

GUIDER RESOURCE MANUAL

BC Membership



MEMBER REGISTRATION, RECRUITMENT AND RETENTION PROCEDURES

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Girl Registration

The easiest and most efficient way to register is through the [Girl Guides of Canada - Guides du Canada \(GGC\) website](#). Girls may only be registered in the branch to which their birth date corresponds.

All paper (A5) registrations are processed through the BC Provincial office. This method of registering is suitable for families with no computer access, no available credit card, or those requesting subsidies.

No credit card, no internet:

If forwarded through a representative of GGC (unit guider, DC, AC, Area representative)

Fax or scan A5 with the notation of “fee applied”. Provide the following:

- The girl’s name and iMIS number (if known)
- The unit name and unit iMIS number the girl would like to be placed in (required)

Note: Incomplete information or unclear forms may result in processing delays.

Email to: smitht@bc-girlguides.org

When parent wishes to send the registration direct

Instruct them to mail directly to the Provincial office.

Provide the following to the parent and ask they include it with the A5:

- The girl’s name and iMIS number (if known)
- The unit name and unit iMIS number the girl would like to be placed in (required)
- Cheque payable to your Area

Mailing address:

Girl Guides of Canada, BC Council
107 – 252 Esplanade Ave. W.
North Vancouver BC V7M 0E9

Subsidy request:

If forwarded through a representative of GGC (unit guider, DC, AC, Area representative)

Fax or scan A5 with the notation “Subsidy Approved”.

Provide the following: The girl’s name and iMIS number (if known)

Unit name and iMIS number the girl would like to be placed in (required)

Email to: smitht@bc-girlguides.org

If sent direct to Provincial office

Where a registration form (A5) is sent directly to the Provincial office without payment

Parent will be contacted and asked how they would like to pay. If a subsidy is requested, the parent will be informed that the District Commissioner will be notified to contact parent.

Once the District or Area Commissioner, or their delegate, notifies the office that the fee has been applied, or subsidy approved, the registration will be processed, which can be done by

either writing “subsidy approved” on the top of the A5 and scanning it back, or by email notification.

Transitioning Members (TMBRs)

Due to the age of majority in BC being 19, those members who have finished the Ranger program and have not yet reached the age of majority are not eligible to become adult members.

These members are referred to as Transitioning Members.

TMBRs must use the A5 paper registration, and register manually, through the Provincial office. Membership fees for active members will be paid by the Area in which they are registered.

Completed A5s can be forwarded for processing by Mail or Email.

Mail: Girl Guides of Canada, BC Council
107 – 252 Esplanade Ave. W.
North Vancouver BC V7M 0E9

Email: smitht@bc-girlguides.org

Immediately upon turning 19, all Transitioning members must apply as an adult, using the adult paper registration process (A1 Form). The A1 form can be found on the [MemberZone Forms Page](#)* under “Safe Guide - Activity Forms” (**MemberZone sign-in required*).

They will be referred to Back Check for the Police Record Check (PRC) element of screening, paid for by Province.

TMBRs may wish to investigate the BC Membership “Here’s what’s next” challenge.

Adult Applications

All Adult applicants are to be directed to begin their application process [online](#), through the Girl Guides of Canada – Guides du Canada (GGC) National Website's [Join Us page](#).

Potential members have 4 months from the date of the application to complete the application and screening process. After 4 months have lapsed, the application is voided and the applicant is ineligible to apply as a non-member in that Guiding year. In any subsequent year, should a screened member wish to become a non-member volunteer, a new A7 application is required.

In the very rare circumstance that an applicant has no access to the internet or is unable to use the online application process, the A1 must be completed and forwarded to the Provincial office for manual input. The image release form must also be signed and submitted.

Applications may be forwarded for processing by Mail or Email.

Mail: Girl Guides of Canada, BC Council
107 – 252 Esplanade Ave. W.
North Vancouver BC V7M 0E9

Email: thorbesc@bc-girlguides.org

Applicants will be forwarded to Back Check for screening.

Applicants who have indicated they have no internet access will be contacted directly by the Provincial office.

Once applications have been processed, and the screening process has begun, the applicants are referred to as Potential Members (PMBR).

Note: Incomplete information or unclear forms may result in processing delays.

