



It starts with Scouts.

SCOUTS CANADA

SERVICING & SUPPORT MODEL

We already have Program Standards that provide our Section leaders with a clear understanding of that type of program they are expected to deliver. Providing Servicing Standards will help to focus Field Executives, Group Commissioners, Area Commissioners, and Council Commissioners on what is expected in terms of in person volunteer support.

Support Goal: Providing regular, in-person support for volunteers so that they are able to deliver on Scouts Canada's brand promise and offer consistently high quality programs that exceed the Program Quality Standards.

Scouts Canada's self assessment and general health check tools have been designed to further expand upon the topics to be addressed during the completion of support visits at the Section, Group, and Area levels. They provide the framework through which Commissioners and Field Executives can identify trends and volunteer support needs within their respective areas of responsibility.

Group Servicing Model

Group Service Standards:

- Group Commissioner and/or delegate will visit each section at least three times per year.
- These visits should include a planning meeting with the section leadership team and a visit to a section meeting.
- Group Commissioner and/or delegate should meet with Group Sponsor at least once a year

Schedule for servicing visits and topics for discussion:

August – October: Initial Visit

- Identify section capacity based on size and restrictions of facility and number of leaders and ensure this is entered in MMS/AMS
- Identify ways to increase capacity (e.g. recruit more leaders, school promotions)
- Identify training requirements (Part I's, Part II's, First Aid etc)
- Review the sections program plan and ensure that the Program Standards are being achieved
- Identify service and support required.

- Provide Orientation to new Scouters using the New Scouter Welcome Kit
- Ensure membership information in AMS is accurate

November – January: Mid year check-up

- Capacity check; did the section meet its membership goals?
- Review training requirements; have they been met?
- Review the sections program plan and ensure that the Program Standards are being achieved
- Identify service and support required.

March – May: Wrap up

- Leader satisfaction/performance appraisals and program quality evaluations
- Recognition for leaders
- Identify returning leaders and youth, retention and capacity for next year
- Training requirements
- Review group plan for growth

It may be necessary to visit some sections more frequently than others, especially those with a number of new volunteers. Phone and email contact can supplement face to face meetings. Well established sections may only require the three visits described above, but it is still important to visit these sections and volunteers to provide ongoing support and recognition. It is also helpful to engage the more established sections in “twinning or buddying” with other sections to help coach and mentor new leaders. This is particularly helpful for camps and outdoor activities as well as for sharing Scouting traditions and program elements relating to campfires, spirituality, and effective youth engagement.

The Partner/Sponsor visit should include an update on overall Group health, membership recruitment activities, and a report on active engagement in Partner/Sponsor activities. It is equally important for the Group Commissioner to outline how the Partner/Sponsor can best continue to support Scouting programs and growth. Holding a face-to-face meeting is critical to maintaining a strong and meaningful relationship with the Partner/Sponsor.

Group Commissioners are expected to focus their energies on program quality and effective volunteer support. This will require them to remain engaged and have a firm understanding of what is happening in each of their sections. They do not need to have all of the answers, but they need to be able to identify needs and connect volunteers with others who can provide the level and type of support that they are looking for.

Effectively managing a Group is no small task - there are many resourcing and administrative responsibilities involved. It is highly recommended that Group Commissioners assemble a sufficient team of non section Scouters that can assist with this work. Group Committees should include at least three non section Scouters, one of whom would serve as Group Administrator. Other key functions could include Treasurer, Secretary, fundraising, Quartermaster, Registrar, recognition, and communications.

Area Servicing Model

Area Service Standards:

- Field Executives and Area Commissioners and or delegates will meet with each Group Commissioner at least three times per year.
- These visits should include at least one Group Committee meeting with the section leadership team and a visit with a section.
- Field Executives and Area Commissioners and or delegates will meet with every Partner/Sponsor at least once per year.

