

SCOUTS CANADA PROCEDURES

Table of Contents

Asset Management

[Annual Property Standards Procedure](#)

[Group Equipment and Property Insurance Procedure](#)

[Third Party Use of Scouts Canada Property Procedure](#)

Communications and Stakeholder Relations

[Scouts Canada Logo and Intellectual Property Procedure](#)

Data, Document and Information

[Complaint Procedure](#)

[Incident Reporting Procedure](#)

Goals, Targets and Planning

[Contracts Procedure](#)

[Gifts-in-Kind Procedure](#)

[Group Financial Responsibilities and Reporting Procedure](#)

[Official Donations Receipt for Groups Procedure](#)

Group Operations

[Youth Protection Reporting Procedure](#)

Incident Management

[Complaint Procedure](#)

Incident Reporting Procedure

Management, Leadership, Commitment and Accountability

Public Appointment Procedure

Managing Risk

Certificate of Insurance Procedure

Group Safety Leadership Guideline

Legal Claims Procedure

Non-member Individual Hold Harmless Agreement Procedure

Third Party Waivers, Indemnification and Hold Harmless Agreements Procedure

People

Closing a Scout Group Procedure

Discipline & Performance Management Procedure

Member Disclosure Protection (Whistleblower) Procedure

Police Record Check Exception Procedure

Registration Refund Procedure

Supporting a Member Under Suspension Procedure

Temporary Suspension and Termination Procedure

Transfer a Rover Scout or Scouter Procedure

Transfer a Youth Participant Procedure

Volunteer and Employee Screening Procedure

Workplace Anti-Harassment and Violence Prevention Procedure

Scouting Values

Accessible Customer Service Procedure

Alcohol Exception Procedure

Conflict of Interest Procedure

Member Accommodation Procedure

No One Left Behind (NOLB) Participation Procedure

No One Left Behind (NOLB) Registration Procedure

Preventing and Responding to Bullying and Harassment Procedure

Structure, Responsibility and Authority

Group Membership Conditions Procedure

Youth Protection

Scouts Canada Logo and Intellectual Property Procedure



ANNUAL PROPERTY STANDARDS PROCEDURE

Introduction

Scouts Canada policy states that all real property must meet Scouts Canada Property Standards.

Our Procedure

1. A Property Standards compliance report shall be submitted by the Property Committee or Manager. The report is submitted to the Operations Manager by August 31 each year.
2. When a property fails to meet one of the standards, the Property Committee or Manager must submit a remediation plan to resolve the deficiency to the Operations Manager for approval. The remediation plan must include a deadline for the work to be completed. Where the deficiency is regarding a municipal or provincial government regulation, the deadline must be in accordance with that regulation.
3. The property will submit a monthly report demonstrating progress resolving the deficiency.
4. Failure or inability to resolve the deficiency by the deadline within an approved timeframe will result in the partial or full closure of the facility until the deficiency has been resolved.

Related Policies & Standards

- [Property Policy](#)
- [Property Standards](#)

Effective Date

March 2, 2019



GROUP EQUIPMENT AND PROPERTY INSURANCE PROCEDURE

Introduction

This procedure explains how Groups insure their equipment. It applies to Groups that have real property as well.

Scouts Canada provides third party general liability insurance coverage for all Scout properties and activities. This insurance does not cover equipment and other assets.

Our Procedure

1. Groups must insure equipment, including trailers, for fire, theft, or damage.
2. Real property, including buildings and contents of any description, must also be insured for fire, theft, and damage.
3. The selection of an insurance broker is the responsibility of the Group.
4. Groups are responsible for maintaining an inventory of equipment and building contents.
5. The inventory records:
 - a. Date of purchase
 - b. Purchase price
 - c. Location and condition
 - d. Life expectancy
 - e. Estimated replacement value
6. The inventory of equipment must be submitted with the Group Annual Financial Statement.
7. When Groups cannot secure equipment insurance, they establish a designated reserve fund to provide for the replacement of equipment. Designated reserve funds are reported

in the Group Annual Financial Statement.

8. To ensure that insurance coverage or replacement reserve funding is adequate, Groups must complete an annual insurance evaluation.

Related Policies & Standards

- [Section and Group Finance Policy](#)
- [Property Policy](#)

Related Procedures

- [Group Financial Responsibilities and Reporting Procedure](#)

Resources

- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019

^[1] Support Centre key points

- Don't assume that equipment stored in your Community Partner's facility or a Scouter's garage is covered by the property owner's insurance. Ask their insurance broker to verify coverage provided.
- When you have insurance, it is a good practice to file a copy of your inventory with your insurance broker.
- Don't forget that there will be a deductible amount that you will need to pay.
- When Groups have a reserve fund instead of insurance, the goal is to save 100% of the replacement value of equipment, especially if it is all stored in the same location. It likely won't be practical to save the full amount right away.
- Also needs detailed explanation of ownership of equipment trailers.



THIRD PARTY USE OF SCOUTS CANADA PROPERTY PROCEDURE

Introduction

Any time a third-party organization (non-profit organizations, societies, corporations, partnerships, trusts, cooperatives, or communal organizations but not including individuals and families) rents a Scouts Canada property, an approved contract must be signed.

Our Procedure

1. Before a Scouts Canada group or council enters into a rental contract with a third-party organization wishing to use Scouts Canada property, all Scouts Canada documents required regarding that specific property must be submitted.^[1]
2. All parties shall complete and sign the approved rental contract. Please refer to the [Contracts and Agreements Procedure](#).
3. Third parties must sign the [Organizational Hold Harmless Agreement](#) and provide proof of comprehensive general liability insurance with a minimum of \$2-million coverage. Scouts Canada must be named as an additional insured for the use of Scouts Canada property.
4. Deposits are collected in accordance with the contract.
5. All Scouts Canada policies, standards, and procedures apply for the duration of the contract.
6. Invoices are issued consistent with Revenue Canada and provincial requirements.
7. All documents are stored according to the Retention and Storage of Records Procedure.

Related Policies & Standards

- [Safety First Policy](#)
- [Property Policy](#)
- [Drug and Alcohol Policy](#)

Related Procedures

- [Contracts Procedure](#)


Resources

- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019

^[1] Currently, the following documents are required.

- completed Continuing Business Strategy;
 - approved Business plan;
 - current Property Standards Workbook;
 - assessment containing specific tax advice confirming whether third party rentals will impact taxation (income tax, property tax, commodity tax (GST-HST-QST) or charitable status for the property or Scouts Canada;
 - where third party rentals impact income tax or property tax, there must be a business case that demonstrates the additional costs can be recovered;
 - rental rate schedule demonstrating rates are market rate so as not to disadvantage commercial operations we may compete with;
 - in the case of leased real property, the owner of the real property, fixtures, and equipment has provided prior written agreement for third party usage; and
 - documents showing all facilities and equipment is fit and proper for purpose, has been correctly inspected, and is compliant with appropriate health and safety regulations as applicable.
- 

SCOUTS CANADA LOGO AND INTELLECTUAL PROPERTY PROCEDURE

Introduction

Scouts Canada's brand is so much more than our name, logo, and design. It is every bit of communication we generate: every visual cue, every written message, and the tone we use. Our brand is what comes to mind when people hear the words "Scouts Canada."

We will help our members and vendors use the official Scouts Canada logo and other intellectual property so it is consistent with our brand promise.

Our Procedure

1. The Scouts Canada **Brand Centre** provides our members with resources to advertise Scouting to the community.
2. Members purchasing merchandise for resale to the public will follow the **Group Financial Responsibilities and Reporting Procedure**.
3. Companies or individuals who wish to use the Scouts Canada logo or other intellectual property in advertising, whether published or digital, must submit their request in writing to marketing@scouts.ca. Both the proposed text and visual materials need to be submitted with the request.
4. When a Company, individual, or member of Scouts Canada wishes to sell merchandise using the Scouts Canada logo or other intellectual property, they shall submit a written proposal, including a sample of the product, to marketing@scouts.ca.
5. All licence agreements shall be reviewed by Scouts Canada's legal counsel.
6. Licence agreements shall state the terms and conditions required by Scouts Canada for use of the Scouts Canada logo or other intellectual property. Financial consideration from such agreements is not considered a charitable donation.
7. Scouts Canada will require indemnification from the company or individual along with proof of insurance naming Scouts Canada as an additional insured on their liability

insurance policy.

8. Any unauthorized use of the Scouts Canada logo or other intellectual property constitutes a breach of trademark rights and we will take whatever action is necessary to correct such a violation.

Related Policies & Standards

- [Safety First Policy](#)

Related Procedures


- [Third Party Waivers, Indemnification and Hold Harmless Agreements Procedure](#)
- [Contracts Procedure](#)

Resources

- [Scouts Canada Retail Services](#) – Scout Shops can help members purchase merchandise (crests, neckerchiefs, t-shirts, etc.) from Scouts Canada suppliers, ensuring the quality and safety of the products.
- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019



COMPLAINT PROCEDURE

Introduction

At Scouts Canada, we recognize our responsibility to deal fairly, constructively, and consistently with expressions of concern or dissatisfaction from members, parents, and non-members on behalf of themselves or their children.

This procedure is not to be used:

1. For complaints involving youth protection matters, which must be dealt with according to the [Youth Protection Reporting Procedure](#)
2. Where individuals disagree with a Scouts Canada policy or procedure, which will be dealt with by the [Scouts Canada Help Centre](#)
3. Regarding serious complaints about allegations of organizational, financial, or resource mismanagement, which must be dealt with according to the [Member Disclosure Protection \(Whistleblower\) Policy and Procedure](#).

Our Procedure

1. The procedure for resolving complaints seeks to:
 - a. Resolve complaints as early as possible
 - b. Support members
 - c. Identify and act on opportunities for change and improvement
2. Scouts Canada expects that concerns and complaints raised by members, parents, and non-members will be dealt with openly and equitably.
3. Complaints will be handled by the most local Commissioner.
4. Complaints regarding employees will be dealt with by their immediate supervisor.
5. Local, informal resolution is always encouraged. Many complainants do not want to enter a formal complaints procedure. They simply want to have their questions answered, their concerns dealt with, or their opinion heard. Listening, admitting mistakes, and learning how to do things better can often diffuse a difficult situation.
6. The Commissioner receiving a formal complaint may appoint someone else to

consider the complaint.

7. All formal complaints will be treated in strictest confidence to the extent possible. If we are not able to resolve your complaint without revealing your identity, we will discuss this with you.
8. Before taking any action, Commissioners shall discuss anonymous complaints and complaints from a previous Scouting year with the Council Relationships Manager (Section, Group, Area issues) or Executive Director-Scouting Experience (Council or National issues).
9. All parties need to be engaged in examining the complaint, including the complainant and Scouters involved. Where appropriate, youth members should also be engaged.
10. The Commissioner decides what action to take, based on the findings of the review, and explains the decision to the complainant and all Scouters involved in the situation.
11. The Commissioner is responsible for implementing the decision.

