



2010 – 2011 Administration Manual for Area and District Commissioners



Girl Guides
of Canada
Guides
du Canada

Girl Guides of Canada – Manitoba Council
213-530 Century Street
Winnipeg Manitoba
R3H 0Y4

T: 204-774-4475

F: 204-774-9271

E: info@girlguides.mb.ca

W: www.girlguides.mb.ca

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Introduction

The Administration Manual for District and Area Commissioners was developed as a resource to be used all year by District and Area Commissioners. The manual includes all the information a District /Area 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 it is intended, as a reference for any questions you have.

Who to Contact

In order to maintain the most efficient chain of communication, please familiarize yourself with whom you should contact for various needs at the office. Sending your information, questions and requests to the correct person on the first try eliminates the need for a go between and expedites the process.

Contact...	For...
<p>Elaine Cullingham Executive Director T: (204) 774-4475 extension 1 ecullingham@girlguides.mb.ca</p>	<ul style="list-style-type: none"> • Provincial screening • Potential member status • BackCheck and PRC renewals • Cookies (ordering, invoicing) • Safe Guide e-learning PINs • Safe Guide compliance for Guiders • iMIS (inputting, questions, reports) • Website updates • Inquiries about administration and operations of provincial initiatives
<p>Monika Theissen Member Support Coordinator T: (204) 774-4475 extension 2 mtheissen@girlguides.mb.ca</p>	<ul style="list-style-type: none"> • Provincial events • Membership initiatives • Kids Helping Kids Challenges • Booking meeting room space • Any other special event or activities • Website updates • Early provincial registration • Safe Guide assessment • Forms retention
<p>Jill Sayegh Bookkeeper T: (204) 774-4475 extension 4 jsayegh@girlguides.mb.ca</p>	<ul style="list-style-type: none"> • Payment information • Donations • Receipts and invoices

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.

Adult Members and Non-Members

Adult Member Screening Process

This information has been developed using the *Girl Guides of Canada Adult Member Support Procedures – A Guide for Commissioners, Advisers and Chairwoman: Module 2 – Screening*. This document, in its entirety can be found on the National website at <https://memberzone.girlguides.ca/Membership/Document%20Library/Resources/module2.pdf>.

Who is responsible for screening?

Effective March 1, 2008 all adult member screening will be done by the province. This change was implemented to decrease District Commissioner workload and to increase the consistency of our screening process.

District Commissioners can still assist with screening by providing forms to new Guiders or by volunteering to help with provincial screening nights.

Who needs to be screened?

All **new members** must be screened using the standards set out by Girl Guides of Canada. The process is as follows:

Step 1: Initial Contact

This contact can be made between the new Guider and another Guider, a District Commissioner or by the new Guider contacting the provincial office directly.

If you do not have forms on hand, please obtain the contact information for the new Guider and forward that to Elaine at the provincial office (address, phone number, e-mail address) so that forms can be mailed to her.

Step 2: Follow up

Once the provincial office has received the application form, we will begin the process of completing the screening (contacting the Guider for an interview, contacting the references, providing information about completing PRCs and *Orientation to Guiding* training).

Step 3: Record keeping and notification

When the new Guider (potential member) has completed all stages of screening, she will be notified by the provincial office and this will be cc'd to her District Commissioner. All adult member screening forms are to be stored at the provincial office.

Returning or transitioning members will have a modified screening process:

A returning member absent less than two years needs:

- A.1 (Membership Application)
- Code of Conduct
- PRC (a new PRC is not required if she has a PRC completed for GGC on file within 5 years of her return date)
- New IR.1 (Image Release form)

A **youth member transitioning to an adult member** needs:

- A.1 (Membership Application)
- Code of Conduct
- PRC
- New IR.1 (Image Release form)

A returning **member absent longer than two years** is treated as a new member.

Once the A.1 (Membership Application) has been entered into iMIS, the new Guider becomes a potential member.

NO POTENTIAL MEMBERS SHOULD BE WORKING ALONE IN UNITS UNTIL THEY HAVE PASSED ALL STEPS OF SCREENING UNLESS AN EXEMPTION HAS BEEN OBTAINED FROM THE PROVINCIAL COMMISSIONER OR HER DESIGNATE.

All screening must be completed within 6 months of the original join date (the date the membership application was entered into iMIS). Any potential members who have not completed screening within this time frame will be cancelled, as per Girl Guides of Canada policy.

Area Commissioners and District Commissioners will receive monthly reports on the status of the Potential Members in their Area and potential members will receive reminder letters at 2 and 4 months. The report includes what pieces of screening are missing. We would appreciate any assistance you can provide to help the potential member complete screening.

Provincial Screening Nights

To help with planning and to ensure we are moving Potential Members through the screening process, a number of screening nights have been scheduled. The screening process will all be completed, including all paperwork, any necessary photocopying, the interview and the *Orientation to Guiding* training, all in one appointment.

The Provincial Screening Nights will all be held at the provincial office from 7:00 pm to 9:00 pm, the dates are:

Thursday August 26, 2010
Monday September 20, 2010
Wednesday September 29, 2010
Thursday October 14, 2010
Tuesday October 26, 2010

Potential Members must contact Elaine at the provincial office to book an appointment.

Anyone interested in volunteering for the Provincial Screening nights should contact Elaine. We need volunteers to greet potential members, to conduct interviews and to provide hospitality.