Active adult members, defined as members with at least one position or activity, will have their membership fees paid by BC Council.

Members-at-large, with no listed position or activity will be required to pay the National membership fee.

Non-Member Applications

Individuals may wish to volunteer as non-members.

All non-members are processed through the Provincial office, using the A7 form.

Completed A7s can be forwarded for processing by Mail or Email.

Mail: Girl Guides of Canada, BC Council
107 – 252 Esplanade Ave. W.
North Vancouver BC V7M 0E9

Email: thorbesc@bc-girlguides.org

They must sign and adhere to the code of conduct.

All non-members requiring or wishing to have a Police Record Check (PRC) on file will be referred to Back Check.

Non-members will be required to directly pay for their PRC to Back Check.

Furthermore, all current non-members must reapply every three years for both the A7 and PRC. An Informz reminder email is sent by National and contains the required information and BackCheck link that the Non Member requires to complete a new PRC. Those requiring a renewal can submit an A7 application form to the Provincial office, at greenwoods@bc-girlguides.org, and then log into their BackCheck account to apply for a new PRC.

Please note that the A7 application date, and PRC result date, should match within a two month window of each other, or the application will be cancelled by National.

For non-members, PRCs, with vulnerable sector screening, can be also obtained through the local police service. However, keep in mind that obtaining PRCs from a police service can take up to three months (this varies by community). The original PRC document (no photocopies) must be provided and submitted with the A7. Both should be sent to the Provincial Office for processing. If the new Original PRC comes in without the A7, it will be held until the new A7 has been received. The Original PRC will be returned to the owner once all paperwork has been received and entered.

Note: Incomplete information or unclear forms may result in processing delays. Please allow two to four weeks for processing of non-members.

Screening

Once an adult membership application is received at the Provincial office, the Member Records Administrator processes the application for screening.

- The applicant's name and a copy of the application will be forwarded to the District Commissioner. If the District in which the applicant wishes to volunteer is unknown, the application will be forwarded to the Area Commissioner or her delegate, who should determine, then forward the inquiry to the appropriate district.
- The DC, or her designate, contacts the applicant to determine whether she is interested in becoming a full member volunteer, and then confirms this in a return email to the office. She performs the interview, ensures the Orientation to Guiding has been read, fills out the S2 interview form, complete with position, unit and district name, and iMIS numbers written across the top of the form. She then forwards these to thorbesc@bc-girlguides.org.
- A request will be forwarded to Back Check to conduct a Police Record Check (PRC) and reference check. The applicant is now referred to as a Potential Member (PMBR).
- Back Check will email the PMBR to have the PRC and reference check performed by completing an online form; this includes timed responses. Reading the instructions before beginning the process will reduce the risk of being timed out.
- Back Check will then perform the required background check and contact the references by email.

Note: Back Check must be completed, and references must answer the email within 15 days of receiving the BackCheck Invitation email, or the process must be reinitiated by contacting the Provincial office.

Once the completed interview form has been received and the PRC and reference check is complete, the screening process has been completed.

Members have 6 months, from becoming a member, to successfully complete the Safe Guide course. Members who do not complete Safe Guide training within the six-month window become members-at-large. They are not eligible to move to non-member status in the same Guiding year.

To return to member status, proof of completion of the Safe Guide course should be sent to fedelej@bc-girlguides.org at the Provincial office.

PRC and Code of Conduct Renewal

As per National policy, the Police Record Check (PRC) and Code of Conduct must be renewed every three (3) years. Failure to do so may result in cancellation of membership.

In **very rare circumstances**, a PRC exemption may be granted for members who:

- Have no contact with girl members (i.e., they do not attend unit meetings, camps or youth events)
- Are over the age of 75
- Hold no position within the organization or are only a member of the Trefoil Guild.

See Guiding Essentials 4.8 for more information on PRC and Code of Conduct exemptions.

Renewal process:

An Informz reminder email is sent by National and contains the required information and BackCheck link that the Member requires to complete a new PRC and their Code of Conduct.

A reminder email with a BackCheck link and Code of Conduct instructions can also be sent by the Member Records Administrator (greenwoods@bc-girlguides.org) at the request of the individual member. The Guider follows instructions from BackCheck regarding the PRC renewal process*.

