

## Girls First Program FAQ's

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## New Girls First Program

The Girls First program puts girls in the driver's seat of their Guiding experience. The program has been developed based on what girls told us they want – from activities, content and topics, to the kinds of skills they want to learn. An evergreen program, the content is consistently changing and growing to meet your interests and needs.

## Program Content

### Program Information

- Where can I find information about the new Girls First program?
  - See the e-module, **All About Girls First for Guiders**, available in English and French on Member Zone (Guiders only) and on the Digital Platform (for Pathfinders and Rangers to also access).
  - See the e-module, **All About Girls First for Girls**, available in English on the Digital Platform
  - See the e-module, **The Girl Driven Approach**, available in English and French on Member Zone (Guiders only) and on the Digital Platform (for Pathfinders and Rangers to also access).
  - See the e-module, **Digital Platform 101 for Guiders**, available in English on Member Zone (Guiders only) and on the Digital Platform (for Pathfinders and Rangers to also access).
  - See the e-module, **Digital Platform 101 for Girls**, available in English on the Digital Platform.
  - Explore the resource, **[A Guide to the Girl Program](#)**, and other resources on the GGC website [here \(including awards and award equivalencies\)](#).
    - Guiders can refer to the Girls First section on Member Zone for these resources.
  - Guiders can attend a Girls First session hosted by a Girls First Champion.
  
- When is the new program available?
  - The new program will be available by September 2018.
  - Units have the full 2018-19 Guiding year to transition to the new program whenever it is most convenient for them.
  - All of Girl Guides of Canada will be using the Girls First program by September 2019.
  
- When should units start to transition to the new program?
  - Option 1: After discussing and deciding together as a unit, your unit can start right away once girls and Guiders have explored the digital platform to like and favourite activities.
  - Option 2: Girls starting in their 1<sup>st</sup> year could start on the new program while 2<sup>nd</sup> and 3<sup>rd</sup> years finish up their program work on the current program.
  - Option 3: The unit can remain using the current program during the 2018-19 Guiding year. Over the year girls and Guiders can explore the content on the digital platform and as a unit start the new program for the 2019-2020 Guiding year.
  
- What is girl-driven?

- The girl-driven approach is about giving a girl a *choice, voice* and *action* in shaping her Guiding experience. In the resource, [A Guide to the Girl Program](#), you can read more about the 5 pillars of the girl-driven experience, located on the GGC website [here](#).
- See the e-module, **The Girl Driven Approach**, available on the Digital Platform.

## Program Structure & Guidelines

- Are there program books for the new program?
  - The new program content is accessible through the digital platform. Current program books are available during the 2018-19 Guiding year.
  - About the branch, including ceremonies, traditions, is not changing, and is available on platform on the tab All About Guiding
  - See the resource, [A Guide to the Girl Program](#), which will walk you through the new program model, structure and guidelines.
  
- Where can I find non-program content (history of Guiding, circles, patrols, etc.) that is printed in the current program books?
  - Information about Guiding, branches and traditions is on the platform under the “All About Guiding” tab.
  
- What is the definition of an activity, instant meeting and challenge?
  - Activities
    - Standalone activities are found in every program area and throughout every theme. These activities are branch specific and topic based. Each activity can be used as is or modified as needed.
  - Instant Meetings
    - 1+ meeting(s) to complete.
    - Includes a starter activity, closing activity and several activities to choose from and suggested guidelines.
    - Instant meetings are prepackaged sets of activities that are branch specific and explore a specific topic. The activities within each instant meeting offer a range of experiences and activity types, and you can mix and match the activities as you see fit... or add in some of your own activities.
  - Challenges
    - 2+ meetings to complete
    - Includes a starter activity, closing activity and several activities to choose from and suggested guidelines.
    - Challenges are almost identical in design to Instant Meetings while offering an even deeper dive into a topic. As with instant meetings, every activity within a challenge also exists as its own standalone activity.
  - See the resource, [A Guide to the Girl Program](#), for more information, located on the GGC website [here](#).

