

# Launching Scouts Canada's Property Operations Team

An enhanced support model to enable great Scouting adventures

## A Case for Change

Over the last century, Scouts Canada has acquired a large portfolio of properties spread across the country. These 500+ properties take all forms and functions; from Scout Camps, to wilderness reserves, from single-room Scout Halls to the National Headquarters, each property is unique in its purpose, location and how it was acquired.

Prior to Covid-19, almost 200 were open and active. Scouts Canada is launching the Property Operations Team comprised of the Property Operations Team (staff) and a network of volunteers including Property Support Scouters and Property Committees. Everyone will work together to ensure that our properties are safe, compliant with all regulations, financially viable and operate in accordance with their business plan to provide opportunities for all Scouts and Scouters to experience quality outdoor activities in support of the Canadian Path.

The Property Operations Team will enhance the Scouting experience by increasing member engagement and aligning all properties with consistent processes, including but not limited to, bookings, property improvements and maintenance.

It is critical that Scouts Canada's properties are mission aligned and offer an experience that is relevant to programming materials including Trail Cards, Personal Achievement Badges and Outdoor Adventure Skills that help develop critical skills for our youth to be better prepared for success in the world.

The Property Operations Team is eager to support our properties' operating models to ensure that Scouts Canada's properties are supporting adventures targeted to their Sections' desires.



## Timeline

- FALL 2020** Recruitment, interviewing and selecting Property Support Scouters
- WINTER 2021** Onboarding Property Support Scouters
- SPRING & SUMMER 2021** Property Committee volunteer recruitment, interviewing and selections
- SUMMER 2021** Onboarding property volunteers

## Customer Service is Paramount

Working together the Property Operations Team is eager to support great Scouting adventures. We recognize that our volunteers' time is precious and want to provide an exceptional customer service experience to ensure that the experience on the ground is one that will create memories to last a lifetime.

### Self-Service, 24/7

All bookings at Scouts Canada's properties can be made quickly and conveniently through an online booking tool known as Doubleknot. Availability, prices and all details can be found in one centralized location, as well as access to staff who can make changes and process cancellations.

### Continuous Improvement

Feedback surveys not only ensure that you enjoyed your experience, but that best practices and areas of improvement across properties are actioned as well.

### Enhanced Reporting Tools

Is there a safety incident on a property, a safety hazard or damage that you have observed? Take a picture and submit it through the Properties portal on the Scout Safe app to ensure that we can rectify in a timely manner.

### Standardized Expectations

Although all properties offer a unique experience, we want to ensure that there are standard tools and checklist to help support a safe and enjoyable experience.

## The Property Operations Team Model

The Property Operations team, Support Scouters and Property Committees will work collaboratively to support Scouts Canada's properties across the country to enable great Scouting adventures.

### Property Operations Team (Staff Support)

- Monitoring budgets
- Monitoring safety and compliance
- Working with regulatory bodies
- Managing incidents
- Approving business plans
- Recommending capital requests, transaction requests, grants, etc.
- Reservations and inquiries
- Customer engagements, feedback and net promoter score
- Management of staff
- Chain Saw request approvals
- Insurance
- Engaging with Incorporated Bodies
- Actioning appraisals, divestments, leases
- Develop, maintain and share Property Policies, Procedures and Guidelines
- Provide on-going education and interpretation of these to Property Committees and Property Support Scouters including onboarding

### Property Support Scouters (Assisting)

- Business Plans and budgets
- Grants
- Property transaction / capital requests
- Communication
- Sharing tools and resources that have been developed
- Comprehension and adherence of policies and procedures
- Supporting Property standards
- Property Committee structure and onboarding

### Property Committees (Planning & Executing)

- Safety and Compliance
- Business Plan Development
- Long-term Capital replacement and planning
- Programming
- Marketing
- Facilitating an exceptional experience
- Execution of revenue generation strategy



## Frequently Asked Questions

### What does this mean for my local property?

We recognize that our properties are unique along with their volunteer support structures. A framework terms of reference has been created to ensure that all property committees have the same mandate and function that can be tailored to their size and scope. All properties will be assigned to a Property Support Scouter who will work directly with each property to recruit, onboard, succession plan and engage with throughout the course of the Scouting year. By having formal appointment processes and timelines, volunteers who may wish to retire can contribute to succession planning and new volunteers can commit to a set period of time and then continue if they so choose. All volunteers across the country will have the same screening, onboarding, training and engagement opportunities.

### What is a Property Support Scouter?

A Property Support Scouter is a volunteer that will support a small number of property committees using their technical skills and experiences, while ensuring open and ongoing communication and education with the Property Operations team.

### How is this different from the past?

Through the creation of the Property Operations team and this new integrated functional model, property volunteers have dedicated staff/volunteer to support and engage with to support our properties. The Property Support Scouter role is intended to provide enhanced support with fewer properties being supported by one volunteer.

In addition, we are recruiting individuals with business acumen and professional experience to assist in some of the areas that we heard were a challenge for properties like: business planning, budgeting, marketing strategies, grant applications, lease renewals and capital improvement requests.

Finally, there will be standardization not only in safety and compliance across properties, but a focus on ensuring all properties provide similar best in class service and their committees have tools and resources available to support them in their roles of operating and maintaining a property.

### Will each Council have a Property Support Scouter?

After engagement with both staff and volunteers it was determined that the model will be launched with a total of 31 Property Support Scouter positions. It is important that each Property Support Scouter has a portfolio of properties that is manageable based on size and scope of properties. This structure is dynamic and the number of Support Scouters will be adjusted to meet the needs of Scouts Canada's property portfolio.

### I'm an existing property volunteer, what does this mean for me?

Scouts Canada's properties rely on volunteers and would not operate without you! Once Property Support Scouters are recruited and onboarded, they will turn their attention to supporting individual properties.

Recognizing that our properties come in all scopes and sizes, there is a framework that has been created to support property committees. This framework will be used to recruit the appropriate number of volunteers for each property.

As an existing volunteer, of course you should apply! The interview process will allow the Support Scouter to better understand your skills and help to create a well-rounded committee. However, if you have been wanting to pursue other volunteer opportunities within the organization, we will work with you on a succession plan.

Once volunteers are in place there will be standardized training and onboarding provided so everyone can feel comfortable and confident in their new roles.

## Become a Property Support Scouter

Are you looking for a way to ensure that Scouting youth have a safe and memorable experience?  
Do you have a strong business acumen and enjoy working with grants, budgets, business plans?  
Are you excited to empower and help property committees find passionate talent?

We are looking for people to support our properties and enable great Scouting adventures. Find out more about this new volunteer position on [Scouts.ca](https://scouts.ca).

[APPLY NOW](#)

# SCOUTS CANADA PROPERTY PORTFOLIO FACT SHEET

## LEGEND