Non-Member Screening Process

Effective September 1, 2007 non-members who regularly work with girls in Units, camp settings or sleepovers are required submit a Non-Member Form (A.7) and to obtain a Police Record Check (PRC).

Non-members will not be entered into iMIS until the provincial office has received their signed Non-Member (A.7) form. We need to record that they have signed the confidentiality statement. Having the non-member entered into iMIS also allows us to track the status of their PRC and eliminates the need for him/her to obtain a new PRC each year.

The cost of the PRC is the responsibility of the non-member. If they wish, non-members can use BackCheck to complete their PRCs. The cost to use BackCheck is \$26.50 (please see the section on BackCheck Procedures for more information). **Non-members using BackCheck will receive a copy of their PRC only when payment has been received by the provincial office.**

Any non-member who is volunteering regularly with the girls or who is handling GGC funds needs to submit a PRC to Girl Guides of Canada. This includes:

- non-members who volunteer as unit assistants
- non-members who volunteer as parent helpers
- non-members who volunteer at camps or in camp-like settings
- treasurers

You need to use your judgment to determine when a non-member will require a PRC. The intention behind this policy is to ensure that girls are never left with an unsuitable adult. If you are inviting a non-member volunteer to come to a camp for a few hours to lead your girls on a nature hike and you or another screened, registered adult Member will be present at all times, you probably do not need to request a PRC. You will be responsible for the well-being of girls during this time, the volunteer is only providing program.

However, if a non-member volunteer is coming to a camp or event as an extra adult body and will be staying overnight, there is a chance that at some point that adult will be placed in a position of trust with the girls and therefore he or she must get a PRC.

The same goes for volunteers in your unit. If a non-member comes in once or twice a year to lead the girls in an activity, a PRC is not required. However, if the non-member comes in more regularly as a helper with the unit, or to assist a special needs child, he or she must get a PRC.

More information about this policy, including answers to frequently asked questions, please visit <https://memberzone.girlguides.ca/C10/Non-Member-PRCs/default.aspx>.

Non-member PRCs are recorded in iMIS and are valid for 5 years.

BackCheck Procedures

Since May 2007 Manitoba Council has been doing PRCs using BackCheck. By using this service, we are not only expediting the speed of the results, but the process of submitting the application can be done at the District level, thereby limiting the amount of paperwork that needs to be submitted to various locations (the Winnipeg Police, the provincial office, etc).

The procedure for acquiring a PRC using BackCheck is listed below:

1. Have the applicant fill out the two pages of the application form – the **Service Order** form and the **Consent for Disclosure of Personal Information** form. The forms are available on the provincial website and are color coded so you know what part needs to be filled in by whom. Please be sure you are using the current forms.

All forms must be filled out completely; please ensure you are checking each form to make sure information was not missed. Incomplete forms cannot be processed and will be returned.

2. Two pieces of identification are required – one must be government issued photo identification. The following are suitable as long as the applicant is the sole person listed:

Photo ID

- Driver's License/Foreign Drivers License
- Canadian Passports
- Foreign Passports
- Canadian Citizenship Card
- Canadian Permanent Resident Card
- Certificate of Indian Status
- International Student Identity Card
- Firearms Acquisition Certificate
- Canadian National Institute of the Blind Identification Card
- Military Family Identification Card
- University/College Student Card

Other ID

- Social Insurance Card
- Birth Certificate
- Medical Card

3. Take a photocopy/scan of the two pieces of identification. Make sure the copies you have made are clear – applications will not be process if the copy is not clear. Try to enlarge your copies if you can, scanning and e-mailing are better if you are set up for that.

You must sign the Service Order form indicating that you have seen and verified the original copy of their identification.

4. Completed application forms can be faxed or e-mailed to BackCheck from any location – **they do not need to be sent by the provincial office**. There is a toll free number and e-mail address at the top of the Service Order form. Please ensure you print your name clearly in the "Faxed by" field.

Please make sure you are sending all pages of the application.

Once applications have been sent contact Elaine at the provincial office, via e-mail or telephone, to let her know that you have submitted an application and the name of the applicant(s). Results from BackCheck do not have the applicants contact information.

5. Results of each PRC will be sent directly to the provincial office, we will forward a copy to the Guider/Non-Member. District Commissioners will only be notified of results if PRCs don't come back "Clear".
6. The provincial office will be responsible for updating the iMIS profiles for all PRCs (initial and renewal).

Manitoba Council pays for the PRCs and PRC renewals for members; non-members can get their PRCs done using BackCheck for \$26.50. If you are in a community where you can have your PRC done at a less expensive rate, or free, we encourage you to continue using that service and to submit the results to the provincial office, as was done in the past.

Please note: BackCheck results take a minimum of 48 hours to be completed, please keep this in mind when submitting forms and allow for sufficient time to have your checks completed.

The next pages will walk you through exactly how to fill out your BackCheck forms.

Due to policy changes by the Canadian Police Information Centre in January 2010, BackCheck Online is no longer available.



Service Order Form

Know Who You're Hiring
www.backcheck.ca

Service Order form

The forms have been color coded to help you and the applicants fill them out correctly. All highlighted sections **MUST** be completed or the application will not be processed.

The client contact information is highlighted in pink and should be filled out by the person administering the check.

The applicant information is highlighted in yellow, and needs to be filled in completely by the applicant.

Have the applicant list all available contact information here.

