

Girl Guides



Orientation to Guiding

Revised: June 2018

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Welcome!

By choosing to become a member of Girl Guides of Canada–Guides du Canada (GGC), you will be rewarded by helping every girl in Guiding be *everything she wants to be*. As a volunteer, you are a catalyst igniting the potential of girls in Guiding as you facilitate exceptional and empowering experiences that make it possible for girls to have a voice, have choice and make a difference in their world. This resource provides you with information about Guiding as an organization to help you in your role.

- **Girl Guides of Canada empowers every girl in Guiding to be *everything she wants to be*.** In Guiding, girls from 5-17 meet with girls their own age in a safe, inclusive space to explore what matters to them.
- Guiding provides diverse and exciting programs and activities that offer girls the opportunity to discover new interests, learn valuable leadership skills and build lasting friendships.
- GGC is where girls take the lead, put their ideas into action and jump into awesome activities – all with the support of engaged Guiders who are committed to positively impacting their lives. .
- GGC is a Member Organizations of the World Association of Girl Guides and Girl Scouts (WAGGGS) providing leadership opportunities to over 10 million girls and young women around the world.

Vision

A better world, by girls.

Mission

To be a catalyst for girls empowering girls.

Girl Guides of Canada–Guides du Canada (GGC) recognizes and values the richness of human diversity in its many forms, and therefore strives to ensure environments where girls and women from all walks of life, identities, and lived experiences feel a sense of belonging and can participate fully. This commitment to inclusion means GGC’s culture, programming and practices encourage self-awareness and awareness of others; room for difference; and environments where girls and women feel safe, respected, supported and inspired to reach their potential.



Adult Member Screening

All adult applicants must be screened in order to become a member of GGC. The steps of the screening process are:

- Step 1:** Complete the [adult online registration form](#) or sign the A.1 Application form and submit as directed by your GGC contact. The application includes your agreement to:
- GGC's Code of Conduct (see page 13)
 - obtain a police records check (PRC)
 - provide two references

Note that your PRC and Code of Conduct agreement are renewed every three years.

At this stage you are a potential member (PMBR). When you have obtained a clear PRC you can participate in a unit under the supervision for a fully screened member.

- Step 2:** Provide two references and a PRC. The reference checks and PRC are primarily done through BackCheck, a company hired by GGC to administer these checks online. After submitting your application, your provincial office will provide information on completing these checks.

- Step 3:** Participate in an interview. Your membership screener will contact you to set up an interview. This is an opportunity for you to:
- Find out more about membership in GGC
 - Share your expectations on current and future involvement in GGC
 - Review the information in this document and clarify any questions
 - If not completed online already, complete an Image Release form (IR.1)

When you have provided a clear PRC you can start working with girls in a unit. Your placement is conditional until you have completed all the steps of screening.

You will then receive your Membership Card, which has on it your membership number (also known as iMIS number). Keep this number handy as it is useful for administrative purposes and gives you access to Member Zone, the members-only section of our website.

Your screening must be completed within four months. If there are delays, please contact your screener.

In addition, within six months of joining, you must complete training in Safe Guide, our risk management document that supports safety in activities for girls. Your province will provide information on accessing Safe Guide training.

Membership and Registration Fees

Each year, a National membership fee is paid for every member, both adult and girls. The fee is applied for a Guiding year, which is September 1 to August 31. In addition, provincial councils may set additional local registration fees, which vary from province to province. Depending on your province, adult member fees may be covered by your Girl Guide council or you may be asked to pay.



Membership fees cover the development and delivery of effective and relevant programming for girls across Canada; risk management initiatives including our insurance policy to ensure a safe environment for girls; the recruitment and training of adult members who deliver girl-centered programming; our membership in the World Organization of Girl Guides and Girl Scouts (WAGGGS); and support the administration and management of Girl Guides.

Should you have any questions or comments email: membership@girlguides.ca

Promise, Law, Motto and Sign

The Promise, Law, Motto and Sign are statements of Girl Guides of Canada's values. They may vary according to the branch of Guiding. Sparks do not have a Law or Motto. If you were not a previous member of GGC you will say your Promise during enrolment.

The Promise: **Girls Brownie age and older and adult members:**
I promise to do my best,
To be true to myself, my beliefs and Canada.
I will take action for a better world
And respect the Guiding Law. (Brownies say: And respect the
Brownie Law)

Sparks:
I promise to share and be a friend.

The Law: **Girls Guide age and older and adult members:**
The Guiding Law challenges me to:
• Be honest and trustworthy
• Use my resources wisely
• Respect myself and others
• Recognize and use my talents and abilities
• Protect our common environment
• Live with courage and strength
• Share in the sisterhood of Guiding

Brownie Law:
As a Brownie
I am honest and kind;
I help take care
Of the world around me

The Motto: **Girls Guide age and older and adult members:**
Be Prepared

Brownies:
Lend a Hand



The Sign: The sign is usually made while saying the Promise. It is made with the right hand raised to shoulder height, elbow down, fingers upright, thumb bent and touching fingers as illustrated:



Girls Brownie age and older and adult members:

The three fingers of the Sign made with the right hand, represent the three parts of the Promise.



Sparks:

The Spark sign is made with the first two fingers of the right hand to represent the two parts of the Sparks Promise.

The Girl Guide Program

The vision of Girl Guides' programming is to create a better world, by girls. Girls actively shape their own Guiding experience as they build the skills and confidence to take on any challenge. Our program provides the catalyst for girls empowering girls to discover themselves and be everything they want to be all in a safe, supportive, inclusive space.

It's a place where girls:

- lead the way
- seek new challenges
- find their voice
- discover how they can make a difference in their world
- make friends – and have a ton of fun

With girls in the driver's seat it means they are empowered to take the lead, jump into awesome activities, and explore what matters to them.

For volunteers working with girls in units, it means listening to girls' voices and offering them choices as they design and create their own Guiding experience. You and other members of your team support girls in developing dynamic hands-on activities that are relevant and responsive to their changing needs and interests.

Girls First – New Programming for 2018

In September 2018, Girl Guides of Canada is launching Girls First, a comprehensive revision of our program content and delivery. We know that girls and their needs are changing – and we're transforming our program to meet those needs today and into the future.

The 2018-19 year will be a transition year, where the current program and the new programming will be offered. Girls and their Guiders will decide when and how to make the transition depending on what makes sense to them.

If they choose, girls can continue to work on current badges (program badges, interest badges and challenge crests) during the 2018-19 transition year. In the current program, each branch has its own separate and distinct program structure and program book.