- Are more activities going to be added to the platform?
  - New content will be continually added throughout the year. Girls and Guiders are encouraged to email [programs@girlguides.ca](mailto:programs@girlguides.ca) with any interested topics they wish to see on the platform.
  - If you have a favourite activity that you'd like to submit for consideration to be added onto the platform, please submit your idea [here](#).
  
- Do we have to use the activities on the platform?
  - Girls and Guiders can continue to do what they've always done - find and build great activities, projects, meetings, etc. on their own. If you have great activities you think should be on the platform, don't hesitate to use them and please share them with us by emailing [programs@girlguides.ca](mailto:programs@girlguides.ca).
  - A lot of consultation and collaboration has happened to offer the activities on the digital platform, and many have opportunities for you to adjust according to your unit's needs. Whether its adjusting the materials suggested or the modifying steps, girls and Guiders can alter activities to better suit their needs.
  
- Are you working with any subject matter experts (SMEs)?
  - Yes, we are working with subject matter experts (SMEs) where possible to ensure content is informed by the leading voices in Canada. We continue to connect with organizations and experts in the field, so our SME list is always growing. Among the SME's we are currently working with are: Kids Help Phone; Psychology Foundation of Canada; The 519; Engineers Canada; NEDIC; First Robotics Canada; Canadian Women Foundation; Women in Business Committee; and Great Canadian Shoreline Cleanup, among others.
  
- What is happening to Provincial challenges and crests?
  - All current challenges and crests are available for the 2018-19 Guiding year.
  - The Girls First team will continue to incorporate provincial challenges and activities into the GF program.
  - As practice going forward, we encourage Provinces and Areas to develop content and share to the Girls First platform by emailing [programs@girlguides.ca](mailto:programs@girlguides.ca)
  - If there is a known provincial crest for a challenge it will be listed in the Credit/References on the platform. Guiders can contact the provinces directly to order the crest.
  
- Can I still order a current Program badge?
  - All current program badges are available for the 2018-19 Guiding year.
  
- Where can I find program content on camping?
  - There are several activities and instant meetings focused on camping at every branch level. Explore the Program Area: Camping and the Great Outdoors. By selecting the "outdoors" activity type filter, you will find many activities in all program areas that were built with the outdoors in mind.

- What skills will girls gain through the new program?
  - Skills have been modelled after the 21<sup>st</sup> century learning skills, as well as fundamental skills important to Guiding.
  - On the platform you can filter content by specific skills. See the e-module **Digital Platform 101** on how to do this.
  
- How do I transition between the current program and the new Girls First program?
  - Units can transition at any time during the 2018-19 Guiding year.
  - See the 5 branch-specific **Program Equivalencies** resources on the GGC website [here](#). These resources, when used in combination with the **A Guide to the Girl Program**, will support your transition to the new program. Easy-to-use charts help you map out what your girls have achieved in the old program and see where it fits with the new Girls First program.
  - As always, use your best judgement to ensure that no completed program work is lost.
  
- Have the awards or award requirements changed?
  - The awards themselves have not changed, though for some awards the requirements have been updated to reflect the new program content.
  - The Chief Commissioner Award is now called the Trailblazer Leadership Award.
  - The Award Requirements resources are located on the GGC webpage, and on Member Zone (for Guiders).
  
- How do girls transition to the new award requirements when they have already done award work in the current program?
  - Use the **Award Equivalencies**, in combination with the resource, **A Guide to the Girl Program**, to track what your girls have already completed, and transition to what still needs to be completed in the new requirements. You can find the **Award Equivalencies** on the GGC website [here](#), and on Member Zone (for Guiders).
  - As always, use your best judgement to ensure that no completed program work is lost.
  
- What options are there for girls who are interested in exploring themes or topics outside of the unit meeting?
  - Girls can explore themes and topics outside of their unit meetings, just as some girls do in the current program. They can search activities on the platform to see what activities they are interested in.
  - Girls can let their Guiders know what activities they have completed so that their Guider can log these activities to the girl's profile by creating a separate meeting for the individual girl.
  
