

Fact Sheet: Scouts Canada's Find a Group process

How the Find a Group process works

The Find a Group feature will provide parents with timely, relevant, and helpful information, while at the same time making your life easier. The end result will help ensure youth from across Canada have access to programs to help them have fun adventures trying new things. Here's a walkthrough of how the process works:

Who Gets a Copy of Help Centre Tickets?

Once a ticket is logged with the Help Centre, it is sent to the Group's 'Primary Contact' and the 'Primary Contact' for the Section, if applicable. The Primary Group Contact's information can be found on your Group Organization Profile in MyScouts (see example below); the same as with the Primary Section Contact under the Section's Organization Profile.

Please ensure that this Primary Contact information is current and up to date, and that the person(s) designated as the Primary Contact, for Group or for the Section, check

their email on a regular basis. The Primary Contact does not have to be the Group Commissioner, but can be the Group Registrar or any other designated person who can respond to Help Centre Tickets and inquiries, both at the Group and Section level.

If there is no Primary Contact identified in MyScouts.ca, the Group Primary Contact is identified in the following order and applies to both email and phone inquiries received by the Help Centre:

1. Group Registrar
2. Group Commissioner
3. Area Registrar
4. Area Commissioner
5. Area Support Manager

The Group or Section Primary Contact can be set or changed using the 'Edit Organization Details' option on the left side of an Organization page (see example below) or instructions on how to update your Group and/or Section's Primary contact information can be found [here](#).

The screenshot shows the MyScouts.ca interface for the '1st Expedition Group'. The page title is '1st Expedition Group' with a sub-header '← TEST AREA 1'. On the left, there are two main sections: 'Search Options' and 'Org Options'. Under 'Search Options', there are three items: 'Find Organization', 'Find An Individual', and 'Volunteer / Employee Directory'. Under 'Org Options', there are five items: 'Add Existing Volunteer', 'Add Parent Helper', 'Register A Volunteer (2013-2014)', 'Edit Organization Details', and 'Edit Meeting Details'. The 'Edit Organization Details' and 'Edit Meeting Details' items are highlighted with a red box. Below these options is a navigation bar with buttons for 'Child Orgs', 'Batches', 'Employees', 'Volunteers', 'Fees', 'Screening', and 'Quick Reports'. The main content area is divided into two columns. The left column is titled 'Organization Details' and contains the following information: Charter Number (34567), Organization Type (Group), Organization Subtype (Committee), Sponsor Name (—), Sponsor Type (Anglican Church), Meeting Start Time (6:30 PM), Meeting Day (Monday), and Status (Active). The right column is titled 'Contact Information' and contains the following information: Home icon (—), 1345 Baseline Road, Ottawa, ON K2C 0A7, CANADA. Below this, there is a table with contact information: Meeting Location Phone ((613)555-5555), Primary Contact Name (Example Individual), Contact Phone Number ((613)555-5555), Contact Email (example@scouts.ca), Group Commissioner (Charette Matthew), and Commissioner Email (mcharette@scouts.ca). The table is also highlighted with a red box.



How Email Inquiries Work:

1. A family submits a 'Find a Group' request through scouts.ca or myscouts.ca.
2. The submission of the Find a Group request creates a Help Centre ticket.
3. An email is automatically sent to the primary contact of the Group the family selected (see above for more information on the Group primary contact).
4. The Group's primary contact responds to the inquiry by simply replying to the email they received. Once they reply, the family will receive the response.
5. A Help Centre Agent will review the Group's response and if no further action is required (the Group has or is assisting the parent in registering their child), the ticket is marked as solved.
6. If the Group's contact does not respond within 4 business days, the ticket will be automatically reopened as a High Priority ticket to the attention of the Help Centre Agents.
7. The Help Centre Agent will provide a response to the inquiry, checking for any applicable information from the Group's profile on myscouts.ca. The primary contact of the Group, still being copied on the ticket, receives a notification that the original request has been followed up with by a Help Centre Agent. The Help Centre Agent may also include other members of the Group or Area team to help the parent.
8. The Help Centre Agent will continue to assist the prospective member until they have been successfully connected to a Group. At that point the ticket will be marked as solved