E-mail: orders@backcheck.ca		Toll Free Fax: 1-866-323-3097		Fax: 604-323-3097	
1. Client Contact Information:					
Company: ▼ Girl Guides of Canada - Manitoba Council Office		Phone Number: ▼		Date: (yyyy/mm/dd) ▼ 2-010 / 06 / 06	
Faxed By: ▼ Elaine Cullingham		Location: ▼ Manitoba Council			
Hiring Manager: ▼ Elaine Cullingham		# of Pages: ▼			
Email Results to: ▼ info@girlguides.mb.ca					
2. Service Menu – please <input checked="" type="checkbox"/> services requested					
<input checked="" type="checkbox"/> Name Based Canadian Criminal Record Verification					
Additional Services (Check for additional information and/or consent forms):					
<input type="checkbox"/> Employment Verification					
<input type="checkbox"/> Education Verification					
<input type="checkbox"/> Driver Abstract					
<input type="checkbox"/> Basic Reference Interview					
<input type="checkbox"/> Standard Reference Interview					
<input type="checkbox"/> Investigative Reference Interview					
3. Girl Guides of Canada - Manitoba Council Office representative please complete the following:					
ID Check is MANDATORY for a Name Based Criminal Record Verification					
Two (2) pieces of legible identification are required:					
1. The first of which must be government-issued and include the applicant's name, date of birth, signature and photo (e.g. Driver's License, Passport, Citizenship Card, Permanent Resident Card, Certificate of Indian Status).					
2. The second should be government-issued, however at minimum it must include the full name of the candidate.					
~ Please send legible copies of the identification to BackCheck along with this cover and consent form. ~					
Candidate Name: ▼ Sally Smith		Position Applied For: ▼ Guide			
ID Verification One (1):		Type: ▼ Driver's License	Identification Number: ▼ AB-CD-12345-EF		
ID Verification Two (2):		Type: ▼ Passport	Identification Number: ▼ SMITH-12345		
I Elaine Cullingham		have examined the identification of Sally Smith			
and I am satisfied that the candidate and person depicted in the photo identification are one and the same.					
Signature of Rep. Confirming ID Check: X					
4. Candidate Contact Information:					
Primary Phone Number: ▼ (204) 555 1234		Secondary Phone Number: ▼ (204) 555-1234		E-mail Address: ▼ sallye@hotmail.com	
Please E-mail or Fax the corresponding BackCheck consent forms along with supporting documents:					
<input type="checkbox"/> Copy of Candidate's ID					
Please ensure printing is 100% legible					
E-mail: orders@backcheck.ca		Toll Free Fax: 1-866-323-3097		Fax: 604-323-3097	

Yellow fields to be filled in by applicant

Pink fields to be filled in by representative/witness

Consent for Disclosure of Personal Information

The applicant must fill in all this information completely. All highlighted fields must be completed or else the application will not be processed.

Any offences must be declared. If a person does not feel comfortable disclosing them to you, please have them contact the provincial office.

The applicant MUST sign and date this part – this is to give consent for the Criminal History Check. If it is not signed the application will not be processed.

The person facilitating the check MUST sign and date where it says "Hiring Manager's Signature". If this portion is not signed the application will not be processed.

Consent for Disclosure of Personal Information
Name Based Canadian Criminal Record Verification

To ensure accuracy, you must PRINT in clear CAPITAL letters and complete this form in its entirety.

PLEASE NOTE: The following information and photocopies of identification are for identification purposes only, allowing BackCheck to accurately proceed with the assembly of a name based criminal record verification for employment purposes. BackCheck will hold all personal information confidential.

Given Name(s) **Sally** Middle Name(s) **Ann** Gender: Male Female

Surname **Smith** Maiden name, aliases, nicknames and any other names

Place of Birth **Winnipeg MB** Canada Date of Birth **2001 / 12 / 01**

Current Address **123 Fake Street** Winnipeg MB Canada Postal Code **R2J 0P8**

Current Address Continued **Winnipeg MB** Canada From **2002 / 12 / 15** To **present**

Previous Address – If less than 5 years ago **N/A** Position Applied For **Guider**

Previous Address Continued **N/A** From **N/A** To **N/A**

Telephone Number **(204) 555 1334** Alternative Telephone Number **(204) 555-4321**

I certify that the information in this Disclosure for Personal Information is true and correct to the best of my ability.

Have you been convicted of a criminal offence for which a pardon has not been granted? Yes No

Have you been granted a conditional discharge within the past three (3) years? Yes No

Have you been granted an absolute discharge within the past year? Yes No

If you have answered Yes to any of the above questions, please provide details on ALL convictions (attach additional pages if required):

Offence	Date (yyyy/mm/dd)	Location	Penalty
/ /	/ /		

Disclaimer: The existence of a conviction will not preclude you from consideration for employment with Girl Guides of Canada - Manitoba Council Office. Details of the offence are requested to enable Girl Guides of Canada - Manitoba Council Office to determine whether the offence is related to your employment or intended employment.

I have applied to Girl Guides of Canada - Manitoba Council Office for employment. Part of the screening process includes a search of the National Criminal Records repository, known as the Canadian Police Information Centre (CPIC) database, maintained by the RCMP using the name(s) and date of birth provided above. BackCheck conducts these investigations on behalf of Girl Guides of Canada - Manitoba Council Office.