Related Policies & Standards

- [Member Disclosure Protection \(Whistleblower\) Policy](#)

Related Procedures


- [Member Disclosure Protection \(Whistleblower\) Procedure](#)
- [Youth Protection Reporting Procedure](#)

Resources

- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019



INCIDENT REPORTING PROCEDURE

Introduction

We report so we can learn from an incident and prevent it from happening again.

This procedure is used for reporting all incidents except for:

1. Incidents involving youth-protection matters, which are dealt with according to the Youth Protection Reporting Procedure
2. Incidents involving bullying or harassment, which are dealt with according to the Preventing and Responding to Bullying and Harassment Procedure

Our Procedure

When an incident occurs that results in bodily injury or property damage:

1. Make sure everyone is safe
2. Deal with the injury or damage appropriately
3. Advise the parents/guardians/family of the injured person or the owner of the property
4. Record what happened right away, including who, where, when, and how the incident occurred. Don't worry about why right now
5. Report the incident within 48 hours, using the Scout Safe App
6. If you don't have access to the ScoutSafe App, complete the Scouts Canada Incident Report Form. Email it to safety@scouts.ca
7. Direct all questions, including those from the police or media, to the Safe Scouting Department via email (safety@scouts.ca) or phone (1-800-339-6643)

Related Policies & Standards

- [Safety First Policy](#)

Related Procedures


- [Youth Protection Reporting Procedure](#)
- [Preventing and Responding to Bullying and Harassment Procedure](#)

Resources

- [ScoutSafe App](#)
- [ScoutSafe Incident Reporting User Guide](#)
- [Scouts Canada Incident Report Form](#)
- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019



CONTRACTS PROCEDURE

Introduction

Most business relationships involve contracts. Contracts may be required for:

- Meeting place or camp rentals
- Program service providers
- Fundraising suppliers
- Transportation and equipment rental
- Property operation, construction, and renovation

Contracts create a future liability to pay for or provide something. They are not usually required for purchases such as camping equipment or groceries.

This procedure applies to contracts for Sections, Groups, Areas, Councils, and Scout Properties.

Sometimes, contracts include hold harmless, waiver, and indemnification agreements, which transfer liability to Scouts Canada for the negligence of organizations and businesses that provide services to us. If any contract includes one of these agreements, please refer to the [Third Party Waivers, Indemnification and Hold Harmless Agreements Procedure](#).

Our Procedure

1. The Scouts Canada contracts planning checklist will guide you through the steps of completing a contract.
2. Before proceeding to select a supplier, the responsible Commissioner or Manager needs to decide whether sole sourcing (only considering one supplier) is acceptable. Normally, the larger the contract, the less likely sole sourcing is acceptable.
3. Contracts are legal obligations. There are financial penalties for failing to read and meet the conditions of the contract.
4. The Third Party Waivers, Indemnification and Hold Harmless Agreements Procedure must be followed when the contract includes one of those.
5. The Group Commissioner, Group Administrator, or another member designated by the Group Committee may sign contracts for meeting place or camp rentals, program service

providers, and transportation and equipment rental where the term of the contract is not more than one year and the total value is less than \$5,000.

6. All other contracts for:

- a. Fundraising suppliers
- b. Property operation
- c. Construction and renovation

shall be submitted to contracts@scouts.ca at least 30 days before the contract is required.

7. Authority to sign all other contracts is defined in the Delegation of Authority Standard.

8. Approved contracts will be returned to the originator within three weeks. Where terms need to be renegotiated, the originator will be contacted sooner.

Related Policies & Standards

- [Section and Group Finance Policy](#)
- [Conflict of Interest Policy](#)

Related Procedures

- [Third Party Waivers, Indemnification and Hold Harmless Agreements Procedure](#)

Resources

- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019



GIFTS-IN-KIND PROCEDURE

Introduction

Gifts in kind, also known as non-cash gifts, are gifts of property. Donors sometimes want to give Groups equipment. Less frequently, they want to donate artwork, securities, or cultural and ecological property.

This procedure applies to all gifts in kind received on behalf of Scouts Canada or a Group where the donor wishes to receive an official donation receipt.

Our Procedure

1. The Gift Acceptance Procedure applies to all gifts to Groups.
2. Scouts Canada will issue official donation receipts for gifts in kind^[1] valued at \$500 or more.
3. When a Scout Group agrees to accept a gift in kind, the donor and the Group first establish the fair market value^[2] of the gift.
4. The Scouts Canada Revenue Development Department will establish the fair market value for gifts in kind:
 - a. With a fair market value of more than \$5,000
 - b. For artwork, securities, real property, and similar items
5. A contribution of service, time, skills, or efforts, is not property and, therefore, is not a gift in kind.
6. The donor submits an invoice for the fair market value of the item.
7. The Scout Group authorizes and pays the invoice.
8. The donor donates all or a portion of the amount.
9. The Group Treasurer submits a Gifts-in-Kind Form, proof of fair market value, and the donor cheque to the Scouts Canada Service Centre.
10. The Scouts Canada Service Centre follows the [Official Donations Receipt Procedure](#).

Related Policies & Standards

- [Section and Group Finance Policy](#)
- [Section and Group Fundraising Policy](#)

Related Procedures

- [Official Donations Receipt for Groups Procedure](#)

Resources


- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019

^[1] Gifts in kind, also known as non-cash gifts, are gifts of property. They cover items such as gift certificates and gift cards (in certain circumstances), artwork, equipment, securities, and cultural and ecological property. (Canadian Revenue Agency Glossary)

^[2] Fair market value is normally the highest price, expressed in dollars that property would bring in an open and unrestricted market, between a willing buyer and a willing seller who are both knowledgeable, informed, and prudent, and who are acting independently of each other.



GROUP FINANCIAL RESPONSIBILITIES AND REPORTING PROCEDURE

Introduction

Scout Groups are chartered branches of Scouts Canada, a registered charity in Canada. The financial activities, including fundraising, of registered charities and their branches, must comply with the requirements of the Income Tax Act. The following controls have been established so Groups meet these requirements.

Our Procedures

Roles and Responsibilities

1. The Group Commissioner has overall accountability for the Group, including finances.
2. The Group Commissioner appoints a Group Treasurer, who:
 - a. Is a registered member of Scouts Canada
 - b. Is responsible for budgeting, recording, and reporting on the financial affairs of the Group
 - c. Ensures that the Group adheres to the policies and procedures of Scouts Canada

Banking

3. Bank and investment accounts must be named using the following conventions: "Scouts Canada – group number, name, section" (e.g. Scouts Canada – 12th Somewhere Group)
4. The Group Treasurer approves the opening and closing of section bank accounts and maintains a record of the details of the account.
5. The Group Committee approves the signing authorities for all Section or Group bank and investment accounts. Signing authorities must be registered members of Scouts Canada.
6. All financial transactions must be under the control of at least two members^[1] of

Scouts Canada.

7. Funds received must be deposited in the bank account promptly.
8. Group or Section signing authorities may not be related by blood, adoption or marital status unless approved by the next-senior Commissioner or designate.

Planning & Budgeting

9. An annual accrual-based budget^[2] for the Group, and each Section, must be approved by the Group Committee before the beginning of the fiscal year.
10. The Scouts Canada fiscal year is Sept.1 to Aug. 31.
11. For any given fiscal year, expenditures shall not exceed revenue and available reserve balances.

Reserves and Investments

12. Reserves for future equipment replacement, special events, operating contingency, or other appropriate projects are an important part of planning.
13. Reserves must be approved by the Group Committee.
14. Groups are authorized to invest in short-term Guaranteed Investment Certificates (GICs) purchased from a chartered bank or similar financial institution.

Fundraising

15. When membership fees, activity fees, Scout Popcorn, Scoutrees, and Apple Day income are not sufficient to fund activities, the Group's annual plan and budget will need to include other fundraising activities^[3].
16. All fundraising contracts and agreements must adhere to the Scouts Canada Contracts and Agreement Procedure.
17. The Waivers, Indemnification and Hold Harmless Agreements Procedure applies wherever a vendor requires organizational or individual releases.
18. To foster cooperation, Groups need to inform their Council before soliciting donations from corporations, foundations, service clubs, and individuals. This includes crowdsourcing initiatives or sponsorships.
19. Gaming activities^[4] must be approved by the supervising Council before application is made to the provincial gaming authority.

Receipts

20. Cash receipts are issued when requested for any amount of \$20 or more.
21. The Official Donation Receipt Procedure and the Gifts in Kind Procedure explain how donors may receive an official donation receipt and the requirements Scout groups must meet.

Disbursements

22. Groups expend funds when:
- a. The expense has been budgeted for
 - b. There is a group policy to reimburse a particular category of expenditure
 - c. It is approved by the Group Committee
23. All payments must be authorized by:
- a. The Contact Section Scouter for Section expense
 - b. The Group Administrator, or someone other than the Group Commissioner or Treasurer authorized by the Group Committee for Group expenses
 - c. Another Group Committee member, where the authorizing Scouter is the payee
24. Scouters authorizing payment may not be related by blood, adoption or marital status to signing authorities.
25. Expenditures are normally made by cheque indicating that those signing have reviewed the expenses and found them to be appropriate.
26. Any other method of payment (e.g. cash advance, electronic transfer) must be approved by the Group Committee in advance.

Reporting

27. The financial records of Scout Groups are subject to review by Scouts Canada, according to the Group Annual Financial Review Procedure.
28. All Section and Group bank accounts shall be reconciled monthly. Financial reports shall be provided to the Group Committee monthly.
29. Anyone in the Group receiving or dispersing funds must keep an accurate record.
30. Following the fiscal year-end, the Group annual financial statement shall be reviewed by two independent individuals who are not involved in the group financial accounting and reporting. The individuals must be able to understand a balance sheet and income statement^[10].

31. All Groups must submit to the Service Centre for their Council an annual financial statement consolidating the financial statements of Sections by Nov. 30 of each year.
32. An inventory of equipment (not including consumable supplies) must accompany the statement.
33. Group financial records will be maintained by the Group and be available to the Council should they be required. The Group will maintain the records in a manner that will be in compliance with requirements for financial records storage as set forth by Scouts Canada.

Related Policies & Standards

- [Section and Group Finance Policy](#)
- [Section and Group Fundraising Policy](#)

Related Procedures

- [Contracts Procedure](#)
- [Third Party Waivers, Indemnification and Hold Harmless Agreements Procedure](#)
- [Gifts-in-Kind Procedure](#)
- [Official Donations Receipt for Groups Procedure](#)

Resources

- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019

[1] Definition of a member: [Bylaw — Article II](#)

[2] Accrual based budgets recognize expenditures and earnings when expenditures are incurred and when money is earned, regardless of when money is actually paid or received.

[3] Fundraising is:

- Any activity that includes a solicitation of present or future donations of cash or gifts in kind, or the sale of goods or services to raise funds, whether explicit or implied.
- Gaming activities, such as lotteries, raffles or bingos, regulated by the provinces and territories. Gaming activities are fundraising activities and, like all activities of registered charities and their branches, must comply with the requirements of the Income Tax Act.
- Crowdfunding which is the practice of funding a project or venture by raising monetary contributions from a large number of people. Crowdfunding is a form of crowdsourcing and of alternative financing.

