



Area Support Managers (ASM's)

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Voyageur Council

Area Support Managers Report

October 2013

Voyageur is the best in the country! Scouter “Readiness” and Membership 2013-14: Great news! Membership is looking healthy so far for the year – we are on track and slightly ahead with our numbers as compared to last year at this time. Voyageur is also **#1 in the country in terms of our Scouter “Readiness”** (formerly known as “Compliance”), with **1405 Active Volunteers that are completely screened and trained, and 81.5% of all volunteers (Active and Pending) ready to go!** This is the highest in the country and it is because of all the hard work our Group Commissioners and Service Scouters do to get volunteers screened, trained and on the floor delivering great programs to our youth! **Keep up the great work and please accept our sincere thanks for all that you do!!!**

Section and Group Service Visits Happening Now!: Now that Sections are up and running, Area Key-3’s (Area Commissioner (AC), Area Youth Commissioner (AYC) and Area Support Managers(ASM)) and Area support teams will be starting Service visits to the Groups and Sections in the Council. The purpose of these visits is to provide regular, in-person support and mentoring to our front-line volunteers so that they are able to deliver on Scouts Canada’s brand promise, offer consistently high quality programs, enjoy their Scouting experience and provide valuable feedback to their Area and Council about issues or challenges that are being faced in the field. Your AC, AYC, ASM and Area Support teams are here to help with a variety of things including training, recognition, program planning, technical support, registration/paperwork, interpreting BP&P and providing mentoring where needed.

We would also like to **remind Group Commissioners to let their Area Key-3 know about Service visits they have made to their Sections as well.** We would like to track these visits along with the ones that Area team members are doing to ensure that all Sections are receiving regular support. We look forward to seeing your Scouting program in action!

Reminder – Registration Due October 31st!* A reminder to all Groups doing paper registrations this year that your Fall Registration packages are due in the office in a few weeks! Please work with your Area Key-3 to ensure the timely delivery of your initial bulk package for the Fall if you are having issues or struggling.

Any subsequent registrations that come in after that date can be submitted in smaller separate packages. It is much better to submit registrations in a timely fashion in several smaller packages than to hold onto many registrations and payments for long periods of time. The office is equipped to deal with multiple packages from Groups – so get them in! Everything you need to know about Registration can be found at this link: <http://voy.scouts.ca/ca/administration>

*** Please note – in order for Groups to qualify for the various Council Incentives (i.e., Bring-a-Friend Incentives, Retention Incentives, etc.) Groups need to be in good standing with the Council (i.e., no outstanding fee’s or paperwork owing to the Council), so submit your packages now and submit often!**

Council Website Updated – We have started to populate the **Support and Membership Tab** of the new Council website! There are many resources there to assist Groups and Area's with servicing and supporting their programs. As well, all of the Council Incentive program details can be found in one spot on this tab, along with the past Area Support Manager Reports and eventually we will have some Membership Statistics available on this tab as well. Check it out!
<http://voy.scouts.ca/ca/support-membership>

Refresher – Administrative Procedures for the Council: ASM's have been getting a lot of inquiries about certain Council Administrative Procedures such as **Subsidy Requests, Refunds, Insurance Certificate Requests and Charitable Tax Receipt requests**. We just wanted to remind Groups that all of these procedures and the appropriate forms for them can be found at this link:
<http://voy.scouts.ca/ca/administration>

myBackcheck References myscout Codes: Here is an explanation into what all of the 'codes' being entered into screening tabs mean and what action is required, if any, by volunteers and employees:

- **New** – This is a new reference that has not yet been sent to BackCheck; MyScouts will send it to BackCheck at the next interval
- **Missing Info** – Reference information was sent to BackCheck and BackCheck returned the reference. Some piece of information on the reference is incorrect or incomplete (usually no email or incorrectly formatted email). No action is required from the Commissioner or Group Committee; the Help Centre will follow up with the individual applicant for the missing information.
- **Resubmit** - The reference has been corrected and will be resent to BackCheck at the next interval. No action required by the Commissioner, Group Committee or applicant. The Help Centre performs this action.
- **In Progress** – BackCheck is currently working on the reference check.
- **Passed** - The applicant has passed that reference check.
- **Failed** - The applicant has failed that reference check.
- **Not Required** – The applicant has already passed (or failed) their references and that reference was not required (i.e. Only 3 of the 5 were checked)
- **UNABLE TO COMPLETE** - Could not reach the reference after repeated attempts. This status indicates that more references are required, and Help Centre will contact the applicant for the additional references. No action is required from the Commissioner or Group Committee. If BackCheck was able to complete the 3 required references, this status will not be used.

Bring-a-Friend 2013 -14: Now that Groups are up and running and the bulk of Fall registration has come in – time to run some Bring-a-Friend events to fill those Sections up!!! The National and Council Bring-A-Friend campaigns have been launched - there are many Bring-a-Friend incentives for your Groups members including Bring a Friend crests (you can obtain these through your Area Key-3), Bring-a-Buddy pins, and \$5 Scout Shop coupons for Youth that bring Friends and for Friends that join. For more information on these programs visit:
<http://voy.scouts.ca/ca/incentive-programs>