I hereby consent and authorize a Canadian Police Department to search for and disclose on my behalf to BackCheck who is requesting a name based Canadian criminal record verification on behalf of Girl Guides of Canada - Manitoba Council Office the fact that records may exist on me and are registered on the CPIC database. I acknowledge that such records may include information relating to criminal convictions under the Criminal Code (Canada) for which a pardon has not been granted and conditional and absolute discharges which have not been removed from the CPIC database in accordance with the Criminal Records Act.

I authorize BackCheck to release all information obtained to Girl Guides of Canada - Manitoba Council Office and hold harmless BackCheck upon the release of this information or its findings to Girl Guides of Canada - Manitoba Council Office. I understand that failing to provide accurate information or omission of facts herein may disqualify me from consideration for employment with Girl Guides of Canada - Manitoba Council Office. Furthermore, if there is a discrepancy with the information provided by myself on this form and that disclosed by a Canadian Police Department during this investigation of my criminal records history, I understand that I have the option to provide my fingerprints to resolve any discrepancy or dispute.

This request is made in compliance with any applicable provincial or municipal public sector privacy legislation which allows a public body or municipality to disclose my personal information to me or my agent upon my request, and in particular in accordance with the Nova Scotia Municipal Government Act and the Ontario Municipal Freedom of Information and Protection of Privacy Act.

Candidate Signature: **Sally Smith** Date: **2010 / 06 / 08**

Hiring Manager's Signature: **[Signature]** Date: **2010 / 06 / 08**

Police Record Check (PRC) Renewal Process for Members

PRCs are required for all adult Members regardless of their level of direct participation with girls (for example, Link and Trefoil Guild members do require a PRC, as there is a potential that they may work with girls at some point in time).

PRCs are valid for 5 years from their issue date.

The requirement of keeping a current PRC is not meant to be a burden on Guiders; this process is in place to ensure that we are providing our girls with the safest environment possible.

Below is an outline of the steps taken for Guiders with expiring PRCs:

- 6 months prior to PRC expiry the Member will receive a letter from the provincial office indicating that her PRC will expire and she has 6 months to renew.
- 3 months prior to PRC expiry the Member will receive a letter from the national office indicating that her PRC will expire within 3 months.
- 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.

The PRC renewal is the responsibility of the Member. Notice of pending renewal is not sent to District and Area Commissioners.

The cancellation process will happen on 1st of every month and it will cancel all the members whose PRC expired the month before (e.g. on 1st of June will cancel all members with an expiration date between 1st and 31 of May). This report is sent to the provincial office within 7 days of the cancellation and the provincial office will notify District Commissioners of any members who are PRC Expired.

In order to ensure the safety of our girl Members, Girl Guides of Canada is no longer offering a grace period to renew a PRC once it has expired. Under the new process, Members will be cancelled if they do not have a current "clear" PRC.

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 situations such as this, Members should fill in the PRC exemption form and indicate that they require a long-term exemption.

Police Record Check (PRC) Renewal Process for non-members

The PRC renewal process for non-members is slightly different than the renewal process for members. Any non-members actively volunteering (see Non-Member Screening Process on page 6) should have a current PRC on file.

Non-members who require a PRC renewal will be sent ONE reminder about their upcoming PRC expiry. This will be from the provincial office; at this time there is no follow up on PRCs for non-members done by national.

It is unlikely that a non-member will continue on for longer than 5 years however, this is the process we will be using for any non-members who are listed in PRC reports.

Guider Training Requirements

The following trainings are mandatory for new Guiders:

Orientation to Guiding Training Requirements

Orientation to Guiding training was developed with the new Members to GGC in mind. This training session will address questions and concerns and will give new Guiders a starting point to create great Guiding experiences.

Completion of the *Orientation to Guiding* module is mandatory within 6 months of joining GGC. It is a step in the adult member screening process.

Orientation to Guiding can be delivered via mentoring, e-learning, a group training session or by a Member. Areas/Districts offering *Orientation to Guiding* training sessions should notify the province so that the sessions can be advertised to other Guiders. Because this is part of the adult member screening process, information about *Orientation to Guiding* via e-learning is generally sent from the province; if you have any member wishing to take *Orientation to Guiding* training via e-learning they should contact Elaine for instructions.

Safe Guide Training Requirements

Every Guiding activity must have an adult Member who has completed the *Safe Guide* training module and agreed to co-ordinate planning and supervision. She is designated as the Responsible Guider. While she has overall responsibility for the activity she may delegate aspects of the planning to others.

For Units with new Guiders and no Responsible Guider, the Provincial Commissioner or her Deputy may grant special authorization for them to operate for a maximum of three months during which time they must complete their *Safe Guide* training. Contact safeguide@girlguides.ca or the provincial office for more information.

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 *Safe Guide* training module within their first 12 months of membership.

7 month and 10 month *Safe Guide* compliance reminders and 12 month suspension letters will be sent from the provincial office. Someone receiving the 12 month suspension letter will have a two week grace period from the date of receiving the letter to complete *Safe Guide*; after that their memberships are suspended. A *Safe Guide* compliance suspension means that the Guider has all Leader/Guider activities ended; they will be listed as a Member at Large and 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.

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. Any member wishing to take *Safe Guide* via e-learning should contact Elaine for a PIN number and instructions.