[4] Lotteries, raffles or bingos are fundraising gaming activities. They are regulated by the provinces and territories, and must comply with the requirements of the Income Tax Act.

OFFICIAL DONATIONS RECEIPT FOR GROUPS PROCEDURE

Introduction

Scouts Canada is a registered charity and Groups are branches of Scouts Canada.

Donors may designate gifts to Groups.

Scouts Canada issues official donation receipts for our Groups so they don't have the additional administrative burden of registering for and maintaining registered charitable status.

Following this procedure ensures that our donors are recognized for their support and we meet Canada Revenue Agency requirements.

Official donation receipts are normally issued within 30 days of the service centre receiving the donation. Groups are encouraged to submit donations to their service centre within one week of receipt.

Our Procedure

1. The following apply to the process of making and recording a donation to a Group:
 - a. Donors may make a donation at a Scouts Canada Service Centre^[1] by cheque, credit card, or cash. Donations designated for a Group will be disbursed to that Group
 - b. Donors may make a donation by cheque or cash to the Group, who will submit the donation to their Scouts Canada Service Centre for processing
 - c. When a cash donation is received by a Group or service centre, the individual donation record (click this link to the form) must be completed and submitted.
2. After depositing the donation and confirming the Group is in good standing^[2]:
 - a. The official donation receipt is prepared
 - b. Prepares a cheque requisition to send the donated funds to the Group
 - c. Sends the official donation receipt to the Group
3. The Group sends the official donation receipt and a thank-you letter to the donor.

4. The Group Treasurer records the donation.

Inadmissible Donations

5. According to the Canadian Revenue Agency (interpretation bulletin CPC-019), charities may not issue official donation receipts if:
 - a. The donor has directed the charity to use the funds to defray or pay the costs of a particular participant
 - b. A family member benefits directly from the donation (e.g. registration fees, event fees)
 - c. A participant has to collect amounts corresponding to his/her expenses to participate in activities, failing which the member will not be able to participate in the activities. Contributions from family members and friends do not qualify for official donation receipts.

Donating Expense Reimbursement

According to the Canada Revenue Agency^[3], “a charity can reimburse a volunteer for the expenses incurred on behalf of the charity and later accept the return of the payment as a gift, provided that the amount is returned voluntarily.”

6. The parties are encouraged to proceed by way of an exchange of cheques.
7. The volunteer submits an expense claim.
8. The Group issues a cheque to the volunteer covering the costs incurred.
9. The volunteer then writes a cheque to the Group for an equivalent or lesser amount.
10. The Group submits the cheque to the service centre (see Step 1(b))
11. By using the cheque-exchange method, a charity will have proper financial records justifying the receipt it issues to the volunteer and the volunteer can document that he or she has transferred property to the charity.

Related Policies & Standards

- [Section and Group Finance Policy](#)
- [Section and Group Fundraising Policy](#)

- Section and Group Fundraising Policy
- Property Policy

Related Procedures

- Group Financial Responsibilities and Reporting Procedure

Resources

- FAQs — Scouts Canada Online Support Centre


Effective Date

March 2, 2019

[1] [Scouts Canada Service Centre information](#)

[2] A Group in good standing has submitted their annual financial statement for the last fiscal year and provided their bank account information so funds may be electronically transferred.

[3] <https://www.canada.ca/en/revenue-agency/services/charities-giving/charities/policies-guidance/policy-commentary-012-pocket-expenses.html>



YOUTH PROTECTION REPORTING PROCEDURE

Introduction

Everyone has a duty to ensure the safety of children and youth. We must protect youth from all forms of child abuse — whether physical, sexual, or emotional — and neglect. We must be alert to inappropriate sexual behaviour between youth. We also need to monitor the welfare of youth.

This procedure describes how and when Scouters and other adults act upon and report allegations of abuse, neglect, and concerns about the welfare of children and youth. In the event of any doubt or uncertainty, it is your duty to contact **Safe Scouting 1-800-339-6643 (24 hours)**. **The safety and protection of youth must take precedence over all other matters.**

Our Procedure

1. If a young person discloses abuse by someone:
 - a. Allow the child to speak freely without interruption, and accept what you are told
 - b. Offer reassurance and understanding; do not make any judgment or show emotion
 - c. Explain that you can get help and must report the information to authorities
 - d. Ensure the child is safe from harm; if there is immediate risk call 911
 - e. Write down what you have been told, using the youth's words when possible. Sign and date your notes
 - f. Ensure that there is no further risk to any child during Scouting activities
 - g. Immediately report to:
 - i. Provincial child protective services or police
 - ii. The Safe Scouting Department (**1-800-339-6643, 24 hours**)
2. If you are worried about the welfare of a youth or their safety (including neglect, self-

harm, homelessness):

- a. Make notes of your concerns, what you saw, heard, or witnessed. Sign and date them
 - b. Ensure the child is safe from harm. Call 911 if there is an immediate risk
 - c. Immediately report to:
 - i. Provincial child protective services or police
 - ii. The Safe Scouting Department (**1-800-339-6643, 24 hours**)
3. If you receive a complaint or allegation about any Scouter:
- a. Immediately inform your Group or Area Commissioner
 - b. Make notes of the allegation using the complainant's words, sign, and date them
 - c. Immediately report to:
 - i. Provincial child protective services or police
 - ii. The Safe Scouting Department (**1-800-339-6643, 24 hours**)
4. If a complaint or allegation is made about you, immediately inform your Group, Area, or Council Commissioner.
5. When you notify the Safe Scouting Department (1-800-339-6643, 24 hours), you will need to provide all of the information you have. Do not withhold any information.
6. Anyone has a right to raise concerns or report allegations in confidence without fear of repercussions or other adverse effects.
7. If you are in any doubt, contact the Scouts Canada Safe Scouting Team. The team can assist with contacting child protective services or police.

Related Policies & Standards

- [Youth Protection Policy](#)
- [Workplace Anti-Harassment and Violence Prevention Policy](#)

Related Procedures

Related Procedures


- [Preventing and Responding to Bullying and Harassment Procedure](#)
- [Workplace Anti-Harassment and Violence Prevention Procedure](#)

Resources

- [List of provincial child protection authority contact phone numbers](#)
- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019



COMPLAINT PROCEDURE

Introduction

At Scouts Canada, we recognize our responsibility to deal fairly, constructively, and consistently with expressions of concern or dissatisfaction from members, parents, and non-members on behalf of themselves or their children.

This procedure is not to be used:

1. For complaints involving youth protection matters, which must be dealt with according to the [Youth Protection Reporting Procedure](#)
2. Where individuals disagree with a Scouts Canada policy or procedure, which will be dealt with by the [Scouts Canada Help Centre](#)
3. Regarding serious complaints about allegations of organizational, financial, or resource mismanagement, which must be dealt with according to the [Member Disclosure Protection \(Whistleblower\) Policy and Procedure](#).

Our Procedure

1. The procedure for resolving complaints seeks to:
 - a. Resolve complaints as early as possible
 - b. Support members
 - c. Identify and act on opportunities for change and improvement
2. Scouts Canada expects that concerns and complaints raised by members, parents, and non-members will be dealt with openly and equitably.
3. Complaints will be handled by the most local Commissioner.
4. Complaints regarding employees will be dealt with by their immediate supervisor.
5. Local, informal resolution is always encouraged. Many complainants do not want to enter a formal complaints procedure. They simply want to have their questions answered, their concerns dealt with, or their opinion heard. Listening, admitting mistakes, and learning how to do things better can often diffuse a difficult situation.
6. The Commissioner receiving a formal complaint may appoint someone else to

consider the complaint.

7. All formal complaints will be treated in strictest confidence to the extent possible. If we are not able to resolve your complaint without revealing your identity, we will discuss this with you.
8. Before taking any action, Commissioners shall discuss anonymous complaints and complaints from a previous Scouting year with the Council Relationships Manager (Section, Group, Area issues) or Executive Director-Scouting Experience (Council or National issues).
9. All parties need to be engaged in examining the complaint, including the complainant and Scouters involved. Where appropriate, youth members should also be engaged.
10. The Commissioner decides what action to take, based on the findings of the review, and explains the decision to the complainant and all Scouters involved in the situation.
11. The Commissioner is responsible for implementing the decision.

Related Policies & Standards

- [Member Disclosure Protection \(Whistleblower\) Policy](#)

Related Procedures

- [Member Disclosure Protection \(Whistleblower\) Procedure](#)
- [Youth Protection Reporting Procedure](#)

Resources

- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019

INCIDENT REPORTING PROCEDURE

Introduction

We report so we can learn from an incident and prevent it from happening again.

This procedure is used for reporting all incidents except for:

1. Incidents involving youth-protection matters, which are dealt with according to the Youth Protection Reporting Procedure
2. Incidents involving bullying or harassment, which are dealt with according to the Preventing and Responding to Bullying and Harassment Procedure

Our Procedure

When an incident occurs that results in bodily injury or property damage:

1. Make sure everyone is safe
2. Deal with the injury or damage appropriately
3. Advise the parents/guardians/family of the injured person or the owner of the property
4. Record what happened right away, including who, where, when, and how the incident occurred. Don't worry about why right now
5. Report the incident within 48 hours, using the Scout Safe App
6. If you don't have access to the ScoutSafe App, complete the Scouts Canada Incident Report Form. Email it to safety@scouts.ca
7. Direct all questions, including those from the police or media, to the Safe Scouting Department via email (safety@scouts.ca) or phone (1-800-339-6643)

Related Policies & Standards

- [Safety First Policy](#)

Related Procedures


- [Youth Protection Reporting Procedure](#)
- [Preventing and Responding to Bullying and Harassment Procedure](#)

Resources

- [ScoutSafe App](#)
- [ScoutSafe Incident Reporting User Guide](#)
- [Scouts Canada Incident Report Form](#)
- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019



PUBLIC APPOINTMENT PROCEDURE

Introduction

Using an open and transparent process, we are committed to recruiting and appointing the best people to lead Councils and Service Areas.