Schedule for servicing visits and topics for discussion:

August – October: Initial Visit

- Review each sections capacity based on size and restrictions of the facility and the number of leaders and growth/retention plans
- Review training achievements and plans for new/untrained volunteers (Part I's, Part II's, First Aid etc)
- Identify sections in need of assistance with program planning and the Group Commissioners plan for providing assistance to ensure that the Program Standards are achieved.
- Review financial plans and fundraising needed to support programs
- Review Group Committee capacity and needs arising from vacancies/gaps
- Identify service and support required from the Area/Council.
- Review orientation plans for New Scouters; ensure New Scouter Welcome Kit is employed to support the orientation process
- Review need for accurate data in AMS

November – January: Mid year check-up

- Capacity check; did the Group meet its membership goals? If not what actions are being taken to address?
- Review retention and growth results and actions necessary to meet goals
- Review training requirements; have they been met?
- Review the program plans and ensure progress is being made as planned Discuss any additional assistance that is required to ensure that the Program Standards are achieved.
- Identify in person service and support required.

March – May: Wrap up

- To ensure that Leader satisfaction/performance appraisals and program quality evaluations take place
- To ensure that recognition is provided for leaders/Group Committee members
- To ensure that Sections exceeding the program standards are recognized through with the Quality Section Award.

- To identify the number of returning leaders and youth, retention and capacity for next year and to plan recruitment process for replacing leaders and attracting new youth. Also to review retention stats.
- To ensure that all leaders received Part I training and to review advanced Training requirements for the coming year
- Review Group plan for growth for the coming year as well as spring registration plans and results

It may be necessary to visit some Groups more frequently than others, especially those with a number of new or underperforming Group Commissioners or where there are growth and/or retention issues. Well established Groups may only require the three visits described above, but it is still important to visit these Groups and to provide ongoing support and recognition. It is also helpful to engage the more established Groups in "twinning or buddying" with other Groups to help coach and mentor new Group Commissioners and Group Committee members. This is particularly helpful for camps and outdoor activities as well as for sharing Scouting traditions and program elements relating to campfires, spirituality, effective youth engagement. It is equally helpful for sharing best practices relating to administrative processes such as fundraising and registration.

Area Commissioners are expected to focus their energies on program quality and effective volunteer support. This will require them to remain engaged and have a firm understanding of what is happening in each of their Groups. They do not need to have all of the answers, but they need to be able to identify needs and connect volunteers with others who can provide the level and type of support that they are looking for.

Effectively managing an Area is no small task - there are many resourcing and administrative responsibilities involved. It is highly recommended that Area Commissioners assemble a sufficient team of volunteers with the specific skills and knowledge required to successfully carry out this work. Area teams should include Scouters with section specific knowledge, volunteers dedicated to volunteer support activities such as training and recognition. Other key functions could include Area Registrar, Area Fundraising Coordinator and Area Communications Coordinator as appropriate.

The primary focus of Area teams should be on providing holistic support to section volunteers and Groups. Areas should generally refrain from event planning and focus on Area needs. Section volunteers, senior youth, and other key stakeholders should be consulted in order to identify Area specific requirements.

Council Servicing Model

Council Service Standards:

- Council Executive Directors and Council Commissioners or delegates will meet with each Area Commissioner at least three times per year.
- These visits should include at least one Area meeting

Schedule for servicing visits and topics for discussion:

August-October

- Identify each Area's growth capacity/constraints, membership growth/retention plans
- Identify training support requirements (Part I's, Part II's, first aid, etc.)
- Review Groups in need of assistance with program planning and the Area Commissioner's plan for providing assistance
- Review Groups with underperforming Group Commissioners/volunteers and action plans to address.
- Identify service and support required from the Council/National levels. This includes the identification of systemic issues or low value added activities.

November-January

- Capacity check: did the Area meet its membership goals?
- What was the Area's retention experience?
- Review training requirements; have they been met?
- Review the program planning requirements and ensuring that additional assistance has/is being provided to ensure that the Program Standards are being achieved.
- Identify service and support required from the Council/National levels. This includes the identification of systemic issues or low value added activities.

March-May

- Review volunteer satisfaction/performance and program quality evaluations
- Recognition for volunteers
- Discuss early registration opportunity
- Ensure plans are in place for spring recruitment and orientation of new volunteers using New Scouter Welcome Kit
- Review retention and capacity for next year.
- Training requirements; have they been met?
- Financial health check
- Review Area's plan for growth.
- Identify service and support required from the Council/National levels. This includes the identification of systemic issues or low value added activities.