*Tip – The Back Check form uses timed responses. In order to minimize the risk of being timed out, have a piece of identification and credit card (used to verify identification) on hand before beginning the form.

The Code of Conduct must be updated on your iMIS profile at the same time as the PRC. If you have not done so already, please read both the accessible customer service (ACS) and integrated accessibility standard (AIS), found in the Orientation to Guiding, then check the boxes on the update section of your profile, on MemberZone.

On the GGC National website;

- Sign on to Member zone (my GGC on top of page then scroll down to Member Zone for Guiders)
- Click on “Member Profile” on the right side
- Click on “Code of Conduct” on ribbon at top of page
- Read and click “I accept”, then click “Save”

If the online version is unfeasible, a [paper Code of Conduct](#) form may be completed and forwarded for processing by Mail or Email.

Mail: Girl Guides of Canada, BC Council
107 – 252 Esplanade Ave. W.
North Vancouver BC V7M 0E9

Email: greenwoods@bc-girlguides.org

- It is the members’ responsibility to ensure their PRC and Code of Conduct are renewed as required.

- If a Back Check invitation and link is not provided at least 2 months prior to expiry, please notify greenwoods@bc-girlguides.org
- Members who fail to renew their PRC and Code of Conduct risk cancellation of Membership.

Membership Challenges

BC Membership has the following challenges available. For more information or to order crests, go to the [BC Challenges page](#).

Challenge	Branches	Crest
<p>Welcome To My District Membership belongs to all of us! Keep Guiding strong & growing.</p>	Girls of all branches and all adult members	
<p>One by One by One Our girls & Guiders are the best promoters of Membership in the Province. Have fun promoting Guiding and earn your crest.</p>	Girls of all branches and all adult members	
<p>Here We Are Highlight Guiding by being more visible. Get out, make some noise and have some fun.</p>	Girls of all branches and all adult members	
<p>Here's What's Next Stay connected to Guiding while you learn about adult Guiding positions and activities.</p>	Transitioning Members	
<p>Building Connections with Link Have some fun connecting with fellow Guiders while you promote awareness of Link.</p>	Link Members	

Awards

We value the time and effort that our members put into Guiding, and strive to recognize their contributions.

For more information on Awards, please visit the [Awards & Recognition page](#) of the BC website.

Adjustment to Units

As a Unit Leader, you will occasionally need to adjust the information of your units, as it appears either in iMIS and/or online, through the Unit Finder.

Changes to the unit can include:

- Opening a unit
- Closing a unit
- Changes to unit structure
- Address of meeting place
- Day or start/end time
- Frequency of meetings
- Unit capacity

Opening and closing a unit must be processed using a B1 form, and forwarded to the Provincial office at smitht@bc-girlguides.org. Requests for all other unit changes must go through the District Commissioner, who will then forward them to your Area iMIS support person. Name and iMIS number of the unit(s) involved must be provided.

Link Members

Link is for young women aged 19 to 30 who still want to remain connected with Guiding but may or may not have the time to devote to being a Unit Guider. Link Members are encouraged to support Guiding in whatever capacity they can, and are a vital branch in the Guiding movement.

For more information please contact the BC Link adviser at link@bc-girlguides.org.

All Link members must be registered and screened using the [adult registration process](#). Membership must be maintained.

Once registered, 19 – 30 year old members wishing to be involved with Link should email the Provincial Link liaison at link@bc-girlguides.org.

Trefoil Members

Trefoil Guild is a membership activity for women over 30. Often Trefoil Guild members have been members of Guiding in a variety of roles for many years, and join the Trefoil Guild to keep in touch with the organization, and each other.

Trefoil Guild members must be members in good standing of GGC. Unless specifically exempt, a valid [Police Record Check and code of conduct](#) must be maintained.

To find out more about joining a Trefoil guild, visit the [BC Trefoil page](#) or email the Provincial Trefoil liaison at trefoilguild@bc-girlguides.org.

Frequently Asked Questions (FAQs)

Q: I cannot log into MemberZone, what do I do?

A: Please check the [MemberZone Help page](#). If you are still having problems, please contact support@girlguides.zendesk.com.