The new program will have the same 7 program areas across all the branches, and within each program area are 3 themes. Content within the program areas and themes is geared specifically for each branch and designed to be developmentally appropriate for that branch. Content will be available on an easy-to-use digital platform.

Teams of Girls First Champions will be assisting Guiders with the transition throughout this Guiding Year. They will focus on being peer supports for Guiders through a variety of ways:

- Running workshops at provincially-organized events
- Hosting grassroots sessions at local cafés or common areas in your community
- Offering conference calls or having 1:1 chats to work through questions

Check out the [Girls First website](#) for details and updates on the new program.

Girls First - Program Areas and Theme

- *Guide Together* – Explores what it means to be part of Guiding in Canada and the global Guiding Movement.
 - Our Story
 - Spirit of Guiding
 - Camping and the Great Outdoors
- *Explore Identities* – Explores what makes each girl unique and about the diversity of different people.
 - Being You
 - Different Together
 - Gender Power
- *Build Skills* – Explores life skills girls have now – and the skills they want to build.
 - Money Sense
 - Life Stuff
 - How To
- *Be Well* – Explores what keeps us feeling good physically and mentally, and how to find balance
 - My Mighty Mind
 - My Physical Self.
 - My Healthy Relationships
- *Experiment and Create* – Explores how the world works and put to our creative stamp on it!
 - Science Lab
 - Design Space
 - Art Studio
- *Connect and Question* – Explores our connections with others in each of the communities we are a part of – from our units to our global neighbourhood.
 - Local Communities
 - Canadian Connections
 - World Stage



- *Take Action* – Explores how to turn thoughts and passion into action!
 - Your Choice
 - Your Voice
 - Your Action

Unit meetings

Unit meetings are usually held once a week, but depending on the unit's requirements or special interests they could be held more or less frequently. Unit meetings are typically held in the evenings. However, some units meet after school or on weekends.

Camping and outdoor activity

Camping and outdoor activities encompass a wide-range of activities from hiking and adventure camping to tenting and campfires. These are ways for girls to develop their skills and leadership abilities. There are trainings and resources that facilitate outdoor activities. Talk to your District Commissioner (DC), Administrative Community Leader (ACL), Unit Administrator or Camping Adviser to learn about the camping and outdoor opportunities available for your unit.

The Structure of Guiding

Guiding emphasizes that the girls are the heart and soul of the organization. At the local level, girls are organized into branches based on age and attend unit meetings where they participate in programming.

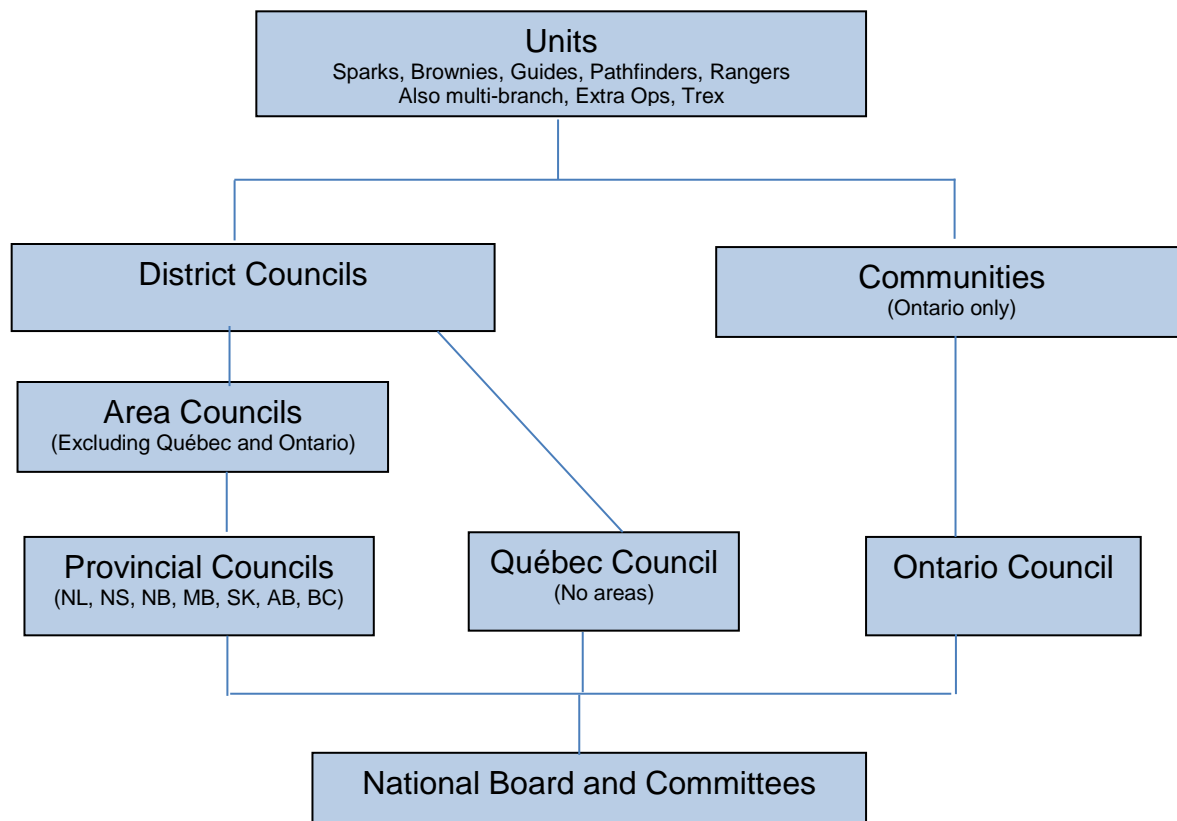
Branches of Guiding

Girl Guides is divided into five age groups for girls:

- Sparks (ages 5-6)
- Brownies (ages 7-8)
- Guides (ages 9-11)
- Pathfinders (ages 12-14)
- Rangers (ages 15-17)

For administrative purposes, GGC is organized into levels which include national and provincial and, depending on the province, can include areas, and districts or administrative communities. Each level has a Commissioner or Administrative Community Leader who provides leadership. Within the provincial administration there are volunteers who act as Advisers who support Guiding activities, such as Safe Guide (our risk management procedures) and cookies.

(see chart on next page)



Uniform and Insignia

The Girl Guide uniform provides a sense of belonging and pride in being part of the organization, and acts as a unifier across communities and backgrounds. GGC's uniform is developed in consultation with members and designed to meet the needs of active girls and women. All previous versions of the uniform are always acceptable.

Information on uniform options and insignia placement can be found in the program books and GGC online store (www.thegirlguidestore.ca). Uniforms and other GGC items are ordered from this website.