- How can a Spark or Brownie explore the program outside of the digital platform?
  - Program content such as activities, instant meetings and challenges are accessible through the digital platform. Sparks and Brownies will have image-rich printable resources which will help spur conversations in a more tangible way, especially at the

topic level. These will be free to download from the digital platform by the end of September.

- In addition, units will have a fun and informative card deck perfect for playing games and having conversations about the areas that interest them. Provincial Offices are supporting the distribution of one card deck per unit. The card decks are also available on the store and a printable version will be available on the digital platform in 'All About Guiding'.
- Will there be any changes to the Trex, Lones or Link programs?
  - There are no current changes to these programs! Girls in Trex units have access to the digital platform and can incorporate any aspect of programming content into their unit. Lones will be able to filter activities for working alone AND will have access to their unit favourites and unit meetings. The [Link program](#) continues to be available on the GGC website.
- If a girl or unit explores a topic to the next level, (i.e. Pathfinders – Rangers) are the Pathfinders eligible to receive the Rangers level badge in Pathfinders? Do they have to repeat the program when they move up?
  - If a girl or unit is exploring the topic to the next level, they are doing so as part of their Pathfinder program and would continue to receive Pathfinder badging. As they move to Rangers, girls can choose different activities within that theme.
  - Units are encouraged to do what works for them.

#### Program Awards & Badges

- Where can I find information about how to achieve the new awards?
  - See the [Awards Overview and the Awards Equivalencies](#) located on the GGC webpage [here](#).
- Is the Chief Commissioner Award pin still available for purchase next year?
  - The Chief Commissioner Award has changed names to the Trailblazer Leadership Award.
  - Current Chief Commissioner Award pins will be available until the end of 2018, or until supplies last.
- Is there a special award for that super ambitious girl who finishes all the badges?
  - As with the current program, there are no awards for earning all the badges at this time.
- If girls do badges “on their own”, but it’s only one activity and they expect a badge (i.e. not completed enough to get a badge) what happens?
  - This is entirely up to the girl and her Guider. There are Guidelines with the program, but no strict requirements. If a girl wants to work on something on her own, help her set goals for what she wants to achieve in doing that independent work. This will help her see that earning the badge is about the process of her achieving goals she has set for

herself, vs completing “enough” activities. Focusing on the process as opposed to the goal is a key element of the girl-driven approach.

- What do the badges look like?
  - Badge designs can be seen in the resource [A Guide to the Girl Program](#), located on the GGC webpage [here](#).
- Who designed the badges?
  - Over 600 Girls First testing units, as well as a badge review team comprised of girls, Guiders and designers helped to inform the design of the new badges.
- When can I order the new Girls First Program Area and Theme badges?
  - Badges have started to be uploaded to the store. All badges will be available on the store by the end of fall 2018.
- Why is a Program Area or Theme badge not available to purchase on the store?
  - We are filling our stock up! All badges will be available on the store by the end of fall 2018.
- What is the cost of badges?
  - \$1 for ALL Program Area badges
  - \$0.70 for ALL Theme badges\*
    - \*Sparks and Brownie theme badges have been discounted to \$0.50 for the 2018-2019 Guiding Year to ease the transition as they have more badges than before.
- Why are Sparks and Brownie badges a different price than Guide, Pathfinder and Ranger badges?
  - When we calculated the expected ‘cost per girl’ of Girls First badges, we saw that Guide and Pathfinder units would see lower costs compared to previous years. Spark and Brownie units, however, could see higher badge costs per girl because there are more badges being offered. We didn’t think it was fair to introduce new costs to units at the beginning of the guiding year (long after budgets and plans were set), so we have ‘discounted’ Sparks and Brownie badges for year 1. We think this is the best way to ensure that all units can access the Girls First program and badges, without encountering barriers or nasty shocks over unexpected badge costs.
- How do you determine prices for the Girls First badges?
  - The cost of production of Girls First badges is different from past badges – because they involve different materials, production processes and volumes. In setting prices, we aim to cover the cost of badge production and other associated costs (e.g. warehousing, design).
- Where are the badges manufactured?
  - GGC’s badge vendor is Zone West. Zone West have several locations in China, and all comply with the International Labour Laws set out by the International Labour

Organization (ILO). Zone West has also personally vetted these facilities with onsite visits and tours. Merchandise is free from harmful products and all efforts are made to lessen environmental impacts during their production.