Q: I am a Link member in Ontario who would like to get in touch with a Link group in BC. I want to maintain my ties with my Ontario Link. Is this possible?

A: Absolutely. Just email the Link adviser at link@bc-girlguides.org to have a BC Link group added to your activities. However, as the age of majority in BC is 19, you must be 19 to join a BC Link group.

Q: What if my unit is not showing on the Unit Finder?

A: Go back and try ticking the “All Groups” checkbox under the heading “Search Groups”, or ask your DC to contact Membership Support at smitht@bc-girlguides.org.

Q: How do I find out what subsidies are available?

A: See paper registration section on page 3 of this document. For all other subsidies please contact your District and/or Area Commissioner. If unit, district and area support is not available, and the criteria apply, you may complete the Gift of Guiding application, in the “BC Council Documents” section of the [Financial Forms page](#). **Please note: applications will only be considered after the District and Area support has been requested and the need still exists.**

Q: Why are some girls not able to register in the unit of their choice?

A: The unit may be full or they may not meet the age criteria for the unit. The system is set up to only allow girls to register in the branch applicable to their age.

Q: How does a girl transfer between units?

A: Transfers are now accommodated where space permits, directly by the parent through their on-line family account. Where this is not possible, such as lack of internet access, parents request the transfer directly through the provincial office at murrayl@bc-girlguides.org or Provincial iMIS at imis@bc-girlguides.org.

Q: Are refunds available?

A: The registration fee and refund policy is clearly stated on the [GGC BC website](#). Parents should be referred there in order to request a refund. These policies are in regard to the registration fee only. Any other refunds (dues, facilities, etc.) are at the discretion of the appropriate unit, district or Area, according to their procedures.

Contact Us

Action or assistance required	Provincial Contact	Email	Telephone
Questions regarding Girl registration or processes	Online: Lynn Murray Paper: Tammy Smith	murrayl@bc-girlguides.org smitht@bc-girlguides.org	1.604.714.6636 Lynn: Ext. 124 Tammy: Ext. 100
Questions regarding Adult membership	Inquiries: Carol Thorbes PRCs: Steve Greenwood	thorbesc@bc-girlguides.org greenwoods@bc-girlguides.org	1.604.714.6636 Carol: Ext. 122 Steve: Ext. 119
Girl transfer assistance	Lynn Murray Tammy Smith BC iMIS	murrayl@bc-girlguides.org smitht@bc-girlguides.org imis@bc-girlguides.org	1.604.714.6636 Lynn: Ext. 124 Tammy: Ext. 100 N/A
Girl registration fee refunds & withdrawing from units	Lynn Murray	murrayl@bc-girlguides.org	1.604.714.6636 Ext. 124
Adult roster changes	Contact Area iMIS Support	N/A	N/A
Problems with screening processes	BC Screening Liaison	screening@bc-girlguides.org	N/A
Questions regarding Link	BC Link Liaison	link@bc-girlguides.org	N/A
Questions regarding Trefoil	BC Trefoil Liaison	trefoilguild@bc-girlguides.org	N/A
Inaccurate or incomplete information in Profile	Contact Area iMIS Support	N/A	N/A
Questions regarding waitlists	Lynn Murray Tammy Smith	murrayl@bc-girlguides.org smitht@bc-girlguides.org	1.604.714.6636 Lynn: Ext. 124 Tammy: Ext. 100
Questions regarding unit capacities	Area Membership Support	N/A	N/A
Opening / closing a unit by DCs using B1 form	Tammy Smith	smitht@bc-girlguides.org	1.604.714.6636 Ext. 100
Scholarships / Bursaries	BC Awards Committee	awards@bc-girlguides.org	N/A
Awards	BC Awards Committee	awards@bc-girlguides.org	N/A
Girl Protection	Provincial Commissioner	pc-bc@bc-girlguides.org	N/A
Guider support	BC Membership Adviser	membership@bc-girlguides.org	N/A
General Membership enquiries	BC Membership Adviser	membership@bc-girlguides.org	N/A
Pulling iMIS reports (swim tests, training, etc.)	Area iMIS Support	N/A	N/A
Safe Guide enquiries and updates	Jessica Fedele	fedelej@bc-girlguides.org	1.604.714.6636 Ext. 154