Starting in 2010, the provincial office will be holding **New Guider Training** days which will include *Safe Guide* Training, Building Leadership Skills, Cookie Training, Finances and Unit Meetings 101. The **New Guider Training** days will all be held from 9:30 am to 4:30 pm, the dates are:

Saturday September 25, 2010 at the provincial office
Sunday September 26, 2010 (location TBA)
Saturday October 30, 2010 at the provincial office

Please contact Monika if you are interested in registering for the New Guider Training.

Mentoring

The Mentoring Program is a proactive plan for districts and units to better retain new Guiders, ensure greater success for new Guiders in their first year and ensure a quality unit experience for girls.

Guiders who are encouraged, supported and recognized will be more likely to continue their Girl Guiding experience and will be more likely to find greater satisfaction with the organization. We are an organization that values the gifts of all of our Members. The intention of the Mentoring Program is that experienced Guiders will be mentors to new and returning Guiders.

All new Guiders will automatically be set up as Mentees requiring Mentors. Mentors are not required to have any special training, however there is a Mentor Training program available to those who are interested. Mentors are simply more experienced Guiders who work with the new Guider as needed through their first year. Mentoring partnerships last only for the duration of the Guiding year and there are no formal expectations of what mentoring will be, it is a flexible partnership that is mutually beneficial to the new and experienced Guider.

Mentoring reports will be sent to District and Area Commissioners at the end of each month (at the same time as the Potential Member Reports); all you need to do is contact Elaine and indicate who the new Guider is working with so this can be entered into iMIS.

Girl/Youth Members

New Girl Registration Process

In fall 2008 a new girl registration form was introduced to be used for all girls, Rangers and Lones. This form included a blanket parental consent form as per the new *Safe Guide*. Parents/guardians MUST sign the bottom of the A.5 (Initial Girl Registration Form) in order to give consent – this is mandatory. A girl may only attend one Unit meeting before submitting her A.5 form.

The original copy of the A.5 forms must be forwarded to the area/provincial iMIS inputting site within 30 days of the date received. The information must then be entered into iMIS within two weeks (14 days). Guiders do not need to keep a copy of the A.5 forms as all the information they should need can be found on their Unit Rosters, which are available from Member Zone, or on the H.1 forms.

Guiders will only retain the H.1 (Personal Health Form) for girls in their Unit. The H.1 now includes the permission to pick up girl section. The H.1 will also help to keep track of girls in a Unit while the information is being entered in iMIS. This form should be securely destroyed at the end of the Guiding year. These forms are not to be forwarded to the provincial office.

All registration forms can be found on Member Zone at <http://forms.girlguides.ca/default.aspx>.

Early Provincial Registration and Returning Girl Registration Process

In 2009 we introduced a project called Early Provincial Registration, where the A.5Rs (Girl/Youth Membership Renewal forms) were sent directly to the parents and guardians, with the intent that they would be returned to the provincial office instead of being sent to the Guiders. This project had overwhelming success, with a 15% return rate and we have continued to provide this service to parents for the 2010 – 2011 Guiding year.

Forms with a letter explaining the process were sent to parents/guardians in April with a deadline of June 15th to respond. Parents can pay with cheque, VISA, MasterCard or debit. VISA, MasterCard and debit are only available to parents utilizing the early provincial registration.

All the A.5R forms were sent to Areas electronically in the spring, these forms need to be used for your spring/fall registration events – all returning girls should be using A.5Rs and not A.5s. These forms have all the information about girls who are currently in Units and are integral in the girl/youth member updating process.

It is very important that A.5Rs are returned to the provincial office or your iMIS input site with any updates. The provincial office/iMIS input sites use these forms to update the girl/youth information, such as:

- 1) Is this girl staying in the same Unit?
- 2) Is she moving to another Unit, if so, which one?
- 3) Is she returning as a member? If she is not the form should be returned with “CANCELLED” written on it.
- 4) Has any of her contact information changed?
- 5) Has parent/guardian consent been given? (like the A.5s, this consent is mandatory in order for the girl to participate in the Unit; this consent must be given every year for returning girls)

Please ensure your Guiders are using and returning ALL A.5R forms.

Administration

iMIS Inputting

This section will break down how iMIS inputting works, what the guidelines are and who is responsible for what.

iMIS Inputting for Girl/Youth Members

Areas that have iMIS input sites are responsible for maintaining the records of girl and youth members. Areas that do not have iMIS input sites will need to send their girl and youth member records to the provincial office for inputting. Regardless of whether your Area has an iMIS input site, the following process must be followed:

- Guiders to submit registration forms to their iMIS input site within 30 days of receiving them
- iMIS input sites are required to enter the registration forms within 14 days (2 weeks) of receiving them

All girl and youth members must be entered into iMIS by November 15th – **due to the new national Count process, this is a firm deadline.** This allows time for the required reports to be run and also gives District Commissioners and Unit Guiders a chance to review their rosters for accuracy.

Unit Rosters can be accessed from Member Zone as often as they are required. **All rosters must be verified by the District Commissioner. Districts will be responsible for paying for all girl and youth members listed, so please check carefully.**

iMIS Inputting for Adults and Non-Members

All adult members and non-members are inputted and maintained by provincial office staff. Adult and non-member records are more complex than girl records, and to ensure these records stay consistent all data entry and updating will be done by Monika or Elaine.

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.

Member and District Rosters will be sent to District and Area Commissioners on October 15th and November 15th for review. **All rosters must be verified by the District Commissioner. Districts will be responsible for paying for all members listed, so please check carefully.**

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. Not all awards and trainings will be added to iMIS, only those listed on the “Awards for iMIS Inputting” and “Training Checklist for iMIS Inputting” forms.