Uniform is worn to unit meetings and to events where the member is in public representing GGC. Wearing uniform helps to give the organization a presence in your community when you are participating in activities such as cookie selling, community parades, Remembrance Day observances, or carrying out a service project such as visiting retirement homes or hospitals.

Appointment pins

An adult member is appointed to her position as a Guider usually by an Administrative Community Leader or a Commissioner. At that time she receives an appointment pin for



the position that indicates her role. For example a Spark Guider would be presented with Spark Guider Appointment pin or a Brownie Guider would be presented with Brownie Guider Appointment pin.

Membership pins

Girls and adults are presented with membership pins to mark their years in Guiding. These are given out at the beginning of each year for the first to fifteenth year. From that point on membership pins are presented at five-year intervals.

Girl Guide Cookies

Adult members assist girls in units with selling Girl Guide cookies twice a year. Our two campaigns are: spring (classic chocolate and vanilla sandwich cookies) and fall (chocolatey mint cookies).

History

Girl Guides have been selling cookies since 1927. The very first cookies were made and sold by girls and their moms to raise money for local Guiding activities.

Supporting Guiding

The money raised through cookie sales supports Guiding activities – both in your unit, your local community and across the country. Proceeds directly benefit the girl members who sell the cookies, helping provide program and activity resources and support for girls and their Guiders. [Here](#) are some examples.

Cookie facts

Girl Guide cookies are baked by Dare Foods Limited in a peanut-free bakery. More than 6 million boxes of Girl Guide cookies are sold each year across Canada.

A great “fun” raiser

Selling cookies helps girls and young women learn and practice skills such as: planning and goal setting; teamwork; problem solving and decision making; money and time management; responsibility; safety awareness; customer service; courtesy; communications; and community involvement.

All other fundraising must meet national guidelines and requires approval before it begins.

Supports available to assist you in your Guiding role

Member Zone

This members' only area of the website gives access to your unit list (roster), resource information for Unit Guiders, information about training and regular updates from GGC. From www.girlguides.ca follow the links to [Member Zone](#). Request a password using your membership/iMIS number and email address.



Training and Enrichment for Adult Members (TEAM)

GGC is committed to supporting you in your position. Training is available to all Guiders. By participating in training sessions, Guiders enhance their knowledge and develop skills that enable them to make the girls' experience worthwhile and fun. Trainings also provide Guiders with opportunities to network and have fun with their sisters in Guiding.

GGC's training is organized in streams based on the roles and needs of members in supporting the girls' programs:

- Unit Guider
- Outdoor Activity Leader
- District Commissioner
- Administrator
- Trainer

Your District Commissioner (DC) or Administrative Community Leader (ACL) will provide information on trainings being offered locally. You can also check out our trainings on Member Zone as well as the links to [the Learning Library](#), which provides our e-Learning options.

Guidepost

The Guidepost is a monthly e-newsletter offering fresh ideas, news and tips for adult members of Guiding.

Canadian Guider

Canadian Guider is the official magazine of GGC. It is published three times annually and mailed to all Rangers and adult members to keep them up-to-date and connected.

How Guiding started

Lord Baden-Powell (1857-1941)

When Lord Robert Baden-Powell (B-P) was 19-years-old, he joined the British army and ventured to South Africa and India. B-P created games and eventually compiled them into a book called *Scouting for Boys*. In 1907 he held an experimental camp for boys on Brownsea Island. In 1909 B-P called a rally at the Crystal Palace in London, England to bring together all those who were practicing his scouting games and thousands of boys and their leaders came. A number of girls showed up at the rally, demanding a similar program for girls, too.. Lord Baden-Powell asked his sister Agnes to be in charge of the girls who he referred to as Guides. In 1912 B-P and Agnes wrote the *Handbook for Guides*.



Lady Baden-Powell (1889-1977)

In 1912 Lord Baden-Powell met Olave St. Clare Soames on a cruise to the West Indies. They discovered they shared the same birthday, February 22, and felt this was a special sign. By the end of the cruise, they were secretly engaged. In 1930 Lady B-P was



elected World Chief Guide and throughout her life worked tirelessly at promoting Guiding all over the world.

Agnes Baden-Powell (1858-1945)

Agnes, B-P’s sister, wrote the first handbook for Girl Guides. She offered good advice to girls as well as information on many subjects including camping. Agnes also set up a Girl Guide Headquarters in London, England.

WAGGGS – World Association of Girl Guides and Girl Scouts



WAGGGS flag

As a member of GGC, you are also a member of the World Association of Girl Guides and Girl Scouts (WAGGGS). With over 10 million members in countries around the world, one of WAGGGS’ most crucial roles is to promote international friendship and understanding.

WAGGGS is divided into five regions: Africa, Arab, Asia Pacific, Europe and Western Hemisphere. Canada is a member of the Western Hemisphere.

World Centres

WAGGGS has five World Centres, where visitors can participate in programs and activities and work with local communities, experiencing the culture and lifestyle.



**Our Chalet
Switzerland**



**Our Cabaña
Mexico**



**Sangam
India**



**Pax Lodge
UK**



**Kusafiri World Centre
Africa**



World Thinking Day

On February 22, Girl Guides and Girl Scouts throughout the world remember their sisters in Guiding and celebrate international friendship through World Thinking Day events. The date also marks Lord and Lady Baden-Powell's joint birthdays. Funds collected for World Thinking Day go toward supporting the Canadian World Friendship Fund.

Canadian World Friendship Fund (CWFF)



CWFF Logo

The CWFF is a fund comprised of voluntary contributions from members and friends of Guiding to expand the experience of Guiding internationally. Donors can do this by indicating that they wish their donations to enhance the various programs and activities to be carried out by WAGGGS internationally on GGC's behalf. In the past, the CWFF has provided funding to operate training programs on leadership skills, to provide financial assistance to adult members who have been selected to accompany girls on nationally sponsored trips, and to help girls and adults from other Guiding countries visit Canada for special events.

Guiding in Canada

The first Canadian Guide company was officially registered in St. Catharines, Ontario in January 1910. Companies in Toronto, Moose Jaw and Winnipeg were registered later that same year. Guiding spread to all provinces during 1910 and 1911. Agnes Baden-Powell received so many requests from Canada to form Guide Companies that she suggested the formation of a Dominion Committee in Canada. Lady Pellatt, one of the members of this Committee, was appointed Chief Commissioner in 1912. In 1917 the value of Guiding was recognized by the Canadian Government with an Act of Parliament approving the Constitution of the Canadian Girl Guides Association. The name was changed in 1961, again by Act of Parliament, to Girl Guides of Canada–Guides du Canada.