Our Procedure

Council Commissioner and Council Youth Commissioner

1. All appointments commence on Sept. 1. Normally, Scouters chosen for the Commissioner and Youth Commissioner roles will serve as commissioners-designate for one year before being appointed.
2. The Public Appointments Support Scouter^[1] initiates the search for the new Commissioner. The ideal timeline is as follows:
 1. March 1: Search process begins
 2. September 1: Scouter is appointed Council (Youth) Commissioner-designate
 3. 12 months later: Scouter is appointed Council (Youth) Commissioner
3. The Council Key 3 recommends chairs for each of the two search committees.
4. The National Commissioner appoints the chair of the Council Commissioner Search Committee.
5. The National Youth Commissioner appoints the chair of the Council Youth Commissioner Search Committee.
6. The Council Key 3 appoints the Search Committee members.
7. The Council Commissioner Search Committee shall consist of:
 1. Chair
 2. Council Youth Commissioner
 3. Council Relationships Manager
 4. Two additional members appointed by the chair, in consultation with the Council Key

8. The Council Youth Commissioner Search Committee shall consist of:

1. Chair
2. Appropriate Assistant National Youth Commissioner
3. Council Commissioner
4. Council Relationships Manager
5. Two additional members appointed by the chair, in consultation with the Council Key

3. The search committees shall:

6. Understand the standard job description
 7. Interview the incumbent and other stakeholders about specific local opportunities and challenges. The committee also understand the competencies of the person required to serve in this role in the next term
 8. Review the Council Succession Plan and consult stakeholders to identify prospective candidates who should be invited to apply for the position
 9. Advertise the volunteer opportunity using Scouting's networks and external advertising such as volunteer centres, sponsor/partner organizations, and professional organizations
 10. Receive and evaluate applications for at least 14 days after call goes out
 11. Interview at least three candidates. Ideally, the entire committee should participate in each interview to:
 1. Assess the candidate's attitudes, skills and knowledge
 2. Assess the candidate's commitment to Scouts Canada's strategic plan and the Five Priorities
 3. Determine each candidate's fit for the role
 4. Provide additional information about the role and answer questions the candidates may have
 12. Report to the responsible Commissioner
9. As per the **Volunteer and Employee Screening Procedure**, a reference check must be completed with the successful applicant's last Commissioner before they are appointed.
10. The responsible Commissioner will appoint the new Commissioner at least three months before their term as Commissioner-designate commences.
11. Once a candidate has accepted the appointment, the chair of the Search Committee shall notify the unsuccessful applicants.
12. If the responsible Commissioner does not select a candidate, the Search Committee may be asked to renew the search or be replaced by a new committee.

13. The responsible Commissioner will notify the National Service Team and Board of Governors of the appointment.

14. The Search Committee Chair will notify the members of the Council and other stakeholders of the selection.

Other Roles Including Service Areas

15. Councils recruiting volunteers for team and Commissioner roles within their area of responsibility will do so in a manner consistent with the process outlined here.

Related Policies & Standards

- [Key 3 Shared Leadership Policy](#)

Related Procedures

- [Volunteer and Employee Screening Procedure](#)

Resources

- Volunteer Screening: It's Our Duty online Training
- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019

[1] A Scouter appointed by the Deputy National Commissioner – Volunteer Support

CERTIFICATE OF INSURANCE PROCEDURE

Introduction

Scouts Canada will issue certificates of insurance (COI) to other organizations and businesses, proving that Scouts Canada has comprehensive general liability insurance. This procedure does not apply to requesting proof of insurance from other organizations and businesses.

A certificate of insurance (COI) is a document issued by an insurance company/broker to verify the existence of insurance coverage under specific conditions granted to listed individuals. More specifically, the document lists the effective date of the policy, the type of insurance coverage purchased, and the types and dollar amount of applicable liability.^[1]

Our Procedure

1. When a business or other organization asks for proof of comprehensive general liability insurance, offer our generic certificate of insurance.
2. When an organization or business wants a certificate of insurance naming them as an additional insured, send the request form to your Service Centre at least fifteen (15) business days before a contract needs to be signed or the event takes place. The contract for the event or service must accompany the request.
3. The certificate of insurance will be sent to the other organization or business and the Group requesting the COI.

Related Policies & Standards

- [Safety First Policy](#)

Related Procedures

- [Contracts Procedure](#)
- [Third Party Waivers, Indemnification and Hold Harmless Agreements Procedure](#)


Resources

- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019

[1] Source – http://www.investopedia.com/terms/c/certificate_of_insurance.asp.



GROUP SAFETY LEADERSHIP GUIDELINE

Our Commitment to Safety

The safety of our youth, volunteers, staff and employees cannot be compromised. Health and safety must be integrated into everything we do. Every member of Scouts Canada will be diligent in identifying and managing risk so everyone can safely participate in Scouting adventures. We will be role models for the future leaders that we represent. We will keep up our commitment to parents and youth that everyone can trust Scouting to be a safe place to have fun adventures.

Note: *Child & Youth Safety is a special topic that is treated independently from Health & Safety. Health & Safety refers to physical and personal safety; building, equipment and asset safety (often called process safety) and procedural and administrative safety (i.e. the rules, regulations, supervision and competency).*

Our Safe Scouting Policy

1. Adventure always carries with it some element of risk; our responsibility is to ensure members, youth and adults, focus on identifying and reducing risk as an essential part of their activities.
2. The identification and management of risk is an indispensable component of the plan-do-review process for adventures and activities undertaken by Scouts Canada including its Sections, Groups and Councils.
3. Scouts Canada will provide resources and training to all of its volunteers to help plan safe, fun adventures and activities.

The Role of Group Committees in Safety

Safety leadership is more than ensuring compliance and rule-following. It is about setting the tone of what is both acceptable and desirable to ensure we maintain a safe environment and behaviours that role-model for our youth a leading safety culture.

As Scouters, we have a special opportunity to set the 'tone from the top' an example of

As Scouters, we have a special opportunity to set the tone from the top, an example of what good safety behaviour is, and provide a living picture for our youth that they can adopt for themselves as future leaders. Fundamentally, we make a commitment to our parents, youth and members that when people are in our care they return in the same condition or better than when they arrived.

At Scouts Canada, **we believe that all accidents are preventable** and our actions at all times will reflect that and we do our best to ensure no injury occurs on our watch.

Ultimately, group committees have several key responsibilities when it comes to safety:

- (1) We ensure all Scouts Canada standards, and the minimum requirements detailed within, are met or exceeded at all times. Accordingly, we ensure we keep up to date on the expectations of the standards and ensure we communicate to our section scouters to ensure they conduct themselves and the activities accordingly.
- (2) We ensure that the regular meeting places are safe, that emergency plans exist and that scouters are communicating safety to parents and youth and practising drills as required.
- (3) We ensure that all of our outdoor activities are safe at all times – that plans are developed in advance, that hazards are appropriately identified and that risks are managed to within an acceptable risk tolerance.
- (4) We ensure that our group and section equipment is always safe, maintained and stored appropriately. We verify with our section scouters and ‘Scouters in Charge’ that they have the knowledge, skill and competency to conduct activities appropriately.
- (5) We ensure appropriate supervision is in place to protect all our members, not just youth. This means we will ensure competent people are available for activities, scouter to youth ratio is always maintained and we ensure two-deep section leadership at all times.
- (6) We understand our responsibility to stop, defer, or cancel an activity for safety reasons if the Scouter in Charge has not met the minimum expectations for safety for Scouts Canada.
- (7) We will always err on the side of caution and always in the favor of youth safety – even if this means disappointing scouters, or youth. Advanced planning and preparation should reduce the likelihood of cancellation to a minimum.

Related Policies & Standards

- [Safety First Policy](#)
- [Property Policy](#)
- [Volunteer Screening Policy](#)
- [Youth Protection Policy](#)
- [Animals at Scout Properties and Activities Standards](#)
- [Adventure Standards](#)
- [First Aid Standards](#)
- [Incident Management Standard](#)
- [Knives, Axes, Saws, Stoves, Lanterns and Other Camping Tools Standards](#)
- [Prohibited Activities Standards](#)
- [Safety Equipment Standards](#)
- [Shooting Sports Standards](#)
- [Swimming Standards](#)
- [Transportation Standards](#)
- [Watercraft Standards](#)
- [Emergency Management Standard](#)

Related Procedures

- [Non-member Individual Hold Harmless Agreement Procedure](#)
- [Third Party Use of Scouts Canada Property Procedure](#)
- [Third Party Waivers, Indemnification and Hold Harmless Agreements Procedure](#)

Resources

- [Emergency Preparedness and Response Guideline](#)
- [Adventure Activity Form](#)
- [Physical Fitness Form](#)

In Development

- [Risk Management Standard](#)
- [Environmental Property Registration, & Workplace Health & Safety Compliance Registration Procedures](#)

Reporting Procedure

Effective Date



LEGAL CLAIMS PROCEDURE

Introduction

This procedure has been established to guide Scouters who must respond when Scouts Canada, a Council, Group, and/or individual member is the subject of legal proceedings.

This procedure is most commonly engaged after a member has been injured during a program activity, after an incident in which property is damaged, or when Scouts Canada has become aware that a person has commenced or intends to commence a legal or court proceeding against Scouts Canada or one of its members. Prompt action is essential to preserve all legal rights, as litigation processes across the country often require the filing of a defence within a short period of time.

Our Procedure

1. This procedure applies to all Scouts Canada members who learn that a legal proceeding has been initiated against Scouts Canada, a Council, and/or Group. This procedure also applies to all Scouts Canada members who learn that a legal proceeding has been initiated against individual members in relation to their role within Scouts Canada.
2. Not following this procedure may result in you being personally responsible for the legal claim you are named in.
3. When a Council, Group, or individual member learns that they are the subject of a legal claim, they must immediately notify the Executive Director – Business Services^[1].
4. The person who accepts service of legal documents shall immediately fax or scan the documents to the Executive Director – Business Services.
5. The original documents must be sent by courier to the Executive Director – Business Services within 24 hours.
6. Anyone who receives additional correspondence regarding a possible claim must immediately fax or scan the document(s) to the Executive Director – Business Services and send the forms by courier.

Individual members named as defendants in a legal claim may be covered by Scouts

Canada's insurance. In this eventuality, a lawyer will be appointed by Scouts Canada's insurer to represent the individual member. Members named in legal claims should inform their own insurers of these claims to ensure their personal interests are fully protected.

Related Policies & Standards

- [Safety First Policy](#)

Related Procedures

- [Contracts Procedure](#)
- [Third Party Waivers, Indemnification and Hold Harmless Agreements Procedure](#)

Resources

- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019

[1] Peter Valters, Executive Director – Business Services, pvalters@scouts.ca

NON-MEMBER INDIVIDUAL HOLD HARMLESS AGREEMENT PROCEDURE

Introduction

Scouts Canada permits non-members to participate in Scouting activities to help them decide whether to join. We expect their parents to be responsible for them while they decide. In exceptional circumstances, Scouters bring their younger children to Scout activities. We expect the Scouters to be responsible for their children.

Our Procedure

1. Parents/guardians of any youth under the age of majority must sign an **Individual Release and Hold Harmless Agreement**^[1] before their child attends a Scouting activity, except when the youth is attending up to two activities while deciding about joining.
2. Parents/guardians, other adult helpers, and resource people may only participate in Scouting activities after they have been screened according to the Volunteer and Employee Screening Procedure.^[2] They do not need to sign an Individual Release and Hold Harmless Agreement.
3. Parents are responsible for supervising their children, except for youth attending two activities while deciding whether to join Scouting.
4. The Group is responsible for storing Individual Release and Hold Harmless Agreements.
5. Groups submit the Individual Release and Hold Harmless Agreements, with the Group Annual Report, to the Scouts Canada Service Centre^[3] that supports the Group.