These forms must be used for updating Awards and Training activities, they are available on the provincial website as follows:

Awards: <http://girlguides.mb.ca/Downloads/Forms/AwardsforiMISinputting.doc>

Awards SAMPLE: <http://girlguides.mb.ca/Downloads/Forms/AwardsforiMISsample.pdf>

Trainings: [http://girlguides.mb.ca/Downloads/Forms/TrainingChecklistforiMISinputting\(Aug2010\).doc](http://girlguides.mb.ca/Downloads/Forms/TrainingChecklistforiMISinputting(Aug2010).doc)

Trainings SAMPLE: <http://girlguides.mb.ca/Downloads/Forms/TrainingChecklistforiMISsample.pdf>

Safe Guide Process

In the 2008 *Safe Guide* activities are broken down into green activities, yellow activities and red activities. Yellow and red activities require approval. The changes were made to improve the *Safe Guide* approval process and to lessen the workload for Camp Advisers and District Commissioners.

The province has *Safe Guide* assessors who we schedule monthly 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 for red level activities and at least two weeks for yellow level activities prior of the time of the event. If your forms are ready sooner, send them.
3. 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.
4. Forms are sent to the scheduled assessor weekly.
5. Assessors follow up with Guiders on any missing information, and to approve the activity/activities. The assessor will contact the responsible Guider directly, and this will be cc'd to office staff.
6. When activities are approved or declined, the assessor will send an e-mail to the office and the responsible Guider; this will be forwarded to District and Area Commissioners.
7. Activity authorization forms will be filed at the office.
8. 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 do 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.** If necessary, please forward copies of qualifications to the assessors. 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.** The latest revision is July 2010. As of June 15, 2010 only the current forms will be accepted, all others will be refused 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.

If you have any questions, please visit the national website at <https://memberzone.girlguides.ca/Safe-Guide/default.aspx> for more information.

Count Process (formerly called Census)

In the 2009 – 2010 Guiding year a new process was implemented for counting and invoicing purposes, this new process is called the Count and it replaces the Census. Highlights of this change as they apply to Areas are as follows:

- There is no longer a final census count and freeze in January. The Count is conducted twice a year, once in December and once in April; these are the First and Second Count. A formal membership Count will be conducted in February for statistical and insurance purposes – no payments are required from the formal Count in February.
- One payment per count must be paid to national within 15 days of the Count being conducted
- Once the Count is completed the provincial office will forward invoices to Areas for the members who were counted and require payment (Girl, Youth or Members only. Potential Members are not counted); Area Commissioners need to be prepared for this payment as it needs to be sent within one week of receiving the invoice
- Invoices sent to Areas are non-negotiable, the amount of members counted and invoiced must be paid for
- Any members not counted in the First Count will be counted in the Second Count in April and a second payment will be made then

In order to maintain consistency and reliability of payments, we ask the following of Areas in regards to membership payments:

- Send in one payment for your first invoice and one payment for your second invoice – multiple payments for small groups of members is difficult to track and reconcile properly
- Wait for your invoice before submitting a payment, pay only the amount listed on the invoice
- Ensure your payments are made on time, meaning the due date of the payment is the date the money is received at the provincial office

Forms Retention

Each year, in December and June, Unit Guiders are responsible for sending any Safe Guide forms that must be stored to the provincial office. The forms that we need to store are listed on the Forms Retention Checklist, which is available on the provincial website at [http://girlguides.mb.ca/Downloads/Forms/FormsRetentionChecklist\(Feb2009\).pdf](http://girlguides.mb.ca/Downloads/Forms/FormsRetentionChecklist(Feb2009).pdf).

We do not require any other forms or information not listed on this checklist (i.e. Health forms, kits lists for events, etc).

Forms that are not included on this checklist are addressed below:

INS.01 (Incident Report Form)

The Incident Report form (INS.01) is **MUST** be sent to the national office as per page 28 of the *Safe Guide*:

“ALL Incident Reports must be sent directly to National Office within five (5) days from the date of the incident. Fax (416) 487-5570 or mail to 50 Merton Street, Toronto, ON M4S 1A3, Attention: Finance & Administration Department.”

A copy of this should be forwarded to the provincial office once it has been submitted to national.

A.1, A.5, A.5R and A.7 (Adult and Girl Membership and Non-Member forms)

The **original copies** of all these forms must be sent to the provincial office for storage as soon as iMIS inputting is complete (note: this applies to Areas with their own iMIS input sites, Areas using the provincial office will be sending the originals directly to the provincial office for inputting).

These forms can NOT be included in your forms retention package, as they are stored differently.

Cheque Submission Form

In response to the record keeping and tracking needs of our organization, the Cheque Submission Form has been developed.

The provincial office receives payments for many things: cookies, registration, events, late registrations, donations and other miscellaneous items. In some instances it is not clear exactly what the payments are for, and when this is unclear it creates additional work for both the provincial office and for you to sort out the nature of your payments.

The Cheque Submission Form must be submitted with any and all cheques that are sent to the provincial office, whether they are sent from a Unit, District or Area level.

By using this form, the provincial office will be able to track what payments you have made (for what leaders, for how many cookies, etc) and this will act as a control for both the province and Areas/Districts/Units.