Policies and Procedures

As members of GGC, our major responsibilities include ensuring the safety and well-being of girls and managing the unit's administration. Our policies are in Member Zone under the Admin tab on the [Bylaws & Governance Policies page](#). The ones explained here are the most relevant to your role.



Code of Conduct

The Code of Conduct sets clear standards of respectful behaviour for the Guiding community of girl members and their parents/guardians, adult members, volunteers, and employees. With the Code of Conduct comes a responsibility to follow its standards by being a good example and supporting others in doing the same.

This Code of Conduct is an integral part of involvement with Girl Guides of Canada–Guides du Canada (GGC). The Code of Conduct requires all members, all volunteers, all employees, and all parents and guardians of members to:

1. Refrain from words, actions and behaviour – in any medium – that demonstrate disrespect for other members, volunteers, employees, or the family members of such individuals.
2. Uphold GGC’s reputation and integrity by ensuring that their conduct, whether in person, online, or otherwise, brings honour and dignity to GGC.
3. Be vigilant in ensuring an environment that is safe and protects girl and adult members, volunteers and employees from emotional, physical, verbal and sexual abuse.
4. Respect other members’, volunteers’ and employees’ rights to privacy and the confidentiality of their personal information.
5. Act with honesty and integrity when dealing with property, monies and any other assets belonging to GGC.
6. Respect and abide by the laws of Canada and of the relevant Province or Territory.
7. Treat members, volunteers, employees and members’ families fairly, knowing that GGC does not tolerate unlawful discrimination on the basis of race, national ethnic origin, citizenship, colour, religion, sex, age, mental or physical ability, political beliefs, socio-economic status, health-related status, sexual orientation, marital status, or any other grounds enumerated in the human rights legislation of the jurisdiction in which the individuals involved are located.

In addition, members, volunteers and employees will:

8. Subscribe to the principles of the Promise and Law of GGC and adhere to GGC’s bylaws, policies and procedures.
9. Fulfill their roles and responsibilities as stated in their position descriptions (where applicable) and act within the limitations of their authority in the discharge of their duties.
10. Diligently maintain the confidentiality of any information regarding GGC that they have obtained in the course of performing their roles in Guiding and that is not generally available to the public.

Girl Guides of Canada–Guides du Canada reserves the right to take action regarding any breach of the Code of Conduct.

Appendix 1: Understanding the Code of Conduct provides an explanation of how to interpret the Code and includes some “Dos and Don’ts” for following the Code.



Safe Guide

[Safe Guide](#) is GGC's risk management framework and provides Guiders with all the information needed to carefully plan dynamic activities for girls. With details on everything from supervision ratios to health and first aid to food safety and clothing kit lists, Safe Guide supports Guiders as they offer girls opportunities that will allow them to challenge themselves, build their leadership skills and achieve more than they thought possible. *Safe Guide* is an important component of organizational risk management and ensures consistency in managing the safety of all members. Following *Safe Guide* is mandatory when planning activities. Training in how to use *Safe Guide* is mandatory for all adult members who plan and/or deliver activities for girls and/or adults and those in administrative roles that support these activities. This training must be taken within **six months** of joining.

Guiding Essentials

Guiding Essentials provides information about our policies and related procedures that must be followed by members of GGC. It is primarily for those who are responsible for administration, but must be used as a reference by all GGC members and staff.

Girl Protection Procedures

GGC prides itself on creating and maintaining safe spaces for girls and women. The [Girl Protection Procedures](#) outline protocols protecting our girl members from abuse and supporting members if they suspect a girl member is being abused. Members can access these procedures on Member Zone. Any adult member who suspects that a girl may be at risk of or may have suffered from neglect, emotional, physical or sexual abuse MUST immediately report the matter to the local child protection agency or police service. This is a legal requirement and GGC requires that all members adhere to this law. Some provinces have a Girl Protection Adviser, who have specialized knowledge in this area and can offer assistance when required. The Girl Protection Procedures are a resource provided to new members. You can also refer to GGC's Girl Protection Policy 01-17-01 on Member Zone.

Anti-Discrimination

An important part of our Code of Conduct reminds us of our obligation to respect and uphold anti-discrimination laws. All individuals' rights are guaranteed by the Universal Declaration of Human Rights (international) and by Canadian Charter of Rights and Freedoms (national), and the human rights code of each province/territory. These documents ensure that we are all equal before the law in our communities; they tell us what our rights are. GGC's Anti-Discrimination Policy 01-16-01 is available on Member Zone. Appendix 2 contains information on obtaining a copy of the human rights code for your province or territory.

Privacy

GGC is committed to protecting the privacy of all of our members. All personal information and forms should be handled with care. Always ensure the information is kept safe and secure. Please see Member Zone for further information on privacy standards, and our Privacy Policy 01-15-01 or the GGC website for our [Privacy Statement](#).



Contacting members via email

Girl Guides of Canada is subject to the Canadian Anti-Spam Law (CASL). In broad terms, the law prohibits the sending of commercial electronic messages (CEMs) to those that have not consented to receive those messages.

The following tips are based on good email and communication practices – and will help you ensure your messages meet the CASL requirements:

- Make it clear who the email is from. It is best for the recipient to see your name versus an unidentifiable user name. It is important that the recipient know who you are, your position / association with GGC and full contact details.
- Include a clear and concise subject line in the header that clearly explains the purpose of the message.
- Only use members' email addresses for matters dealing directly with GGC business. Members' email addresses should never be used for personal and non-GGC related communications – such as personal business, charitable, religious or political causes, outside organizations, or other non-GGC- related solicitations.
- Do not email girls under the age of 14. Please email their parents instead.
- As outlined in the GGC Code of Conduct, respect other members', volunteers' and employees' rights to privacy and the confidentiality of their personal information.

For more information, check out our CASL [Overview and Best Practices](#).

Finances - Standard Financial Reporting Manual

All funds collected by units for activities, camps, cookie sales, and so forth belong to GGC. They are GGC monies and are subject to public scrutiny and must be handled according to set guidelines. The [Standard Financial Reporting Manual](#) (found in Member Zone) sets the financial procedures for the handling of unit funds. Your District Commissioner or Administrative Community Leader/Unit Administrator will assist you in learning the financial procedures for your unit.

Supporting Accessibility in Guiding

Introduction

Girl Guides of Canada–Guides du Canada (GGC) recognizes and values the richness of human diversity in its many forms, and therefore strives to ensure environments where girls and women from all walks of life, identities, and lived experiences feel a sense of belonging and can participate fully. This commitment to inclusion means Girl Guides of Canada's culture, programming, and practices encourage self-awareness and awareness of others; room for difference; and environments where girls and women feel safe, respected, supported, and inspired to reach their potential.