- How will the badges fit on the sash?
  - For girls who wish to put their badges on their sash we are happy to say that they can fit nicely on it! Theme badges (diamonds) fit well with the Program Area badges (hexagons). Girls can be as creative as they'd like on how they want to place their badges on their sash. As the sash is no longer a mandatory uniform piece, girls who do not wish to wear this piece can put the badges on other items such as their camp blankets.

## Digital Platform

### Digital Platform Resources

- Where can I find information on how to use the digital platform?
  - See the e-module, **Digital Platform 101 for Guiders**, or the **Digital Platform 101 for Girls**, both available on the Digital Platform.
    - These e-modules will take you through the digital platform, including how to register, explore and search activities, its commenting features, and plan a unit meeting (for Guiders, Pathfinders and Rangers).
  - Having trouble accessing something on the digital platform? See the **Girls First Digital Platform Troubleshooting** resource on the digital platform.

### Accessibility

- How will units or girls who cannot access internet be able to use this format?
  - An offline version of the program content will be available in the fall for users who do not have access to the internet. In addition, Guiders can use their favourite activities from other sources. More details to come in the fall.
  - All units will receive a Girls First Program card deck that allows them to explore the program areas and themes in an engaging way. Card decks are also available on the store and can be printed from the digital platform if a girl would like her own copy.
  - Sparks and Brownies will also have image-rich, printable resources which will help spur conversations at a more tangible, topic level.
  - Girls and Guiders can save activities to PDF for future reference.
- I am not a Girl Guide member and don't have an iMIS ID, how can I access the program?
  - Only active members of GGC can access the Girls First digital program platform. If you'd like to see the program but are not a member at this time, please contact your provincial office to see how you can become a member!
  - If you are a member of the media, please visit GGC Media page ([www.girlguides.ca](http://www.girlguides.ca)) or contact us at 416-487-5281 x244.



## Privacy & Security

- How secure is the digital platform?
  - Security is a top priority. No personal information (including mailing addresses, unit meeting locations, or phone numbers, etc.) is on the platform. Only those with an iMIS account have access to the platform. Parents will only be able to access information about their own daughter's Guiding experience and only through the girl's account. Only members aged 13+ will have permission to comment on content, and only the first name and last initial will show on comments. Unit Guiders can see the profiles of girls in their unit and unit meeting plans (but not the activities she has favoured).
- Girls under 13 years of age cannot comment on the digital platform. How can they engage? What about their parents?
  - They can Like/Dislike activities; they can Favourite activities for their unit meetings; and they can let their Guider know if they have comments/suggestions on a specific activity. Parents do not have separate access unless they are an adult member – their access is through their daughter's account.

## Registration and Log-In

- Why can't a parent register two daughters with the same email?
  - Each account will need to register and log in with a unique email. This unique email is necessary if a user must reset their password and will only be used in this event. See the resource **Girls First Digital Platform Troubleshooting** for a step by step guide on resolving issues you may experience.
- What if I don't know my iMIS number?
  - When you are invited to register on the digital platform, you will be provided with your iMIS number. Families will be emailed with the list of iMIS numbers and names of the girls in their family. If you cannot find this email, check your spam, junk or other inboxes. If you are sure you did not receive this email by the launch date, check your registration receipt. If you still cannot find your iMIS number, contact us [girlsfirst@girlguides.ca](mailto:girlsfirst@girlguides.ca)
- I was able to register successfully, but am not able to log in. What can I do?
  - Use the same iMIS ID and the first and last name to register onto the digital platform as they appear in your iMIS account and as outlined in your invitation email. We encourage members to sign up with a personal Guiding email and not a work email as they will need to access this email account in the future to reset their password.
  - After successfully registering, if you are having trouble logging in, try:
    - Refreshing your page and try again. OR,
    - Clicking the 'forgot password' on the login page. Enter the email you registered with (where the reset password link to be sent to). Go into that email, click the reset password link and enter in a new password. Try logging in again.