It is recommended that Guiders keep a copy of this form for reference, should any clarification be required after payment.

The Cheque Submission Form is available on the provincial website in PDF (<http://www.girlguides.mb.ca/Downloads/Forms/ChequeSubmissionForm.pdf>) and Word ([http://girlguides.mb.ca/Downloads/Forms/ChequeSubmissionForm\(Feb2010\).doc](http://girlguides.mb.ca/Downloads/Forms/ChequeSubmissionForm(Feb2010).doc)) format.

Please ensure all your Guiders are aware of this resource.

Important Dates for 2010 – 2011

Thursday August 26, 2010	Provincial Screening at the provincial office (7:00 pm to 9:00 pm)
Monday September 20, 2010	Provincial Screening at the provincial office (7:00 pm to 9:00 pm)
Wednesday September 29, 2010	Provincial Screening at the provincial office (7:00 pm to 9:00 pm)
Thursday October 14, 2010	Provincial Screening at the provincial office (7:00 pm to 9:00 pm)
Friday October 15, 2010	Unit rosters, District Directories and Member Rosters sent to District Commissioners for action (review to ensure all members are current)
Tuesday October 26, 2010	Provincial Screening at the provincial office (7:00 pm to 9:00 pm)
Monday November 15, 2010	Deadline to have girls entered into iMIS (for Areas with iMIS input sites) or to have forms to provincial office (for Areas without iMIS input sites)
	Unit rosters, District Directories and Member Rosters sent to District Commissioners for action (review to ensure all members are current)
Wednesday December 1, 2010	First Count conducted by national. Invoices will be sent to Areas within two days of the count completion.
Tuesday February 1, 2011	Formal membership count taken by national for statistical and insurance purposes
Friday April 1, 2011	Second Count conducted by national. Invoices will be sent to Areas within two days of the count completion.

15 th of each month	Safe Guide compliance report generated – 7 and 10 month reminder letters and 12 month cancellations letters sent.
30 or 31 st of each month	Police Record Check renewal report generated – PRC reminder letters sent to Guiders and non-members requiring a new PRC. This list is NOT sent to District Commissioners or Area Commissioners.
	Potential Member Status report generated – Welcome, Reminder and Cancellation letters sent to Potential Members. A report will be sent to District and Area Commissioners.
	Mentoring report generated and sent to District and Area Commissioner so Mentoring partnerships can be set up in iMIS.

Resources

Financial Accountability Procedures

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.

The Financial Accountability Procedures are available on the provincial website at <http://girlguides.mb.ca/Downloads/Resources/FinancialAccountabilityProcedures.pdf>.

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.

Cookie Reserve Fund

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 (\$30.95), 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

Example:

Susan submits a cookie reserve fund request for one case, she will receive \$18.75. A few weeks later, the parent sends a payment of \$40.00. The reimbursement will be as follows:

\$18.75 will be reimbursed to the cookie reserve fund
\$ 21.25 will be distributed to the Unit/District/Area/Province as per each cookie profit schedule

At the time when cookie payment is submitted to the province, a Unit may not be aware that there is a collection problem. The provincial office must be notified by January 31st for mint cookies and June 30th for spring cookies if there are any collection issues. At this time the Financial Accountability procedures should be followed to commence or follow up on the collection of outstanding money.

All information about the outstanding money – name of parent, address, phone number, number of cases received and amount of money still outstanding – must be submitted to the provincial office. This information should also include a breakdown of who is out money (Unit, District or Area – would depend on if money has been passed on or not). The province will begin collection activity and will request that any outstanding money be remitted to the provincial office. If the Unit, District or Area collects the money they must notify the provincial office immediately.

Units, Districts and Areas must do their due diligence to mitigate losses on cookie sales.

The cookie reserve fund will also be used to reimburse Units who have missing boxes of cookies in their cases, as per the new guidelines from national:

Provinces are responsible for covering the cost of any damaged or missing boxes up to \$75.00 per campaign province-wide. Based on a current case cost of \$18.75, this amount covers up to 48 boxes of cookies for the province collectively. If more than 48 boxes of damaged or missing cookies are found, the national office will credit the province the entire amount.

The province will pay Units/Districts with missing boxes at a rate of \$2.60/box.

The cookie reserve request/application form is available on the provincial website in PDF (http://girlguides.mb.ca/Downloads/Forms/CookieReserveFun%20Request_updatedJul30.pdf) and Word ([http://girlguides.mb.ca/Downloads/Forms/CookieReserveFundApplication%20\(Feb2010\).doc](http://girlguides.mb.ca/Downloads/Forms/CookieReserveFundApplication%20(Feb2010).doc)).

Governance Policies

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.

If you have any concerns or items that require clarification or suggested changes to the Governance Policies, these should be sent to the Chief Commissioner.

Detailed information about the Governance Policies can be found on Member Zone at:

https://memberzone.girlguides.ca/Governance/governance_policies/governance_policies.pdf

Bylaws

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.

Detailed information about the Governance Policies can be found on Member Zone at:

https://memberzone.girlguides.ca/Governance/governance_bylaws/bylaws.pdf

Frequently Asked Questions

These FAQs are common questions that have come up in the last year; they are broken down in three categories, as outlined below.

There are many more FAQs available on the national website, we strongly encourage you to use these for troubleshooting, as they very often will have the answers you seek. Please visit <https://memberzone.girlguides.ca/C0/FAQ/default.aspx> for more information.