Related Policies & Standards

- [Safety First Policy](#)

Related Procedures

- [Volunteer and Employee Screening Procedure](#)

Resources

- [FAQs — Scouts Canada Online Support Centre](#)

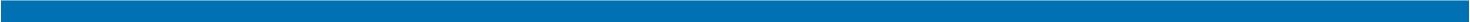
Effective Date

March 2, 2019

[1] [Individual Release and Hold Harmless Agreement](#)

[2] [Volunteer Screening Procedure](#)

[3] scouts.ca/councils/national-directory.html



THIRD PARTY WAIVERS, INDEMNIFICATION AND HOLD HARMLESS AGREEMENTS PROCEDURE

Introduction

Scouts Canada differentiates two types of scenario when waivers, hold-harmless or reciprocal indemnification agreements (also called waivers) may be required to sign.

1. Activities which Scouts Canada groups are “hosting” an event or activity, on another property (e.g. use of a building, school or a third-party contractor on behalf of Scouts Canada). In these cases, Scouts Canada is using the facility to host an activity, and more steps are required; refer to the [Contracts Procedure](#).
2. Activities in which Scouts Canada members “visit” an event or activity hosted or owned by a third-party require parental permission (e.g. indoor rock-climbing wall, downhill skiing, ziplines or high-ropes activities). In these cases, **Scouts Canada permits parents / legal guardians to sign waivers on behalf of their children**; however, Scouters cannot sign on behalf of the entire Section, Group or Council.

In all of these cases, when you consider an activity:

- Make sure it is not a prohibited activity.
- Parents/guardians should be given sufficient information along with the waiver to make an informed decision whether to sign it or not.
- Allow enough time to deal with parental consultation or develop alternative plans.
- Scouters can only sign waivers for their own personal participation and that of their own children.

Our Procedure

When asked to sign a waiver, indemnification or hold-harmless agreement for visiting a location or participating in an adventure:

1. Determine if it is Parental/Guardian permission, or if it is asking for it to be signed for

the entire group.

1. Scouters cannot sign on behalf of the entire Section, Group or Council.
2. Inform your Group Commissioner.
3. In the case of parental permission (i.e. “visiting” a location for an adventure):
 1. Scouts Canada permits parents/guardians to sign waivers on behalf of their children to participate in approved Scouting activities.
 2. Scouters are responsible to ensure that the proposed activity is not prohibited and that all participants have signed waivers and parent consent forms if appropriate.
 3. Discuss and agree upon the risk management for the proposed adventure.
 4. Discuss and agree upon the communication plan for parents/guardians.

Related Policies & Standards

- [Safety First Policy](#)
- [Prohibited Activities Standards](#)

Related Procedures

- [Contracts Procedure](#)
- [Certificate of Insurance Procedure](#)

Resources

- [Scouts Canada Reciprocal Indemnification Agreement](#)
- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019

Updates

October 2, 2019



CLOSING A SCOUT GROUP PROCEDURE

Introduction

We make every effort to ensure the continued effective operation of all Scout Groups. When we decide it is in the best interests of the Community Partner, youth, and community to cancel a Group Charter and close the Group, we follow this procedure.

When we close a Scout Group, we want to do so in an orderly fashion, recognizing the contribution of the Scouters and Community Partner.

Our Procedure

1. The decision to close a Group is normally made during the Group Annual Review in the spring. The steps to close the Group should be completed before the end of the current Scouting year.
2. The Council Key 3 approves cancelling Group Charters and closing Groups.
3. The Council Key 3 appoints a Scouter (volunteer or employee) to close the Group.
4. The Myscouts Section maximum participant and volunteer limits must be changed to 0 for the current and next sessions, so no new members are accepted.
5. The appointed Scouter plans the dissolution of the Group. The Group Committee and Community Partner representative(s) are encouraged to participate. The plan includes:
 - a. Transferring youth and adult members to other groups
 - b. Appointing new bank signing officers, if required
 - c. Paying all outstanding bills and accounts within 30 days
 - d. Completing a final financial review and equipment inventory of the group and sections and submitting all records to Scouts Canada within 60 days
 - e. Closing all bank accounts and submitting funds to Scouts Canada
 - f. If appropriate, organizing a celebration of the group's service to the community
 - g. Recognizing the Community Partner organization for their support of Scout

programs in the community

h. Disposing of Group equipment

6. The Council Key 3 approves the plan before it proceeds.

7. Before Aug. 31, the Myscouts status of the Sections and Group must be changed to "Inactive."

Related Policies & Standards

- [Community Partners Policy](#)

Related Procedures


- [Group Membership Conditions Procedure](#)

Resources

- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019



DISCIPLINE & PERFORMANCE MANAGEMENT PROCEDURE

Introduction

This procedure describes the Performance Management and Discipline Management process for Scouters that do not meet our expectations.

This procedure does not apply to:

1. Parents and other adults who volunteer to assist Scouters, but who are not members of Scouts Canada
2. Complaints involving youth protection matters, which must be dealt with according to the Youth Protection Reporting Procedure
3. Situations in which individuals disagree with a Scouts Canada policy or procedure, which will be dealt with by the Scouts Canada Help Centre
4. Serious complaints about allegations of organizational financial or resource mismanagement, which must be dealt with according to the Member Disclosure Protection (Whistleblower) Policy and Procedure.

Our Commitment

In Scouts Canada, we believe all Scouters and members deserve to be treated fairly and receive performance coaching and support to be successful in their role. We also believe that performance or behaviours inconsistent with our Scouts Canada values, role expectations and Code of Conduct must be intervened on appropriately and resolved in a timely manner. In rare circumstances, individuals will be reassigned to different roles, suspended for investigation or terminated depending on the severity of the non-compliance.

Our Procedure

1. Scouters will receive regular feedback about their performance and our expectations as

defined in the appropriate Code of Conduct.

2. When a Section Scouter or Group Committee Scouter violates the Code of Conduct, or their performance or behaviours are below the expectations of their assigned role, their Group Commissioner determines whether performance coaching and support or an official disciplinary reprimand is required. The Group Commissioner must inform the Council Key 3 of the decision to provide coaching/support or an official reprimand

3. When a non-section Scouter or non-Group Committee Scouter does not meet our expectations, a Council Key 3 member or assigned delegate determines whether performance coaching and support or an official disciplinary reprimand is required.

4. When a Council Key 3 Member, National Support Scouter or National Shared-Service Scouter does not meet our expectations, a National Key 3 member or assigned delegate determines whether performance coaching and support or an official disciplinary reprimand is required.

5. In all cases, a record of all efforts undertaken to provide guidance to a Scouter should be maintained.

6. When a reprimand is issued, it must be in writing and recorded in a ScoutsSafe form.

7. When repeated coaching, training, and support do not help the Scouter meet our expectations, the responsible Commissioner will explore with the Scouter reassignment to a different role.

8. When a Commissioner believes that one or more official warnings for repeated violations of the Code of Conduct warrants the termination of a Scouter's membership, the Commissioner must:

1. Submit the report to the Council Key 3.

2. The Key 3 will submit approved reports to the Safe Scouting Department. The Safe Scouting Department will present it to the National Review Board for consideration

3. Inform the Scouter that the matter has been referred to the National Review Board. The explanation must be in writing

9. The Scouter will be informed of the decision of the National Review Board along with the procedure for appealing a termination.

Related Policies & Standards


- [Discipline, Temporary Suspension and Termination of Membership Policy](#)
- [Scouts Canada Codes of Conduct Standard](#)

Related Procedures

- [Supporting a Member Under Suspension Procedure](#)
- [Temporary Suspension and Termination Procedure](#)

Effective Date

September 6, 2019



MEMBER DISCLOSURE PROTECTION (WHISTLEBLOWER) PROCEDURE

Introduction

This procedure is used to respond to concerns about financial or resource mismanagement by Council or national management. It will provide guidance to members as to how to disclose their concerns so that Scouts Canada can best address them and take corrective action where appropriate.

This procedure is not to be used:

1. For complaints involving youth protection matters, which must be dealt with according to the [Youth Protection Reporting Procedure](#)
2. Where individuals disagree with a Scouts Canada policy or procedure, which will be dealt with by the [Scouts Canada Help Centre](#).

Our Procedure

How to Raise a Complaint^[1] or Allegation^[2]

If you have concerns with respect to the mismanagement of finances or resources by either Council or national management:

1. As a first step, you should raise the complaint(s) or allegation(s) with your Council Key 3 or the National Key 3. This depends on the seriousness and sensitivity of the issues involved and who is suspected of malpractice. For example, if you believe that management is involved, you should approach the Executive Commissioner and Chief Executive Officer or the Chair of the Board of Governors.
2. Complaints or allegations may be raised verbally or in writing. To make a written report, you may use the following format:
 - i. The background and history of the complaint or allegation, giving relevant dates
 - ii. The reason you are particularly concerned about the situation
3. The earlier you disclose the complaint or allegation, the easier it is for Scouts Canada

3. The earlier you disclose the complaint or allegation, the easier it is for Scouts Canada to take action.
4. Although you are not expected to prove beyond doubt the truth of a complaint or allegation, you will need to demonstrate to the person to whom you report that there are reasonable grounds for concern.

Confidentiality

5. All complaints or allegations will be treated in strictest confidence to the extent possible. If we are not able to resolve your complaint without revealing your identity (e.g. police investigation or if the evidence is needed in court), we will discuss this with you.

How Scouts Canada Will Respond

6. Scouts Canada will respond to every complaint or allegation. Within 10 business days of a concern being raised, the responsible person will write to you:
 - i. Acknowledging that the complaint or allegation has been received
 - ii. Indicating how we propose to deal with the matter
 - iii. Giving an estimate of how long it will take to provide a final response
 - iv. Supplying you with information on the employee assistance program (where applicable)
 - v. Advising whether further investigations will take place and, if not, why not
7. Where appropriate, the complaint raised may:
 - i. Be investigated by the next senior Commissioner or manager or through the **Discipline and Revoking Appointments Procedure**
 - ii. Be referred to the police
 - iii. Be referred to an external auditor
 - iv. Form the subject of an independent inquiry
8. In order to provide procedural fairness to individuals and those accused of mismanagement, we will make initial enquiries to determine whether an investigation is appropriate and, if so, what form it should take. Complaints or allegations that fall within the scope of specific procedures (for example, youth protection or discrimination issues) will normally be referred for consideration under those procedures.
9. Some complaints or allegations may be resolved by agreed action without the need for investigation.

10. In exceptional circumstances, before any investigation is conducted interim remedial action may be taken.
11. The amount of contact between those considering the issues and you will depend on the nature of the complaint, the potential difficulties involved, and the clarity of the information you provide. If necessary, Scouts Canada will seek further information from you.
12. When Scouts Canada requires a meeting or interview, participants may be accompanied by a colleague or a friend. Such meetings or interviews may take place off site when appropriate.
13. Scouts Canada will take steps to minimize difficulties that you may experience as a result of raising a complaint or allegation.
14. If your complaint or allegation is not confirmed by investigation, no action will be taken, insofar as it is determined that the complaint was made in good faith.
15. Scouts Canada recognizes that you wish to be assured that the matter has been properly addressed. Thus, subject to legal constraints, we will inform you of the outcome of any investigation.