We have all likely worked with someone who has a disability, whether we're aware of it or not. Some disabilities may be visible, for example, someone in a wheelchair or someone with a guide dog. Others are less obvious. For example, you may not be aware that an acquaintance or colleague has a learning disability, severe back pain, or a heart condition.

This training information is designed to help you, as a valued member volunteer, create a setting that ensures your interaction with members (girls and adults), parents/guardians, other volunteers or employees who have a disability is appropriate and makes them feel safe, welcomed and comfortable.

Accessibility at GGC

The core principles for accessibility for people with disabilities are dignity, independence, integration, and equal opportunity. To support these principles, GGC has two policies:

- [Accessible Customer Service Policy \(01-29-01\)](#). This policy outlines the principles in providing service to people with disabilities in a way that gives individuals independence, dignity, integration and equal opportunity.
- [Integrated Accessibility Standard Governance Policy \(01-31-01\)](#). This policy sets the standards for breaking down barriers and increasing accessibility for persons with disabilities in the areas of information and communications; and employment and adult membership.

Under the IAS policy, the organization is expected to:

- *Deal with accommodation requests as quickly as possible, even if it means creating a temporary solution while developing a long-term one*
- *Respect the dignity of the person asking for accommodation, and keep information shared by individuals confidential*
- *Facilitate accommodations, including any necessary medical or other expert opinions or documents*
- *Ensure staff and volunteers are trained on the requirements of the policy and know how to interact with others in a manner that is consistent with the goals and objectives of IAS*

Individuals with disabilities play a key role in this process as the organization can only accommodate disabilities that they are informed of. These individuals play an active role in helping the organization come up with possible accommodation solutions, as most often he or she knows more about potential accommodation solutions than anyone else.

Your role in managing these policies involves supporting members and volunteers in the unit. As such, you are expected to:

- *Facilitate accommodation requests*
- *Contact your Provincial Office at 1-800-565-8111 or membership@girlguides.ca for support in accommodating these requests.*

GGC must also ensure that anyone in a supervisory capacity (member or staff) is fully aware of GGC's policy on accommodating adult members with disabilities. For potential adult members this means that we must accommodate requests related to recruitment and screening of potential member volunteers based on the IAS Policy.



Training

Our policies require GGC to provide training to those who interact with others on its behalf.

Below is an overview of GGC's commitment to serving its members, non-member volunteers, parents/guardians, employees and customers with disabilities, and GGC's expectations of you as an adult member or non-member volunteer in your interactions with them.

Human Rights Codes

Each province has its own human rights code. The provincial human rights codes help to ensure all, including those with disabilities, enjoy equal rights and opportunities and freedom from discrimination. They apply to things like employment, housing, facilities and services, as well as memberships in unions, trade or professional associations. They also apply to volunteers, meaning a volunteer cannot be discriminated against because they have a disability.

What is a disability?

A disability is a mental or physical impairment caused by injury, illness or experienced since birth, which limits or impacts a person's abilities. They can include but are not limited to: physical disability, learning disability, mental impairment or disorder. A disability can be either visible (e.g. amputation, difficulty walking) or invisible (such as brain damage). They can be short term, such as a broken arm or leg to something that is permanent. Some people with disabilities may use a support person and/or have a guide dog or other support animal or have a wheelchair or other remedial appliance or device to support them.

Duty to Accommodate

To ensure that persons with disabilities are not discriminated against, special arrangements or accommodations may need to be put in place. This is known as the Duty to Accommodate. For details and assistance on making accommodations, contact your local office at 1-800-565-8111 or membership@girlguides.ca. Outlined below are some guiding principles.

In many cases, accommodations that enable an adult member to fulfill her responsibilities are minimal and can easily be addressed. The only two circumstances where it would be acceptable to not accommodate an individual with a disability are when:

1. The person can't perform the essential duties of the position, even with accommodations.
2. The accommodation required would create what is known as "undue hardship" for the organization. For example, when the accommodation required would be so expensive that it could jeopardize the future of the organization, or could put others in the organization at risk due to health or safety reasons.

GGC is only expected to accommodate disabilities they are made aware of and will accept accommodation requests in good faith, respecting the dignity of the individual.

Additional information can be asked for as long as it is limited to the type of limitation or restriction required in order for the individual to be able to participate or carry out his or her responsibilities. However, you cannot ask for any information about the individual's



diagnosis. As with any health information, you must keep it confidential and share only what is absolutely necessary.

Accessible Customer Service

The Accessible Customer Service policy requires all members and staff to provide accessible 'customer service' when interacting with:

- *Potential members – people who are interested or inquiring about becoming an adult leader or girl participant*
- *Members – girls or adults who have joined Girl Guides of Canada*
- *Parents/guardians*
- *Non-members – adults who volunteer occasionally or girls who come to summer camp but haven't joined a unit*
- *Employees*
- *Customers or other members of the public*

What is meant by 'accessible customer service'?

Accessible customer service is about providing service to people with disabilities in a way that gives individuals independence, dignity, integration and equal opportunity. This means, as is reasonably possible:

- *Communicating in a way that takes into account their disability*
- *Accommodating individuals who use assistive devices to access GGC services and programs*
- *Accommodating individuals who use service animals*
- *Accommodating individuals who have a support person*
- *Providing notice when any facility or part of a facility is temporarily unavailable or is expected to be temporarily unavailable in the near future*
- *Ensuring emergency response procedures support individuals with disabilities involved in our programs or on our premise*
- *Having a process for providing feedback on how we provide service to those with disabilities*

Interaction with persons with disabilities

Here are some general steps to assist you in offering accessible customer service. These steps apply to face-to-face interactions, and some can also be applied when you are speaking on the phone.

- *Introduce yourself. Offering your name builds rapport and decreases anxiety.*
- *Take the time to find out what methods of communication work best for their disability.*
- *Be aware of details such as where you are looking when you are talking in person or not speaking too quickly on the phone.*
- *Offer service in a calm manner that is polite and respectful of everyone.*
- *When in doubt, ask the customer what you can do to make things easier.*

For more detailed tips on assisting people with various types of disabilities go to [Tips for Interacting with Persons with Disabilities](#) on the Inclusivity and Accessibility page under the [About Guiding tab in Member Zone](#).



