partnered with Sterling Talent Solutions (formerly BackCheck), Canada's leading provider of background checks, to provide a simple, secure way to obtain police record checks and reference checks. You will be receiving an email directly from Sterling Talent Solutions with a link to a landing page and an access code. On the landing page you will need to select Manitoba. When you've entered the portal, you will be asked for further personal information in order to verify your identity and give your consent to participate in the process. This is done securely online and should only take a few minutes.

You will be required to supply the contact information for three (3) references who are available to respond in a timely manner AND have email capability. Only one of your references may be personal (for example a friend; family members are not appropriate references). The others should be from work or school or volunteering. Please note:

- All three references will be sent a confidential reference questionnaire directly from Sterling Talent Solutions/BackCheck with the subject line: *Request from Girl Guides of Canada for reference for Sally Smith.*
- You should contact your references immediately to alert them that they will be receiving a message from Sterling Talent Solutions/BackCheck and that they should check their junk folder if they do not see the message.
- Ask your references to respond promptly.

Once your references and/or police records check are done I will contact you to conduct the interview. If you need any accommodation needs, please let us know. We will contact you to discuss options for accommodation solutions for your screening and specific to your role as a Unit Guider.

I have copied this to NAME, your District Commissioner, so she can be in the loop about your progress through screening and answer any more district/unit specific questions you may have about joining the UNIT.

### **New Member FAQs (sent with initial contact e-mail OR membership screening e-mail)**

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Thank you for your interest in joining Girl Guides of Canada, the organization of choice for girls and women for over 100 years!

In order to help you through the new member and screening process we have compiled this short list of FAQs that may help you navigate through the processes of becoming a member.

**Q: WHAT IS THE ROLE OF A UNIT GUIDER (UNIT LEADER)?**

A: Unit Guiders deliver programming directly to our girls on a weekly basis. Our Unit Guiders are the backbone of our organization – providing guidance, fun and friendship while delivering a dynamic program to girls from 5 to 17+. Unit Guiders work together and with the girls to plan activities and deliver programming to the unit. Unit Guiders are members of Girl Guides of Canada.

**Q: WHAT IS THE ROLE OF A NON-MEMBER UNIT ASSISTANT/PARENT HELPER?**

A: A non-member volunteer is an individual who supports unit activities or a particular member in a specific context. A non-member unit assistant is not a member of Girl Guides of Canada. A non-member may require a police records check if they attend more than two meetings per year or will be going on any event or sleepover. A non-member unit assistant has limited supervision capabilities with the unit, she may not be left one-on-one with girl members.

**Q: WHAT IS THE SCREENING PROCESS FOR BECOMING A UNIT GUIDER?**

A: The screening consists of completing a membership application, reference checks, police records check and Orientation to Guiding training.

**Q: WHAT IS BACKCHECK/STERLING TALENT SOLUTIONS AND WHY DO I NEED TO USE IT FOR MY REFERENCE AND POLICE RECORDS CHECK?**

A: BackCheck/Sterling Talent Solutions is Canada's leading provider of background checks and Girl Guides of Canada uses this service to provide a simple, secure way to obtain police record checks and reference checks. The BackCheck process is completely secure and increases the efficiency of the screening process.

**Q: IS THERE A COST TO JOIN GIRL GUIDES AS AN ADULT MEMBER/GUIDER?**

A: There is a fee for adult members, the current fee is \$68. Some membership fees are subsidized by Province – please ask for details.

**Q: WILL I NEED TO WEAR A UNIFORM?**

A: Yes, Girl Guides of Canada is a uniformed organization. Uniforms can be purchased online at [www.thegirlguidestore.ca](http://www.thegirlguidestore.ca). For regular unit meetings, girls and Unit Guiders can wear any GGC branded item, whether that's the uniform T-shirt or something else. Some Areas and Districts will subsidize uniform costs, please check with your Area or District Commissioner for more information. For more information on uniforms, click [here](#).

If you have any additional questions please contact the provincial office at (204) 774-4475 or e-mail [mb-info@girlguides.ca](mailto:mb-info@girlguides.ca).

### 3 month PMBR reminder e-mail/notice

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Thank you for your interest in joining Girl Guides of Canada. According to our records you joined Girl Guides as a potential member on «**Join Date**» (m/d/y). Potential member status is a temporary home to allow you to complete your screening. We are missing:

- Police records check
- References
- Interview
- Orientation to Guiding

In order to transition to a member these missing pieces must be completed by **INSERT DATE**.

If you have any questions about the screening process, please contact me directly at (204) 774-4475 extension 202 or at [ecullingham@girlguides.mb.ca](mailto:ecullingham@girlguides.mb.ca). We look forward to having you join our organization as a full member and trust that you will have many fun-filled and rewarding years of Guiding.