Related Policies & Standards

- [Member Disclosure Protection \(Whistleblower\) Policy](#)

Related Procedures

- [Discipline & Performance Management Procedure](#)

Resources


- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019

[1] A statement describing some wrong or offence.

[2] Something alleged, an unproved statement or assertion.



POLICE RECORD CHECK EXCEPTION PROCEDURE

Introduction

Police Record Checks (PRCs) are mandatory for all applicants 18 years of age and older. A Vulnerable Sector Search (VSS) must be part of this PRC process. Scouts Canada only accepts clean Police Record Checks.

A clean police record check means.

1. No criminal record as defined by the Criminal Records Act
2. No pardon(s) for a sexual offence as set out in the recent amendments of the Criminal Records Act
3. No outstanding criminal charge(s), including stayed charges
4. No order(s) made in the interest of safety under the criminal code, which would restrict the applicant's access to weapons, firearms, explosives, or other prohibitions
5. No contact, access, or behaviour restriction(s), including Peace Bonds, with any person
6. No order(s) made under the child protection legislation, which is intended to restrict the applicant/member's access to children

In exceptional circumstances, we will grant an exception and accept a PRC with VSS that does not meet these requirements.

Normally, it takes two weeks for a request for an exception to be decided.

Our Procedure

1. Should an applicant disclose that their PRC will not meet the requirements, the responsible Commissioner will determine the nature of the offence(s) and whether to apply for an exception or not.
2. The applicant will submit the following documents to the Council Relationships Manager:
 - a. Their PRC showing the applicable conviction and disposition
 - b. A reference letter from the responsible Commissioner. Other reference letters may

- b. A reference letter from the responsible Commissioner. Other reference letters may be submitted
 - c. A letter from the applicant explaining the nature of the offences and why they believe they should be appointed as a Scouter
 - 3. PRCs that reflect one of the following categories of offences and subject to the conditions identified below will be reviewed by the Council Key 3 (Council Commissioner, Council Youth Commissioner, and Council Relationships Manager).
 - a. Categories of offences:
 - i. Driving offences – driving while impaired, refusing to provide a suitable sample or submit to an evaluation as required by the Criminal Code
 - ii. Property offences – theft or fraud under \$5,000
 - iii. Drug possession offences – specifically limited to personal use of non-prescription marijuana and to instances in which the individual was 25 years of age or younger at the time of the offence
 - b. Conditions:
 - i. The conviction must be at least seven years old
 - ii. There was no period of incarceration involved
 - iii. There can only be one conviction per candidate on the PRC
 - iv. There can only be one exception per candidate
 - 4. The Council Key 3 decides whether to grant an exception or not.
 - 5. The Council Key 3 will notify the applicant and responsible Commissioner of the decision.
 - 6. The Council Relationships Manager will communicate the Council Key 3's decision to the Director of Safe Scouting, submitting:
 - a. Applicant's documents
 - b. Council Commissioner's letter
 - 7. When the request is within the scope of the Council Key 3's authority, their decision is final.
 - 8. When the request for an exception is beyond the authority of the Council Key 3, the Council Relationships Manager will submit the applicant's documents to the Director of Safe Scouting, who will refer the request to the PRC Review Committee

-
9. The Scouts Canada PRC Review Committee will notify the Council Key 3 of their decision.
 10. The Council Key 3 will notify the applicant and the responsible Commissioner.
 11. The decision of the PRC Review Committee is final.

Related Policies & Standards

- [Volunteer Screening Policy](#)

Related Procedures


- [Volunteer and Employee Screening Procedure](#)

Resources

- [Government of Canada Records Suspensions for Offences](#)
- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019



REGISTRATION REFUND PROCEDURE

Introduction

When a participant decides to withdraw, they are required to follow the procedures below. Refund requests are normally processed within 15 business days.

***Note: All refund requests must be received within 30 days of the original registration date. ***

Our Procedure

1. Only parents/guardians may initiate a refund request. The parents/guardians may request a refund by submitting a request through their myscouts profile.
2. Parents/guardians will fill in a questionnaire to complete and submit the ticket.
3. Once the questionnaire is fully completed, the refund ticket is assigned to the appropriate Service Centre.
4. The Service Centre determines whether the parents/guardians are eligible for a refund.
 - a. For all refunds requests received:
 - i. If received within 30 days of original registration date– 100% refund
 - ii. If received 30 days after registration date or later – No refund
5. The Service Centre:
 - a. Issues eligible refund
 - b. Removes the member's role in myscouts
 - c. Notifies the parent if they were eligible or not, and close the ticket

Related Policies & Standards

- [Membership and Registration Policy](#)

Related Procedures

- [No One Left Behind \(NOLB\) Registration Procedure](#)

Resources

- [How to Request a Refund](#)
- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019



SUPPORTING A MEMBER UNDER SUSPENSION PROCEDURE

Introduction

The purpose of this procedure is to establish how we support an individual whose membership in Scouts Canada has been suspended.

Our Procedure

A person that has been suspended from Scouts Canada is entitled during their suspension to support from an independent person. Scouts Canada has recruited and trained a group of experienced Scouters who are prepared to be support people for individuals who have been suspended. However, support is not available for individuals charged with child abuse or other serious criminal charges.

1. When a Scouter is suspended:
 - a. They will be offered a support person
 - b. The assigned support person will contact the suspended Scouter to determine whether the suspended Scouter accepts the support offered
2. The support person:
 - a. Will be appointed by the person responsible for suspending the member
 - b. Is able to help the suspended individual understand the suspension process and other Scouts Canada policies and procedures
 - c. Is not an advocate for the suspended Scouter
 - d. Is not involved in the investigation
 - e. Is not a liaison between the suspended individual and Scouts Canada
3. The Director of Safe Scouting will answer questions about the reasons for suspension or the status of the review.

Related Policies & Standards

- [Discipline, Temporary Suspension and Termination of Membership Policy](#)

Related Procedures

- [Temporary Suspension and Termination Procedure](#)

Resources

- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019

TEMPORARY SUSPENSION AND TERMINATION PROCEDURE

Introduction

This procedure describes how and when a Scouts Canada member may be suspended and/or terminated as a result of their conduct.

Our Procedure

Suspension

1. The Director of Safe Scouting may suspend a member pending review of the member's behaviour.
2. Members may be suspended when:
 - a. They are the subject of a criminal investigation or charge
 - b. Their presence at Scouts Canada events may pose a risk to others
 - c. They have committed or are alleged to have committed serious breaches of [Scouts Canada Codes of Conduct](#)
3. During periods of suspension, members shall not:
 - a. Take part in any activity connected to Scouts Canada
 - b. Enter Scouts Canada property or premises (including premises rented or leased by Scouts Canada)
 - c. Wear the uniform or badges of Scouts Canada
 - d. Contact youth members
4. A member is suspended while Scouts Canada verifies the facts of the allegations and determines whether that person may continue to be a member.
5. Periods of suspension should not normally last longer than 90 days. An extension of the period of suspension of up to 90 days may be approved by the Director of Safe Scouting. Any further extensions must be approved by the Executive Commissioner and CEO. When statutory investigations or criminal investigations/proceedings are ongoing,

the extension of the suspension is renewed until final resolution of the matter.

6. Any breaches of the terms of suspension will be considered as grounds for immediate termination of membership (see 19 below).
7. It is also considered grounds for immediate termination of membership if any member facilitates or conceals a suspended member's violation of the terms of suspension.
8. The Director of Safe Scouting will notify the suspended member of the reason for and conditions of the suspension in writing (the suspension letter), unless such disclosure would jeopardize any review or statutory investigation.
9. The suspended member must be informed of the conditions of suspension and offered a support person. These details will be confirmed in the suspension letter.
10. When the member to be suspended is under 18 years of age, they will be informed of the reason for and conditions of the suspension in the presence of their parents.
11. The Director of Safe Scouting will amend the member's record to show that they are suspended.
12. A copy of the suspension letter will be provided to the relevant Commissioners.
13. The Director of Safe Scouting will determine whether members of the suspended member's Group and their parents are to be informed of the suspension and/or the conclusion of the suspension.

Review

14. The Director of Safe Scouting will assign to the Safe Scouting Department or the suspended member's Council responsibility for reviewing the conduct of the suspended member. Where Councils are assigned to review the situation, suitably qualified and experienced Scouts Canada members will be assigned by the responsible Key 3 (the reviewer). The Director of Safe Scouting may authorize an external investigation conducted by suitably qualified individuals. Scouts Canada Members shall give their full co-operation to reviewers or investigators.
15. As soon as practical, a review of the situation must be conducted to allow the period of suspension to end.
16. In the event that a statutory investigation^[1] is conducted, permission must be sought from the Director of Safe Scouting to proceed with a review. It may be necessary for Scouts Canada to wait for the outcome of a statutory investigation before completing its review.
17. Any review should seek to gather sufficient information to enable an informed decision

to be made. The suspended member will be afforded an opportunity to provide a response and their version of the relevant facts. The reviewer or investigators must provide a concise written report to the Director of Safe Scouting for consideration.

18. Upon review of the written report, the Director of Safe Scouting may require a further review or work to be undertaken prior to making a recommendation to the National Review Board (NRB).

19. Periods of suspension will remain in place until the suspended member is advised in writing of the end of the period of suspension.

Conclusion

20. The Director of Safe Scouting will make one of the following recommendations regarding the status of the suspended member to the NRB and the NRB will decide how the period of suspension will end. Periods of suspension may come to an end in three ways:

- a. With reinstatement and no further action
- b. With reinstatement and disciplinary action (see 22 below), additional training, or a change in role
- c. With termination of membership (see 24 below)

21. A suspended member must be promptly informed by the Director of Safe Scouting of the decision and the status of the period of suspension.

22. Disciplinary action imposed on the member may include, without limitation, a verbal or written warning, further training, conditions on membership, or reassignment and shall clearly outline any action required to address any outstanding issues. A copy of any written warning must be provided to the Safe Scouting Department.

23. Failing to comply with any disciplinary action or conditions of reinstatement is a serious matter. The NRB may terminate members who fail to meet any such conditions.

Termination of Membership

24. Decisions to terminate members will be taken by the NRB.

25. The Director of Safe Scouting may require a specialist external assessment.

26. In the event that a suspended member is terminated by the NRB, the terminated member may appeal the decision made, pursuant to the Appeal Procedure. Appeals must be made to the National Key 3 (NK3) within 30 days of a decision to terminate a member. If a member has been terminated as a result of criminal charges, this period will be

extended to 30 days beyond the final ruling of the court.

27. Decisions made by the NK3 are final.

28. Members over the age of 18 will be automatically terminated by the Director of Safe Scouting in the event of criminal charges.

29. An adverse report from a credible source (law enforcement, provincial child protective services, professional regulatory body, etc.) may invalidate an individual's ability to meet our membership requirements.

Appeals

31. Appeals are submitted to the Director of Safe Scouting.

32. Appeals are considered by the National Key 3 and are to be accompanied by supporting documentation with respect to the initial termination and as to the present and recent past good behaviour of the person, and any other information to justify a request for the reinstatement as a member of Scouts Canada.