Adult Members and Non-Members (screening, BackCheck, PRCs, training and mentoring)

Q: Can police records checks from other organizations be used to satisfy the PRC requirement/renewal requirement?

A: Members and non-members may use an existing PRC to satisfy their PRC requirement/renewal requirement as long as the PRC they are submitting has been completed within 6 months of when it is submitted to the iMIS input site.

If a PRC is submitted that is older than 6 months from the day it is received at the iMIS input site, it cannot be used, as per Girl Guides of Canada policy.

Q: Can I submit a photocopy/fax copy of a PRC?

A: As per the Girl Guides of Canada Adult Member Support Procedures, the original copy of the PRC must be submitted to the iMIS input site (the provincial office). The original can be returned to the member if it is requested.

Girl/Youth Members (registration process, early provincial registration, returning girl registration)

Q: Where can I get my Unit Rosters?

A: Unit rosters area available on Member Zone.

Q: Why are there girls missing from my Unit Roster?

A: If you are missing girls from your roster after the deadline for entering girls into iMIS, check with your iMIS input site. Most times girls are missing because the information was not forwarded to the iMIS input site.

Q: My rosters with the girls who registered using Early Provincial Registration (EPR) show the girls listed twice, in two separate Units – why?

A: EPR girls who are moving to a new Unit will appear twice on your Unit Rosters until August 31st; this is the end date from the previous year. They will appear in the Unit they were in the year before (this is the activity that ends on August 31st) as well as in the Unit they will be in for the upcoming year.

Your rosters will be accurate on September 1st – you can still continue to use them for planning, just disregard the duplicate entries.

Q: Why can't we use A.5 (Initial Girl Registration) forms for returning members?

A: When A.5's are submitted for returning girls it can lead to duplicate entries. When we receive A.5 forms the assumption is that these are new girls. Duplicate entries are confusing and complicate the iMIS database. If you need copies of your A.5Rs for registration, please contact your Area Commissioner or Area Office.

Administration (iMIS inputting, Safe Guide, Count, Forms Retention, forms)

Q: Do we need to send the original copies of girl and adult registration forms to the iMIS input sites?

A: iMIS input sites/provincial office should receive only the original copies of the registration forms. If there is some reason why the originals cannot be sent, a faxed or e-mailed copy can be sent, but this should be the exception only when it is not possible to send original copies.

Q: I belong to an Area with an iMIS input site – what information do they input?

A: Areas that have iMIS input sites and iMIS Advisers should send all their new and returning girl registrations to their iMIS input sites, that is the bulk of what Area iMIS Advisers are responsible for.

Any forms for members and non-members must be sent to the provincial office for inputting, as there are many more steps required for inputting adults.

Q: I like to save my forms on my computer, is that okay?

A: While we all like to save steps, many Guiders have been sending in outdated forms for registration and Safe Guide. These outdated forms can delay membership applications and Safe Guide approvals. Please see the Useful Links section to get the most up to date forms each time.

Q: I want to send my Safe Guide permission forms to parents right away. Do I have to wait for Safe Guide approval?

A: No, go ahead and give the information to your parents. However, if you are denied approval or have to change details remember it is your responsibility to update parents.

Q: I am not sure that the facility will be available; do I have to wait for confirmation before sending my Safe Guide forms?

A: As above, you can go ahead and inform your parents but must be sure to update parents of any changes.

Q: What if it is raining/storming when I am supposed to be camping?

A: If you need to change locations on short notice the following steps must be taken:

- *Responsible Guiders need to e-mail the details of any changes to their assessor; new location, any changes to supervision, issues with males (if they are moving to a house), etc. As long as the activity is not changing from a yellow to a red, this will be sufficient*
- *Parents must be notified of the change, Responsible Guiders should do a new SG.1 with the details and have parents sign the new SG.1 – a copy should be forwarded to the assessor*

Links to Important Forms

Adult Membership Forms	http://forms.girlguides.ca/default.aspx#adult_reg
BackCheck Application	http://girlguides.mb.ca/Downloads/Forms/BackCheckJan2010Highlighted.pdf
New Girl Registration Forms	http://forms.girlguides.ca/default.aspx#applications
Awards Inputting Form	http://girlguides.mb.ca/Downloads/Forms/AwardsforMISinputting.doc
Training Inputting Form	http://girlguides.mb.ca/Downloads/Forms/TrainingChecklistforMISinputting(Aug2010).doc
Safe Guide Forms	http://forms.girlguides.ca/default.aspx#sg_english
Forms Retention Checklist	http://girlguides.mb.ca/Downloads/Forms/FormsRetentionChecklist(Feb2009).pdf
Cheque Submission Form	http://girlguides.mb.ca/Downloads/Forms/ChequeSubmissionFormSep2009.pdf (PDF) http://girlguides.mb.ca/Downloads/Forms/ChequeSubmissionForm(Feb2010).doc (Word)
Financial Accountability Procedures	http://girlguides.mb.ca/Downloads/Resources/FinancialAccountabilityProcedures.pdf
Cookie Reserve Fund	http://girlguides.mb.ca/Downloads/Resources/CookieReserveInfo.pdf
Cookie Reserve Fund Applications	http://girlguides.mb.ca/Downloads/Resources/CookieReserveApp.pdf (PDF) http://girlguides.mb.ca/Downloads/Resources/CookieReserveFundApplication.doc (Word)