How Telephone Inquiries Work:

1. A family submits a Find a Group request via a call to the Help Centre.
2. The submission of the Find a Group request automatically creates a Help Centre ticket .
3. The Help Centre Agent provides a telephone response to the inquiry, confirming the nearest Group to their location (using the Find a Group feature), providing

general Scouting information, any applicable information from the Group's profile, and either;

- a. Completes the registration over the phone; or
 - b. Provide the parent with the Section or Group contact's email/telephone number
4. The Help Centre Agent will advise the parent that they will continue to assist until they have successfully connected with a contact from the Group. The onus is on the parent to contact the Help Centre again if they cannot contact the Group.

If you have any questions about this process, please don't hesitate to contact us at the **Help Centre**. We would be happy to walk you through the process and make sure that we have the proper information for your Group.

SUGGESTED TEMPLATES FOR FIND A GROUP RESPONSES

Find a Group Template Responses

It is important that we provide polite and informative answers to families wishing to join Scouting. To make the job easier, we have compiled response templates you may use; these are real answers from real Scouters just like you! You can copy and paste these responses into an email and adjust them for your specific Group.

Each response has a description of its intended use, but we don't have one for every situation. Use your judgement and common sense to blend them together or add to them as you see fit.

Do you have a great template response that you'd like to share with others across the country? Contact the **Help Centre** and let them know! We'd be happy to add to this list.



Standard Response

Dear Parent,

Thank you for your interest in the <group name> Scout Group. We would be pleased to welcome your family into our Group. We are currently accepting registrations for both the 2013-14 and 2014-15 Scouting year, although the current year is starting to wind down. Registrations can be completed online at **MyScouts.ca** or a paper copy can be completed and submitted to the Group.

Youth can attend 2 regular meetings free of charge if you'd be interested in checking it out first. Please let me know if this interests you and I will make arrangements with the <section> Scouters.

The <section> section meets on <weekday> night at the <location> from <time> to <time>; unless of course the program has outings or events. There are also 4-6 weekend activities throughout the year.

Fees for this year and next year are as follows:

- 2013-14: \$<\$\$>
- 2014-15: \$<\$\$>

The Group also requires that youth and parents participate in a number of fundraising activities throughout the year, which help offset the cost of badges, program supplies, activities and camps.

We can always use more help too; either as a full time Scouter to just helping out with specific events or activities. Please contact us if you are interested.

If you have any further questions, please let me know or phone me at <555-555-5555>. You can also find more information about Scouts Canada and its programs here: **Scouts.ca/ca/programs**

Thanks for your interest and I look forward to your family joining the <group name> Scout Group.

Yours in Scouting,

Meeting Space Capacity Issue

Dear Parent,

Thank you for your interest in the <group name> Scout Group. Unfortunately our Beaver Colony cannot accept any new members because of space restrictions at our meeting facility. We will be looking into starting another Beaver Colony next year, but were unable to secure new meeting space for this year.

There are, however, other Groups in the area who do have space and would welcome your family. I have copied <scouter name> from <another Group, or from your Area> who may be able to provide assistance in your finding a different Group to join. If not, an agent from the Help Centre will be in contact with you to help you locate another Group that fits your schedule.

I do encourage you to contact me in the future to see whether we have started a second Beaver Colony or have space in the existing Colony.

Once again, I apologize for not have the capacity to accept your family and hope that you have a great year with whichever Group you decide on.

Yours in Scouting,



We'll take the youth but encourage you to join too

Dear Parent,

Thank-you for your interest in our <group name> Scout group. Based on your child's age, he would be in <section> Scouts. Our <section name> does have room for more youth and meets on <night> evenings from <time> to <time> at <location> in <community>. We'd love to have <child's name> join us.

I am attaching the youth (participant) and adult registration forms, as well as the Police Records Check form required for adult volunteers. Only the youth form and payment is required to register your child. Fees for registering a youth this year are \$<fee> payable by cash or cheque. In addition to the registration fee, we also require two \$<fee> fund-raising deposit cheques post-dated to <date> and <date>. These fund-raising deposits will only be cashed if you do not participate in the fall and/or spring fund-raising activities (typically bottle drives). All cheques should be made payable to "<group name>".