33. The National Key 3 at their absolute discretion reserve the right to seek additional information and/or documentation from the subject in appropriate circumstances; however, shall be under no obligation to do so.

34. Appeal decisions will be communicated to the subject in writing.

35. Appeal decisions made by the National Key 3 are final.

Related Policies & Standards

- [Discipline, Temporary Suspension and Termination of Membership Policy](#)
- [Scouts Canada Codes of Conduct Standard](#)

Related Procedures

- [Supporting a Member Under Suspension Procedure](#)
- [Discipline & Performance Management Procedure](#)

Resources

- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019

[¹] A review or investigation initiated or conducted in virtue of a Federal, provincial or territorial statute. Such Statutory Investigations may include, but are not limited to, police, family services, information and privacy commissions,. Professional organization (e.g. teachers, dentists, doctors, etc.).

TRANSFER A ROVER SCOUT OR SCOUTER PROCEDURE

Introduction

Volunteer Scouters and Rover Scouts sometimes transfer to an alternate Group within the same or different Council.

Our Procedure

1. This procedure applies to 'Active' Rover Scouts or Scouters wishing to transfer to a different Group. All requirements of 'Active' must be met prior to requesting a transfer. For Rover Scouts and Scouters whose MyScouts status is "Pending" or "Inactive" completion of the full 'new Scouter' screening interview and associated screening requirements is a pre-requisite.
2. Rover Scouts and Scouters need to notify the Group they are leaving of their intentions. The Group must not make any changes to the member's record at this time.
3. **If the Scouter knows which Group they want to transfer to**, they contact the Group Commissioner to determine whether a role is available in that Group.
4. **If the Rover Scout knows which Crew they want to transfer to**, they contact the Crew to learn more about their activities and expectations.
5. **If the Rover Scout or Scouter doesn't know which Group they want to transfer to**, they may use "Find A Group" to contact a Group to determine whether a role is available in that group.
6. The Rover Scout or Scouter registers on MyScouts as a volunteer with the new Group. This creates a pending role on the member profile and a notification is sent to the Group's MyScouts primary contact.
7. Transferring Rover Scouts and Scouters need to be interviewed by the 'receiving' Group Commissioner or appropriate delegate (e.g. Crew President or Advisor); following the Interview guide for transferring Scouters and Rover Scouts.
8. The results of the interview are recorded and entered into the Screening Checklist on the MyScouts/Volunteer Screening/Interview tab.
9. The 'receiving' Group Commissioner, or delegate, conducts an in-person or phone

reference check with the Group Commissioner of the Group the Rover Scout or Scouter is leaving, using the reference check questions in The Interview Guide for Transferring Scouters and Rover Scouts. The results of the reference check must then be recorded in MyScouts/Volunteer Screening/References.

10. The Group Commissioner will not approve the appointment of the transferring member until the interview and reference check are recorded in MyScouts.
11. The Group Registrar accepts the transfer using MyScouts/Member Options/Register Member feature. This adds a new role to the Rover Scouter or Scouter's MyScouts profile.
12. The Group Registrar deletes the previous roles from the profile of the Rover Scouter or Scouter who has transferred to their Group, and files the Interview Assessment Form.

Related Policies & Standards

- [Membership and Registration Policy](#)

Related Procedures

- [Transfer a Youth Participant Procedure](#)
- [Volunteer and Employee Screening Procedure](#)

Resources


- [Scouts Canada Support Centre — MyScouts FAQs](#)
- [MyScouts Registration Guide](#)
- [MyScouts Volunteer-Employee Directory](#) — May be used to locate past Group Commissioner
- [MyScouts Find-A-Group](#)
- [Scouts Canada Interview Guide for Transferring Scouters and Rover Scouts](#)
- [Scouts Canada Interview Assessment Summary](#)
- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019

Updates

October 2, 2019



TRANSFER A YOUTH PARTICIPANT PROCEDURE

Introduction

Registered youth members sometimes want to transfer to another Scout Group for many reasons, including that they are moving to another community, or they can't resolve schedule conflicts between Scouts and other activities.

Our Procedure

1. This procedure applies to Beaver Scouts, Cub Scouts, Scouts, and Venturer Scouts. This procedure applies to members whose MyScouts status is "Active." It does not apply to members whose status is "Inactive" or "Pending."
2. The member's parents/guardians notify the current Group of their intentions. The Group
 - a. Needs to explain whether the family can expect a refund for any Group fees paid
 - b. Must transfer program and achievement records to the new Group
3. *If the family knows which Group they want to transfer to*, the family contacts the Group to confirm there is space to accept another youth.
4. *If the family doesn't know which Group they want to transfer to*, the family uses the **Find A Group** locator to select a new Group. Find A Group will help the family contact the Group they wish to join to confirm that the Group has space for an additional member.
5. Once the new Group has confirmed a space for the youth member to transfer to, the new Group contacts the Member Services Administrator (MSA) at the Service Centre for their Council. The MSA will transfer the youth member to the new Scout group. Group Registrars are not able to transfer members between Groups.
6. The new Group welcomes the family to their Group. The family is responsible for paying any Group assessments that the new Group charges.

Related Policies & Standards

- [Membership and Registration Policy](#)

Related Procedures


- [Transfer a Rover Scout or Scouter Procedure](#)

Resources

- [Scouts Canada Support Centre — MyScouts FAQs](#)
- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019



VOLUNTEER AND EMPLOYEE SCREENING PROCEDURE

Introduction

Scouts Canada requires that all applicants for volunteer, employee, and Rover Scout roles with Scouts Canada be screened according to this procedure before they register or participate in any Scouting activities.

Our Procedure

1. The procedure applies to all:
 - a. Scouters
 - b. Employees
 - c. Rover Scouts
 - d. Parents/guardians and other adult resource people
 - e. Businesses and organizations whose employees and volunteers participate in Scouts Canada activities

Scouters, Employees, and Rover Scouts

2. The responsible Commissioner^[1] provides applicants with:
 - a. A job/role description
 - b. An explanation of the volunteer screening steps
3. All persons applying to become a registered Scouter or Rover Scout must create a profile and register as a volunteer on <https://www.myscouts.ca/>^[2]. Applying to become a Scouter or Rover Scout constitutes a personal commitment to the mission and principles and adherence to the policies and procedures of Scouts Canada.
4. Each applicant will be interviewed according to [Scouts Canada's Screening Interview Guide](#). The [Interview Guide for Youth Aged Applicants](#) is also used when applicants are less than 18 years of age. Interviews will:
 - a. Be conducted by at least two qualified interviewers^[3]

- b. Respect the confidentiality of the applicant's information
 - c. Confirm whether the applicant will accept the role or not
 - d. Determine whether the applicant is acceptable or not
 - e. Result in a screening checklist being recorded on the Applicant's MyScouts profile^[4]
5. All applicants must provide Scouts Canada with five references, including:
- a. A co-worker or workplace supervisor
 - b. If the individual has volunteered with another youth-serving organization, a person from the organization. Where the applicant has volunteered with another organization and has not provided a reference from that organization, the file is referred to the Safe Scouting Department
 - c. Others who can attest to the person's character
 - d. At least two references who have known the applicant for the past five years
 - e. More character references, when a workplace or youth-serving organization reference cannot be provided
6. Applicants and references may not be related by blood, adoption, or marital status^[5].
7. Applicants under 18 years of age, who are Scouts Canada members, must provide their contact Section Scouter or Group Commissioner as a reference.
8. Applicants must read, agree to be bound by, and sign the **Scouts Canada Code of Conduct** (Adult or Youth Scouter).
9. Scouts Canada will contact at least three of the references and record the information received. Scouts Canada will then conduct such further inquiries as may be reasonably necessary.
10. Police Record Checks:
- a. Are mandatory for all applicants 18 years of age and older
 - b. Must include a Vulnerable Sector Check when the applicant is applying to be a Scouter
 - c. Must meet Scouts Canada PRC/VSS requirements for appointment^[6]
11. As part of ongoing screening, a new Police Record Check must be submitted every three years. Scouts Canada reserves the right to conduct or request a Police Record Check

three years. Scouts Canada reserves the right to conduct or request a Police Record Check for any volunteer at any time.

12. Members must apply for a Police Record Check upon turning 18 years of age.
13. Should an applicant not be able to provide a clean Police Record Check, that person may apply for an exception. Please see the [Police Record Check Exception Procedure](#).
14. All applicants must complete Scouting Fundamentals training, including Respect in Sport for Activity Leaders, before appointment.
15. Employees are required to complete Scouting Fundamentals, Respect in Sport for Activity Leaders, and Wood Badge Part 1 (Canadian Path) upon employment.
16. The responsible Commissioner may approve the appointment, after reviewing the interview assessment, reference checks, and Police Record Check.

Parent Helpers, Other Adult Resource People including Hired Resource People (e.g. Canoe Guides) and Support Workers for Youth with Disabilities

1. Parents/guardians and other adults:
 - a. Do not count in the Two-Scouter rule or youth-Scouter ratio.
 - b. May not be with youth unless supervised by Scouters
2. There are two categories of parents at Scouting activities:
 - a. Parents/guardians who attend to watch the activities or assist their child in the activity
 - b. Parents/guardians who attend to assist the Scouters as program instructors, first aiders, camp cooks, etc.
3. Other adults include, but are not limited to:
 - a. Individual resource people, paid or volunteer
 - b. BP Guild members who are not members of Scouts Canada
 - c. Employees of companies that provide resource people (e.g. canoe guides)
 - d. Support workers for persons with disabilities
4. Parents/guardians complete a MyScouts profile when they register their child.
5. Other adults who assist Scouters do not need to complete a MyScouts profile.
6. Parents/guardians and other adults confirm that they understand their role assisting Scouters before assisting Scouters.

7. Parents/guardians and other adults are expected to sign the **Scouts Canada Adult Code of Conduct** before participating in activities with their children or assisting Scouters.
 8. Parents/guardians and other adults who are assisting Scouters at an overnight activity must submit a clean Police Record Check and Vulnerable Sector Check^[7] and complete Safe Scouting for Parents online training before participating.
 9. Parents and other adults who assist Scouters at more than five activities must:
 - a. Be interviewed according to Scouts Canada's **Screening Interview Guide**
 - b. Submit five references as described in Section 5 of Scouters, Employees, and Rover Scouts in the present procedure.
 - c. Submit a clean Police Record Check and Vulnerable Sector Check^[8]
 - d. Complete Scouting Fundamentals training including Respect in Sport for Activity Leaders before continuing to assist Scouters at activities
 10. Where a support worker is provided by an agency, the agency must demonstrate to the Council Executive Director that their employee has been screened to the same standard as a Scouts Canada volunteer.
 11. Where the support worker is not provided by an agency, they are screened as an "other adult" pursuant to the current procedure.
-

^[1] The responsible Commissioner is the Commissioner who has the authority to appoint the applicant. The responsible Commissioners are:

1. Group Commissioners – are responsible for appointing Section Scouters and Group Committee members
2. Area Commissioners – are responsible for appointing Group Commissioners and Area Support Team Members
3. Council Youth Commissioners are responsible for appointing Area Youth Commissioners and Council Support Team members
4. Council Commissioners – are responsible for appointing Area Commissioners and Council Support Team members
5. National Youth Commissioner is responsible for appointing Council Youth Commissioners and National Service Team members.
6. National Commissioner – is responsible for appointing Council Commissioners and National Service Team members

[2] Or complete a Scouts Canada Application for Membership and Appointment of Volunteers.