To create an inclusive environment at unit meetings:

- *Talk to the parents, explain that you want to make sure that their daughter is included in all activities, but you need some help in adapting activities to include her.*
- *Don't single the girl out by saying "we're going to do it this way so Suzy can do it too." Just go ahead and do the adapted activity for all.*
- *Recognize that it will take some extra time and effort in your planning, but don't be surprised if the results exceed your expectations.*

Interaction with people using assistive devices

Some people might need assistive devices to help them in participating in GGC activities. Assistive devices can enable individuals with disabilities to do every-day tasks such as moving, communicating, reading or lifting. Here are a few examples of devices that could be used: white canes, wheelchairs, walkers, listening devices, hearing aids, magnification devices, portable oxygen tanks, laptops with screen-reading software and communication programs, communication boards, smart phones and speech generating devices.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will need to be used to ensure the person with a disability can access GGC's services.

GGC will provide training, as needed, to staff and volunteers on the use of assistive devices provided by GGC, such as a wheelchair lift at a GGC-owned office or camp. If there are assistive devices at a third-party location being used by GGC, such as a key-operated elevator, please talk to a representative of that facility about its use. If someone brings their own assistive device, it is fine for you to ask if they require any assistance with the device and for information on how you could assist. For a girl member, it may also be appropriate to speak to the parents/guardian for more information.

General tips for working with assistive devices:

- *Be open and willing to work with assistive devices*
- *Focus on the person and not the device*
- *Ensure the person and assistive device have the appropriate amount of space*
- *Don't block, knock or bump into assistive devices*

Interaction with people using a service animal

When an individual accompanied by a service animal wishes to participate in Guiding, the individual must be able to keep the animal with him or her. However, if the animal is excluded by law (for example from a kitchen facility) you will need to adapt your activities or program so that the individual can still participate.

In the majority of cases when someone uses a service animal it will be a dog; however, you might also encounter monkeys, parrots and other animals that offer critical assistance to persons with disabilities. Service animals have been trained to perform specific tasks to assist people with disabilities, such as guiding, alerting to sounds, prompting medication, mobility, and retrieving objects.

When you cannot easily determine whether or not an animal is a service animal and is needed to support an individual's disability, contact your Commissioner or Provincial office for guidance.



Tips on having a service animal in the unit are:

- *Do not pet the animal.*
- *Do not speak to the animal.*
- *Do not try to distract the animal.*
- *Ensure the customer and the service animal are not separated.*
- *Do ignore the animal – this is a tough one for everyone, but very important. If too many people are speaking and giving direction, the service animal may become confused about which person's directions they should be following. The animal works for only one person and that is the person with the disability.*

Interaction with people who are accompanied by a support person

Some people may require the assistance of a support person. A support person is an individual hired or chosen to accompany a person with a disability to provide service or assistance with communication, mobility, personal care, medical needs or to access services. Personal care needs may include assistance with eating or using the washroom. Medical needs might include ensuring medication is taken on time, monitoring someone's health conditions and providing injections. A support person can be a paid worker, volunteer, family member or friend and does not necessarily require any special training or certification to offer support. GGC is not responsible for providing a support person for a girl to attend unit activities; however, we will work with the family to try and support their arrangements.

For GGC's purposes, a support person who regularly attends Guiding activities with the person with a disability is considered to be a non-member volunteer. According to Safe Guide, they must have a current police records check (PRC) that meets GGC requirements. They must also complete an A.7 (Non-member volunteer application form), which includes agreement to the GGC Code of Conduct, the Accessible Customer Service and Integrated Accessibility expectations and the guidelines outlined here.

If there are additional activity fees for the support person's admission to a premises owned or operated by GGC then the Guider must notify the girl's family (or in the case of an adult member or non-member volunteer with a support person, the member or non-member as appropriate) and provide details about the costs. You may choose to waive these fees for the support person. Please contact your provincial office to discuss options.

If, for health or safety reasons while on a GGC premises, you believe that a support person is required to accompany a person with a disability, contact your provincial office for assistance in making this decision.

As the support person is there to provide one-on-one assistance to the person with a disability, they must not be counted in the supervision ratio for the activity. Please refer to Safe Guide for more information about non-member volunteers.

General tips for working with a support person

- *Introduce yourself to both the individual and support person.*
- *Talk directly to the individual, even if the support person is responding.*
- *Address the individual appropriately such as asking: "How can I help you today?" as opposed to asking the support person "Can you find out what they need?"*
- *Provide any written materials to both the individual and the support person.*
- *Ensure that the individual and support person are not separated.*



Notice of service disruption

Service disruption refers to the temporary unavailability of facilities or services that people with disabilities usually use to access a building or program. Service disruptions happen for many reasons and can cause upset, hardship and disappointment. Service disruptions can include: broken elevator, cancelled meeting, unplanned closures, sick employees or volunteers, and inaccessible parking. Disruptions should be communicated immediately and in a variety of methods. At Girl Guides of Canada we have developed a guideline for assisting you in handling service disruptions. For complete information see Member Zone the [Inclusivity and Accessibility](#) page under the About Guiding tab in Member Zone.

Service disruption tips:

Most GGC activities take place in third-party facilities (schools, community centres, churches, etc.). Before the first unit meeting, or before adult-only meetings or events, it

will be important for the Guider to:

- *Contact the facility's office staff to discuss how you will be notified about a disruption of service and where notification will be posted.*
- *Provide the facility with emergency contact numbers for the Guiders.*
- *Ask the facility for an emergency contact number in case problems arise during a meeting.*
- *Develop a communication plan to inform participants of disruption to service. It is a good idea to confirm your participant contact information to make sure that you know how to reach them on short notice.*
- *If you need to post the details of a service disruption, use the Notice of Service Disruption on [Member Zone](#).*

Information and Communications

GGC will work with individuals to provide documents and communications in formats that take into account their disabilities. This means that GGC will present information in a way that it can be easily converted into a format that persons with disabilities can read, or it will make the information available in different formats, when requested. If an individual comes to you with a request for accommodation, contact your provincial office at 1-800-565-8111 or contact membership@girlguides.ca for more information on making documents accessible.

Please note that if GGC cannot convert the information into another format it will let the individual know why. GGC has the right to decide which alternative format it will provide information in.

If you have a disability

If you have a disability, your responsibilities under the IAS policy are to:

- *Let GGC know what your disability related needs are.*
- *Help GGC come up with accommodation solutions should you require them.*
- *If you will require assistance in the event of an emergency, ensure that any plans developed to assist you in an emergency are shared with individuals who have been designated to help should an emergency situation arise.*



If you are providing information about your disability, you may choose to be selective about whom you tell, but do NOT let fear of others finding out about your disability prevent you from asking for accommodations you are entitled to.