## French Language

- Will the digital platform be in French?
  - The digital platform will have an English and French interface. Some content is available in both English and French. For a user using the French interface, if content is not available in French you will be taken back to the 'Explore' page.
  - The goal is to translate English content as quickly as possible to provide the best selection to our Francophone members. We also look forward to receiving French activities direct from members which would be available in French only, until translation can occur.

## Unit Meetings & Unit Favourites

- I can only see one of the two units I am part of. How do I see the other unit?
  - Click the 'My Unit' tab along the top of the screen. Once you are in the 'My Unit' page, you will notice the name of your unit in the top left corner of the page. If you belong to more than one unit you can toggle between clicking the name and selecting from your drop-down list.
- When a girl does something on her own, how does the system allow Guiders to log their effort?
  - The Guider can set up a meeting with just that activity and the individual girl. This will then write that activity to the Girls profile.
- How can I add an Instant Meetings or Challenges to a unit meeting?
  - When adding activities from an Instant Meeting or Challenge, someone from the unit must first Favourite the activities out of the package they'd like to do (yes! only Favourited content can be added to meetings!). This is because there is choice in each content package and girls' profiles should show the correct Activity History. This means Instant Meetings and Challenges will appear in 'Unit Favourites', but only their affiliated (and Favourited) Activities will show in the pop-up box from which you Select Activities for a meeting.

## Explore, Search, Filter Pages

- Why do I get the message 'no results found'?
  - Check that what you selected along the left side in either Program Area/Themes, Skills, Activity Type, Branch Level, Content Type or Time Needed is highlighted blue as this means the words are selected. Take out some criteria to widen your search.
  - For exact word searches use quotations around the words in the search bar, i.e., "camping."
  - Selected words will appear in the 'Filtered by:' section along the top of the content cards.
  - There may not be content on the platform at this time based on what you've searched or filtered for. We are continuously updating the platform with new content so check back soon!

- How can I tell by looking at a card on the ‘Search & Filter’ page which Program Area the activity, instant meeting or challenge belongs to?
  - Each card display will be the color of the Program Area it belongs to. Program Area colours can be found on the Explore page for reference.
- How do I tell from looking at card on ‘Search and Filter’ page which is an activity, instant meetings or challenge?
  - When looking at content cards, an icon with a description in the top bar of the card shows the content type. Activities have an open book icon and will say “Activity”. Instant Meetings have a half open book icon and will say “Instant Meeting”. Challenges have a closed book icon and will say “Challenge”.

#### Achievements – Awarding Badges & Awards

- How can I track the progress of activities for a girl or unit as they work towards a Program Area or Theme badge?
  - The new Girls First platform is intended to log girls’ activities and badges. Each girl will have her own profile that tells her which activities she’s completed and which badges she’s earned. Unit Guiders will also have access to their girls’ profiles and will be able to track completed activities and earned badges, via the platform.
  - Once the program has fully launched and everyone has had a chance to use the meeting builder, track activities, and assign badges through the platform, if girls and Guiders request additional resources to track activities, we will absolutely develop additional support materials.
- Once a meeting is logged and badges are “assigned”, is there a spot to indicate that a badge has physically been awarded to the girl?
  - Not at this time.
- Will the platform include a database to remember badges earned by each girl member? This would help when girls are moving units.
  - Guiders will be able to view their full unit, along with all the badges earned for each girl. Note: this is only for badges from the Girls First program as no prior badges or awards info will be displayed on the new digital platform.
  - Badges are also attached to each girl’s profile, regardless of which unit she is in. As girls’ switch units or move up branches, they will always be able to see the badges they’ve earned on their profile.