### Safe Guide Compliance 3 month reminder

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Thank you very much for volunteering your time to support girl greatness as a member of Girl Guides of Canada-Guides du Canada (GGC). As a volunteer with Girl Guides you play an important role in enriching the lives of girls by helping them discover the best within themselves.

GGC provides Members with the New Guider Learning Path training that **must be completed within six months of becoming a leader or supervisor of others who work with girls and is available in face-to-face training or via e-learning**. The **New Guider Learning Path** is a series of five courses that ensures Guiders feel confident and prepared to lead their units. Included in this training is *Safe Guide* which includes specific procedures and activity guides with step-by-step how-to guidelines for popular Guiding activities. When working with children and youth, providing a safe environment is paramount. Planning with safety in mind gives everyone – leaders, girls and parents – peace of mind to know that the activity is well run. *Safe Guide: Activity Planning and Safety Management* provides Members with the procedures and information needed when planning and managing exciting, successful and fun activities for girls.

Our database indicates that your join date was «JOINRETURN» (m/d/y) and you have not yet completed this training. If this is incorrect, please contact the provincial office with your Membership (iMIS) number and either a copy of your certificate from e-learning or the details of the face-to-face training including date, location and name of trainer. However, if you have not completed the training, it is necessary that you do so by **INSERT DATE HERE**.

For more information about trainings in your area, please contact your District Commissioner; for more information about taking the training via e-learning, please contact me at this e-mail address.

The time that you contribute to Guiding is greatly appreciated and makes a world of difference to the lives of girls and young women.

## **Safe Guide Compliance 5 and 6 month reminder**

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Thank you very much for volunteering your time to support girl greatness as a member of Girl Guides of Canada-Guides du Canada (GGC). As a volunteer with Girl Guides you play an important role in enriching the lives of girls by helping them discover the best within themselves.

GGC provides Members with the New Guider Learning Path training that **must be completed within six months of becoming a leader or supervisor of others who work with girls and is available in face-to-face training or via e-learning**. The **New Guider Learning Path** is a series of five courses that ensures Guiders feel confident and prepared to lead their units. Included in this training is *Safe Guide* which includes specific procedures and activity guides with step-by-step how-to guidelines for popular Guiding activities. When working with children and youth, providing a safe environment is paramount. Planning with safety in mind gives everyone – leaders, girls and parents – peace of mind to know that the activity is well run. *Safe Guide: Activity Planning and Safety Management* provides Members with the procedures and information needed when planning and managing exciting, successful and fun activities for girls.

Our database indicates that your join date was «JOINRETURN» (m/d/y) and you have not yet completed this training. If this is incorrect, please contact the provincial office with your Membership (iMIS) number and either a copy of your certificate from e-learning or the details of the face-to-face training including date, location and name of trainer. However, if you have not completed the training, it is necessary that you do so by **INSERT DATE HERE**.

If you are not able to meet the training requirement you will be suspended from all positions that require completion of this mandatory training and will be registered as a Member-at-large. This means that you cannot continue to attend unit meetings or act in a supervisory role, but can attend trainings or other Guiding adult ONLY events. As soon as the *New Guider Learning Path* training is completed you can return to working with girls and your other roles.

For more information about trainings in your area, please contact your District Commissioner; for more information about taking this training via e-learning, please contact me at this e-mail address.

The time that you contribute to Guiding is greatly appreciated and makes a world of difference to the lives of girls and young women.

## **Safe Guide non-compliance notice**

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Thank you very much for volunteering your time to support girl greatness as a member of Girl Guides of Canada-Guides du Canada (GGC). As a volunteer with Girl Guides you play an important role in enriching the lives of girls by helping them discover the best within themselves. GGC provides Members with training on the use of *Safe Guide*, our procedures for planning and managing safety when planning activities for girls.

Notices have been sent to you to remind you that your **New Guider Learning Path training must be completed within six months of your join date («JOINRETURN»)** in order to be a supervisor of others who work with girls. Our database indicates that you have not yet completed this training. If this is incorrect please contact the provincial office and provide your name and Membership (iMIS) number and either a copy of your certificate from e-learning or the details of the face-to-face training including date, location and name of trainer.

Until we have confirmation that you have completed this training, you can no longer continue in any position that requires this mandatory training. You are now registered as a Member-at-large. This means



that you cannot continue to attend unit meetings or act in a supervisory role, but can attend trainings or other Guiding adult ONLY events. As soon as the training is completed you can return to working with girls and your other roles. The training is available in either a face-to-face or an e-learning format.

The time that you contribute to Guiding is greatly appreciated and makes a world of difference to the lives of girls and young women.