Make sure you let GGC know what your disability related needs are given the duties of your position. However, remember that you only need to provide information related specifically to the accommodation you are requesting.

For example, you may wish to share the fact that you have a visual disability which prevents you from reading printed material. You do not need to share that this disability is due to the fact you have diabetes.

Emergency Response Information for Members and Volunteers

If you have an individual in your unit or at a GGC event (whether an adult or girl member or a non-member volunteer) who has a disability that requires an individualized plan and the individual or her parents/guardians have disclosed the need for accommodation the adult members in the unit or organizing the event unit must provide a plan. This plan must be created as soon as practicable after becoming aware of the need for accommodation.

Where the individual requires assistance, with her/his consent (or that of her parent/guardian), the emergency response information must be provided to the person designated to provide assistance to the individual.

Accessibility Scenarios

To assist you in understanding accessibility please review the scenarios below to assist you in understanding accessibility.

Feedback and Questions

GGC welcomes feedback regarding the way we provide services to people with disabilities. When someone wants to provide feedback, invite the individual to communicate in a way that is appropriate for him or her. For GGC activities or events, ask them to direct their feedback to the Responsible Guider (RG) for that activity or event. Should the feedback provider feel that the response received is insufficient, he or she is encouraged to submit feedback to the Commissioner or Administrative Community Leader (in Ontario) of the relevant jurisdiction, or call the provincial office.

For More Information

GGC is committed to fostering inclusivity and accessibility in every aspect of the organization. To this end there are a number of resources to support you as a member on working to achieve inclusion. Please visit our [Inclusivity and Accessibility](#) page on Member Zone to access these resources.



Accessibility Scenarios

Please read each of the following scenarios carefully and choose the answer you think is correct.

Scenario 1

Fatima, who is a Guider in my unit, had a stroke last year. She came back to help in the unit last week. Fatima seems to have recovered almost completely, but no longer has full use of both her arms. Occasionally we need to lift boxes of supplies or cookie cases. I don't want to embarrass her by doing everything for her, but at the same time I'd really like her to help out if she can. I just don't know what she can do.

How should I handle this?

- A. Ask her what we can do to accommodate her so she can help.
- B. Quietly do the lifting when she's not around.

The correct answer is A. By asking her how you can accommodate her, you are demonstrating your support. It is quite likely that she will be happy to explain how she can support the unit and assist with these tasks.

Scenario 2

One of our parents recently complained that she was unable to read information about an upcoming camp. She was upset that there were no large-print or electronic versions of the camp information available.

What would my appropriate response be?

- A. Let her know you will be happy to read the information to her.
- B. Reassure her that you will provide the document to her in an accessible format as soon as possible.

The correct answer is B. Under this policy, you do need to help individuals with disabilities access our documents in a manner that works for them, which could include simply reading the document to them.

GGC's policy does require documents to be in an accessible format. If it is something you have written, it is easy to create large-print and electronic versions of documents, so consider doing it as a best practice. For provincial or national documents, you will need to forward the request to your provincial office. The national office will create large-print formats and the Provincial Office will do the same for their procedures when requested. Documents can easily be enlarged, or an electronic version can be forwarded to the person with a visual disability, who can use their screen reader.



Scenario 3

A potential member just told me she requires an American Sign Language (ASL) interpreter for her placement interview.

How should I handle this?

- A. Ask the individual if they have a specific interpreter they'd like to bring with them as they may have someone they favour. You can also discuss alternatives to ASL if it's not feasible for GGC to provide an interpreter for reasons of location, expense or time.
- B. This isn't something you need to worry about – it's not your responsibility.

The correct answer is A. You are not required to provide an ASL interpreter in all cases, but you are required to provide one if it is needed, assuming there are no alternatives. Ask the individual via email, in print, or through a TTY or your telephone company's relay operator, if any other method of communication will work. To make the final decision on which method will be used, contact your provincial office at 1-800-565-8111 or membership@girlguides.ca. If the candidate prefers ASL, the Canadian Hearing Society will often provide an interpreter at no cost, if one is available.

Adapted from proLearning innovations AODA materials.

Thank you!

We appreciate all that you will contribute as a volunteer and hope you will find being a member of GGC a very rewarding experience.

Girl Guides of Canada–Guides du Canada
www.girlguides.ca



Appendix 1: Understanding the Code of Conduct

Lines between a person's personal life and employment/volunteer role are often blurred. Members, volunteers or employees need to keep in mind how their words and actions during or outside of GGC activities may impact the organization's reputation.

This section-by-section breakdown of the Code of Conduct with explanations, will help you better understand what it means. The key word(s) for interpreting each of the statements is in bold.

The Code of Conduct

This Code of Conduct is an integral part of your involvement with Girl Guides of Canada–Guides du Canada(GGC). The Code of Conduct requires all members, all volunteers, all employees, and all parents and guardians of members to:

1. Refrain from words, actions and behaviour – in any medium – that demonstrate disrespect for other members, volunteers, employees, or the family members of such individuals.

Explanation:

Respect is shown in what you say, and how you say it in conversation, whether face to face, telephone, in writing, and online (i.e. email, text, Facebook, Twitter, other social media etc.). Each individual is a role model for others and should interact with open, clear and respectful communication.

This includes:

- *Showing understanding when dealing with sensitive issues*
 - *Being careful that your actions and choice of words are not misunderstood*
 - *Confirming facts before taking action to address potential issues*
2. Uphold GGC's reputation and integrity by ensuring that their conduct, whether in person, online, or otherwise, brings honour and dignity to GGC.

Explanation:

An individual's actions, words and behaviours should always bring credit to **GGC's reputation** in any setting (online, in print, at a GGC or public event).

3. Be vigilant in ensuring an environment that is safe and protects girl and adult members, volunteers and employees from emotional, physical, verbal and sexual abuse.

Explanation:

Ensure all words, actions and behaviour support a setting where **individuals feel safe** both physically and emotionally. All relationships, in person, written communication, online or by telephone, must be appropriate and support an atmosphere of trust.



4. Respect other members', volunteers' and employees' rights to privacy and the confidentiality of their personal information.

Explanation:

GGC protects the **privacy of our members**. We must handle personal data responsibly and in compliance with all applicable privacy laws. Personal information, and any forms, must be kept safely and be secured. Personal information use is limited to communication about Guiding matters within GGC or for someone's safety.

5. Act with honesty and integrity when dealing with property, monies and any other assets belonging to GGC.

Explanation:

All money (e.g. fees, dues, cookie funds, fundraising) and assets (e.g. unit supplies and equipment, camping equipment, properties, etc.) belong to GGC and must be accounted for within **GGC's financial reporting policies**. Account books must be kept up-to-date so that a report of the financial situation of the group is available when requested.