#### Girl Profile & My Favourites (Girl)

- Can a Guider or a girl see another girls’ favourites?
  - Only a girl can see her own ‘My Favourites’ on her profile page.
  - Her favourites will be visible to the unit on the unit favourites page, although nobody will be able to tell *who* favourited it. This was a recommendation by girls who wanted to

- ensure a safe space for any girl to recommend activities, even if they were on sensitive topics that she may not be ready to come forward with.
- Guiders will not be able to see a girl's 'My favourite' section on her profile page, but a Guider will be able to see the "My Interests" section on a girl profile page.

#### Miscellaneous

- Will the digital platform be able to track volunteer hours? Able to track nights away?
  - Not at this time.
- What happens when Guiders move branches? Do they lose their unit plans?
  - "Unit Plans" in the new program are "Meetings". The Meetings stay with the Unit. Because Meetings are planned with the girls' input, it's important to plan with the girls in the new unit. If Guiders want to keep their meetings and what they did, they will need to do so off the platform. However, Guiders' "Favourites" will follow them to their new units as "Favourites" are attached to a person, and not a unit.
- Is the Badge Tracker App going to be updated with the new program badges?
  - The digital platform is not linked to the Badge Tracker App.

## Girls First Launch

- What is the National Launch date for Girls First?
  - The digital program platform is available by September. Member's will receive an email with a personal invitation to register for the platform. Units will receive a Girls First Launch crest from their Provincial office when they roll out the new program.
  - National Girls First launch events will take place on September 29, 2018. Girls and Guiders are also encouraged to host their own local launch party. A toolkit is available [here](#) to help you get started.
- Who can I email if I have a Girls First launch party inquiry?
  - Please send any Girls First launch party event questions to [events@girlguides.ca](mailto:events@girlguides.ca)

## Diversity & Inclusivity

- What is GGC's Diversity and Inclusion Strategy?
  - GGC has made it a priority to become an organization that attracts and reflects the diverse identities, communities and lived experiences of girls and women in Canada. According to research on our member demographics, our membership currently does not reflect the diversity of the Canadian population.
  - In order to meet our Diversity and Inclusion goal, we are:
    - Conducting research to understand our members and potential diverse members
    - Engaging in outreach and partnerships with diverse communities and organizations

- Identifying and removing barriers to full participation
  - Developing training and support systems
  - Initiating new Guiding opportunities through pilot units for our target populations
- How do GGC's diversity and inclusion goals support Girls First?
  - When girls can say I BELONG, they gain the confidence to make their own choices to get what they want from Guiding.
  - When girls feel VALUED, they are more able to take risks and explore what is relevant to them.
  - When girls are OPEN to difference and create space for different lived experiences, they can better support their peers.
  - A diverse and inclusive environment allows every girl to develop their sense of self, exercise their voice and take action on what is important to them.
- How can I support diversity and inclusion in my unit?
  - Expand your self awareness to include your life experiences; consider how they are similar to, or different from, the girls in your unit. Explore how your life experiences might influence your biases and assumptions
  - Actively listen to your girls, and as a catalyst, create a space for them to practice the girl driven model: choice, voice, and action.
- Where can I find more information about Diversity and Inclusivity?
  - See the e-module, **Diversity & Inclusivity**, available in English on Member Zone (Guiders only).

## Safe Space

- What is the role of safe space in supporting the girl-driven approach?
  - Safe space is one of the five pillars of the girl-driven approach and is foundational in ensuring that the girl-driven approach can be fully realized. Creating safe space for girls allows them to listen to their inner selves more deeply. It is an arena to explore their identities and practice using their voices. It enables all girls to feel included and provides a sense of belonging. When in a safe space, girls: feel supported, respected and able to be themselves, can be silly and have fun without feeling self-conscious, explore their values and perspectives knowing they will be taken seriously, share personal stories and emotional experiences without feeling judged, and are willing to try new things, make mistakes and take risks.

## Non-program content

- Where do I go if I have a question that is not about the Girls First Program (cookies, uniform, travel, etc.)?
  - Let us know your question by filling out the [Contact Us Form](#) on the GGC website here.