You can register by completing the form(s) and either coming out to the next <section> meeting and passing the form(s) and payment to a Scouter, or by dropping them off for me at <location>. If you'd like to join the fun and participate either full or part time as a volunteer or parent helper at the <section> meetings, please fill out the adult volunteer forms for yourself. We are always in need of assistant leaders and parent volunteers to continue to meet our section ratio requirements and to help us give our youth the best possible programs.

All necessary training is provided and can be completed either through easy and quick online courses or in fun in-person training with other Scouters. Adult volunteers go through a straightforward interview/orientation session, sign a Code of Conduct agreement, have reference checks done, do a vulnerable sector police check (paid for by Scouts Canada) and complete some simple orientation training on

Child and Youth Safety, Accessibility and the fundamentals of the Scouting program. (cont'd next page)

(cont'd from previous page) Our group will reimburse the cost of the adult uniform and there are no fees to join as an adult volunteer. Sign up, join in the fun with our kids and camaraderie with our wonderful Scouters. Course training can be completed online on your own schedule. Each training component takes 45-90 minutes to complete but doesn't have to be completed all at once. More information on volunteering can be found at Scouts.ca/ca/volunteer

All adult volunteers and parents participating in activities or camps with our youth members need to sign our Code of Conduct, available here:

help.Scouts.ca/attachments/token/qvjk8w5ema3gjd/?name=coc1314.pdf

Our Scouters have been hard at work planning this year's activities and it's going to be a great year. I've cc'd our Group Commissioner, <name> as well as our <section> Section Contact Scouter <name>. Feel free to contact any of us if you have any questions or concerns. I'm also forwarding the relevant sections of a recent welcome message (below) from our Group Commissioner including some key dates and links.

Yours in Scouting,



Need more volunteers before we can take more youth

Dear Parent,

I am the Group Registrar for the <group name> Scout Group. Thank you for your inquiry about registering for your child in Beavers. We are very pleased you are interested in Scouting!

The Beavers meet weekly on <night> at <location> from <time> to <time>. In addition, other day and weekend events and camps will be periodically organized for the group. General registration is open to all at the standard fee of \$<fee>. I have attached a copy of the 2013-2014 Program Participant Enrolment form for your information.

At this time, our Beaver section is full based on the number of volunteers overseeing the program (Scouts Canada's policy is 5 Beavers of every 1 Scouter – with a minimum of 2 Scouters). As a result, we are encouraging those parents who are interested in the Scouting movement to consider formally volunteering, which in turn will allow us to accommodate more youth into the Beaver section. Should this be something you might be interested in, I have attached a copy of the 2013-2014 Adult Registration form, and I can forward more information on what the process entails.

I have cc'd this email to <name>, our Group Commissioner, to let him know of your recent inquiry. Thank you.

Yours in Scouting,

Interested in volunteering

Dear,

Thank you for your email, and your interest in the <group name> Scout Group. We'd love to have you as a <section> Scout Leader!

You can learn more about our group by visiting <group website if applicable>. We are one of the oldest Scout Groups in Canada, having been established in 1908 and receiving its formal charter in October, 1909. We've been having fun ever since.

As an adult volunteer, you must complete the volunteer screening process for Scouts Canada:

- Completion of Application/Registration. Visit **Myscouts.ca** and create an account. Search for the <group name> Beaver Colony and register yourself as an adult.
- You'll be asked to provide references, who will be contacted.
- The system will ask you to sign a code of conduct, electronically.
- We'll set up a date for an interview.
- We'll send you, by post, an application for a <city> Police Service record check. This can take 2-3 months so it's best to get started on it asap.

Once you've created your myscouts.ca account, you'll have access to the online training. You'll need to complete the online courses Child and Youth Safety, Accessibility, and Wood Badge 1 (leader training) in the applicable section you're volunteering with.

I'd be happy to assist you through this process in any way I can.

Looking forward to hearing from you.