6. Respect and abide by the laws of Canada and of the relevant Province or Territory.

Explanation:

Members must **uphold the law**. If they incur any new charges or convictions these must be reported to GGC as there are convictions that preclude membership/participation with GGC.

7. Treat members, volunteers, employees and members' families fairly, knowing that GGC does not tolerate unlawful discrimination on the basis of race, national or ethnic origin, citizenship, colour, religion, sex, age, mental or physical ability, political beliefs, socio-economic status, health-related status, sexual orientation, marital status, or any other grounds enumerated in the human rights legislation of the jurisdiction in which the individuals involved are located.

Explanation:

We are inclusive and are welcoming to individuals from all walks of life, identities or life experiences. We **treat others fairly and equally**. Diversity is acknowledged, valued and respected by all involved in Guiding.

In addition, members, volunteers and employees will:

8. Subscribe to the principles of the Promise and Law of GGC and adhere to GGC's bylaws, policies and procedures.

Explanation:

All members make the Promise and accept the Law as part of their enrolment and agree to the **values** they describe.

The **GGC policies and procedures** guide the actions of all persons involved or connected with GGC.



9. Fulfill their roles and responsibilities as stated in their position descriptions (where applicable) and act within the limitations of their authority in the discharge of their duties.

Explanation:

Individuals must work to **understand their responsibilities** as well as the limitations of their position. Whenever you are in doubt, please seek assistance.

10. Diligently maintain the confidentiality of any information regarding GGC that they have obtained in the course of performing their roles in Guiding and that is not generally available to the public.

Explanation:

Individuals who have access to non-public **confidential information** about or concerning GGC must not discuss or disclose this information by any means with others, whether within or outside of the organization.

Girl Guides of Canada–Guides du Canada reserves the right to take action regarding any breach of the Code of Conduct.

Explanation:

The decision of the national level is final, if there is any **discrepancy in the interpretation** of the Code of Conduct or the policies and procedures of the organization.

Dos and don'ts for following the Code of Conduct

The following are a few basic steps to guide you in your interactions and supporting others in doing the same.

Do

- Set an example by using words and actions that are respectful of others and support their health, safety, privacy and well-being.
- Keep in mind that your words and actions during or outside of GGC activities may impact the organization's reputation.
- Ensure that you are not one-on-one with a girl and that private conversations are in view of others even if out of hearing.
- Only contact directly girls 14 and older. Always copy parents/guardians on all messages sent via technology.
- Use the blind carbon copy (BCC) field when sending emails to groups of people.
- Avoid jokes or stories that, though intending to be funny could be considered offensive.
- Recognize that verbal abuse, bullying, name-calling or ridiculing is unacceptable and GGC will take appropriate action to deal with such behaviour.
- Take care that your behaviour will not be misunderstood or cause offence and is acceptable within a relationship of trust.
- Only use individuals' contact information from GGC rosters for Guiding purposes.
- Follow the alcohol and smoking procedures in Safe Guide.
- When frustrated, look for people who can offer advice and assistance; ensure you have the facts correct; avoid jumping to conclusions.



- Follow GGC policies and procedures; ask for more information if you need clarification or direction.
- Keep unit accounts up-to-date and available for review when requested.

Do not

- Permit abusive behaviour such as bullying, name-calling or ridiculing by either girls or adults.
- Have inappropriate physical or verbal contact with others.
- Swear, use vulgar language, be verbally abusive.
- Make a comment even in passing that could reveal personal information about someone.
- Use individuals' contact information from rosters for personal reasons (solicit donations for causes) or business opportunities (advertise or sell products).
- Use technology or social media (e.g. Facebook, Twitter, blogs etc.) to engage in disrespectful or bullying behaviour.
- Use Guiding to promote personal beliefs, behaviours or practices where these are not compatible with Guiding or related to Guiding activities.
- Make assumptions.
- Make suggestive remarks or actions, even in jest.
- Deliberately place yourself or others in a compromising situation.

Related GGC policies and procedures

Below are GGC policies and procedures that relate directly to the Code of Conduct. If your issue is not covered by one of these policies, review the list in [Member Zone](#) and/or contact membership@girlguides.ca for assistance.

GGC policies are found in Member Zone. Some of the policies have a set of procedures that explain how to implement them.

The Conflict of Interest Protocol outlines expectations on how to conduct the affairs and business of GGC professionally, objectively and without interference or the perception of interference arising from personal interests of the individuals involved in making decisions. It is available in [Member Zone](#).

Performance and Conduct Management is the main source for how to deal with issues.

Policy		Procedure
01-11-01	Risk Management	Safe Guide Insurance Booklet
01-12-01	Screening	Screening
01-16-01	Anti-Discrimination	
01-17-01	Girl Protection	Girl Protection and Self-Harm Girl Misconduct and Bullying
01-18-01	Use of Cameras	
01-19-01	Fund Raising	Fundraising Procedures and Guidelines



01-23-01	Alcohol, Drugs, Tobacco and Gaming	Safe Guide
01-28-01	Code of Conduct	Code of Conduct and YOU Understanding the Code of Conduct Dos and don'ts for following the Code of Conduct
01-29-01	Accessible Customer Service	Supporting Accessibility in Guiding
01-31-01	Integrated Accessibility Standards	Supporting Accessibility in Guiding
03-04-01	Financial Stewardship	Standard Financial Reporting Manual Guidelines for Signing Short-Term Contracts for the Use of Third Party Facilities

Appendix 2: Human Rights Codes

Canadian Human Rights Commission: <http://www.chrc-ccdp.gc.ca/index.html>

Provincial/Territorial Human Rights Commissions:

Alberta	http://www.albertahumanrights.ab.ca/
British Columbia	http://www.bchrt.bc.ca/
Manitoba	http://www.manitobahumanrights.ca/
New Brunswick	http://www.gnb.ca/hrc-cdp/index-e.asp
Newfoundland and Labrador	https://thinkhumanrights.ca/
Northwest Territories	http://nwthumanrights.ca/
Nova Scotia	http://humanrights.gov.ns.ca/
Nunavut	http://www.nhrt.ca/splash.html
Ontario	http://www.ohrc.on.ca
Prince Edward Island	http://www.gov.pe.ca/humanrights/
Québec	http://www.cdpedj.gc.ca/Pages/Default.aspx
Saskatchewan	http://saskatchewanhumanrights.ca/
Yukon	http://www.yhrc.yk.ca/