[3] [Area Interview Scouter job description](#).

[4] Requires a link to MyScouts instructions

[5] Marital status includes married, common law, separated or divorced.

[6] [7] [8] Clean PRC means:

1. No criminal record as defined by the "Criminal Records Act";
2. No pardon(s) for a sexual offence as set out in the recent amendments of the "Criminal Records Act";
3. No outstanding criminal charge(s) including no stayed charges;
4. No order(s) made in the interest of safety under the criminal code which would restrict the applicants access to, weapons, firearms, explosives or other Section 3000 4 April 2013 prohibitions;
5. No contact, access or behaviour restriction(s) with any person; or
6. No order(s) made under the child protection legislation which is intended to restrict the applicant/members access to children.

Volunteer Screening Requirements

	NEW SCOUTS CANADA MEMBERS			PARENTS AND OTHER ADULTS WHO ARE NOT REGISTERED MEMBERS OF SCOUTS CANADA		
	Scouters under 18 years of age (including AYC and CYC)	Rover Scouts	Scouters 18 years and older	Parents attending regular meetings, day outings or overnight – not helping	Adult helpers ¹ , including parents and support workers ² for youth with disabilities at regular meetings	Adult helpers, including parents and support workers for youth with disabilities, staying overnight at

				Scouters	and day outings	activities
Complete application ³	Yes	Yes	Yes	Yes ⁴	Yes ⁵	No
Interview	Yes	Yes	Yes			
Role and expectations explained to them				Yes	Yes	No
Provide five references	Yes	Yes	Yes	No	No	No
Sign code of conduct annually	Yes	Yes	Yes	Yes	Yes	Yes
Submit clean Police Record Check (PRC) ⁶	No	Yes	Yes	No	No	Yes
Submit Volunteer Sector Check (VSS)	No	Yes	Yes	No	No	Yes
Complete Scouting Fundamentals training	Yes	Yes	Yes	No	No	No
Complete Respect in Sport activity leader training	Yes	Yes	Yes	No	No	No
Complete Safe Scouting	No	No	No	No	Yes	Yes

Parent/Guardian training						
Role explained to youth	No	No	No	Yes	Yes	Yes
Must be supervised with youth	No	No	No	Yes	Yes	Yes
Counts in Scouter-youth ratio after completing all sessions of Wood Badge 1 (WB 1)	Yes	Yes	Yes	No	No	No

[1] Includes BP Guild members who are not Scouts Canada members.

[2] For Support Workers for youth with disabilities, the Council Executive Director or designate will verify with agency providing support person that the support worker has met Scouts Canada's requirements for Interview, reference checks, police record check and vulnerable sector check. Where the support worker is not provided by an agency, or the agency cannot provide their screening meets Scouts Canada's requirements, the support worker must be screened the same as a parent or other adult helper.

[3] Application completed online at myscouts.ca.

[4] MyScouts Parent/Guardian Profile.

[5] MyScouts Parent/Guardian Profile.

[6] Clean Police Record Check (PRC) – means:

1. No criminal record as defined by the "Criminal Records Act";
2. No pardon(s) for a sexual offence as set out in the recent amendments of the "Criminal Records Act";
3. No outstanding criminal charge(s) including no stayed charges;
4. No order(s) made in the interest of safety under the criminal code which would

restrict the applicants access to, weapons, firearms, explosives or other Section 3000 4 April 2013 prohibitions;

5. No contact, access or behaviour restriction(s) with any person; or

6. No order(s) made under the child protection legislation which is intended to restrict the applicant/members access to children.

SCREENING REQUIREMENTS FOR SCOUTS CANADA MEMBERS TRANSFERRING TO A NEW GROUP, AREA OR COUNCIL

	Scouter under 18 (including AYC and CYC)	Rover Scout	Scouters 18 years and older
Apply to join new group	Yes	Yes	Yes
Sign code of conduct	Yes	Yes	Yes
Check reference with last Commissioner	Yes	Yes	Yes
Must have completed Wood Badge Part 1	Yes	No	Yes
Police Record Check has been renewed in last three years	No	Yes	Yes
Renew Volunteer Sector Search	No	No	No

SCREENING REQUIREMENTS FOR SCOUTS CANADA MEMBERS RENEWING IN THE SAME ROLE AND GROUP

	Scouter under 18 (including AYC and CYC)	Rover Scout	Scouters 18 years and older
Application	No	No	No
Sign code of conduct	Yes	Yes	Yes
Must have completed Wood	Yes	No	Yes

Badge Part 1

Police Record Check has been renewed in last three years	No	Yes	Yes
Renew Volunteer Sector Search	No	No	No

Related Policies & Standards

- [Volunteer Screening Policy](#)

Related Procedures


- [Transfer a Rover Scout or Scouter Procedure](#)
- [Police Record Check Exception Procedure](#)

Resources

- [Backcheck and Reference Check FAQ \(Online Support Centre\)](#)
- [MyScouts – create an Account/Member Profile](#)
- [How to Register as a Volunteer](#)
- [Scouts Canada's Screening Interview Guide](#)
- [Interview Assessment Guide for Youth Aged Applicants](#)
- [Interview Assessment Summary](#)
- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019



WORKPLACE ANTI-HARASSMENT AND VIOLENCE PREVENTION PROCEDURE

Introduction

The purpose of this document is to establish operating procedures for dealing with harassment and workplace violence. Scouts Canada has put these procedures in place in an effort to provide the safest possible work environment for our employees. If you have any questions regarding these procedures, contact your manager.

This procedure applies to all Scouts Canada employees.

Our Procedure

1. *Domestic Violence*

- 1.1. Domestic violence may put a targeted employee at risk, and may also pose a threat to co-workers.
- 1.2. Employees are expected to report to their manager upon becoming aware of domestic violence that would likely expose an employee to physical injury in the workplace.
- 1.3. The manager will inform their Director and Human Resources of the threat of domestic violence entering the workplace and will investigate and address these concerns on a case-by-case basis.
- 1.4. This could involve creating an individual safety plan for a targeted employee while he or she is in the workplace. The safety plan will be developed in consultation with the employee. In developing the plan, the manager and employee will work with the police, courts, or other organizations who may already be involved.
- 1.5. The privacy of the individual must be balanced with ensuring the safety of others.

2. *Work Refusal*

- 2.1. Employees may refuse work if they have reason to believe that workplace violence is likely to occur and that they

violence is likely to endanger them.

2.2. This situation should be immediately raised with the manager, who will in turn notify Human Resources or the Director, Child & Youth Safety (CYS).

2.3. Until an investigation into the work refusal is complete, the employees will remain in a safe place as close to their work area as possible (unless assigned other work). They must also be available during normal working hours for any investigation.

3. *Special Circumstances*

3.1. An employee that has a legal court order (e.g. restraining order or “no-contact” order) against another individual is encouraged to notify his or her manager and to supply a copy of that order to the Human Resources department.

3.2. All records of violence reports, and subsequent investigations, are considered confidential and will not be disclosed to anyone except to the extent required by law.

3.3. In cases where criminal proceedings are forthcoming, we will assist police agencies, attorneys, insurance companies, and courts to the fullest extent.

4. *Disciplinary Measures and Corrective Action*

4.1. If Scouts Canada determines that any employee has been involved in violent behaviour or unacceptable conduct related to another employee, immediate disciplinary action will be taken. Such disciplinary action may involve counselling or a formal warning and could result in immediate dismissal without further notice.

4.2. This procedure must never be used to bring fraudulent or malicious complaints against employees. If it is determined that any employee has knowingly made false statements regarding an allegation related to violence, immediate disciplinary action will be taken. As with the case of dishonesty, disciplinary action may include immediate dismissal without further notice.

4.3. Measures and controls will be implemented to address identified hazards of workplace violence.

5. *Reporting*

5.1. All employees have the obligation under the **Occupational Health and Safety Act** to report to their manager incidents of workplace violence that are experienced or witnessed.

5.2. If the employee’s manager is involved in the workplace violence, the employee shall contact the next-level manager. In all cases, the employee shall follow the

reporting procedures as outlined below.

5.3. Complaints that Pose an Immediate Risk of Physical Injury

5.3.1. The employee or the manager shall immediately call 911. If the employee initiates contact with police, the employee shall notify their manager.

5.3.2. The manager shall arrange for a safe place that is as near as reasonably possible to the employee's work station. In conjunction with the police, the manager will ensure that the employee is kept safe and separated from the alleged perpetrator.

5.3.3. The affected employee(s) must remain in the safe place and be available for investigation.

5.3.4. The manager must complete the **Scouts Canada Incident Reporting Form 91-112** within 24 hours of the incident or concern being reported to them and submit it to the national headquarters.

5.4. Complaints that do not Pose an Immediate Risk of Physical Injury

5.4.1. An employee who experiences workplace violence shall report to his or her manager any incidents or concerns regarding possible incidents of workplace violence.

5.4.2. The manager shall review the complaint and consider whether interim measures are required for the protection of the employee. The manager considers whether an informal resolution to the complaint is possible. The manager may seek advice from the local police when determining an appropriate resolution.

5.4.3. The manager must complete the Scouts Canada Incident Reporting Form 91-112 within 24 hours of the incident or concern being reported to them and submit it to the national headquarters.

5.5. Incidents of Domestic Violence

5.5.1. For situations involving domestic violence that would likely expose an individual to physical injury on company property, the Director of Child & Youth Safety or Manager (CED/Operations Manager) must meet with the individual and develop a safety plan, in consultation with the policy, courts, or other agencies that may already be involved if necessary, and identify measures that may be taken by the individual and Scouts Canada to increase the individual's safety.

5.5.2. Review and revise the plan as necessary.

5.5.3. Human Resources is responsible for informing the affected department and disclosing only as much information (including personal information) about the situation as necessary to protect the individual and employees from physical injury.

5.6. Informal Reporting of Harassment

5.6.1. If you believe you have been personally harassed, you may:

5.6.2. Confront the harasser personally or in writing, pointing out the unwelcome behaviour and requesting that it stop

5.6.3. Discuss the situation with the harasser's manager, your manager, or any other manager other than your own.

5.6.4. Any employee who feels discriminated against or harassed can and should, in all confidence and without fear of reprisal, personally report the facts directly to the manager.

5.7. Formal Reporting of Harassment

5.7.1. If you believe you have been personally harassed, you may make a written complaint. The written complaint must be delivered to Scouts Canada's Executive Director of Human Resources and Volunteer Services. Your complaint should include:

5.7.2. The approximate date and time of each incident you wish to report

5.7.3. The name of the person or persons involved in each incident

5.7.4. The name of any person or persons who witnessed each incident

5.7.5. A full description of what occurred in each incident

5.7.6. Once a written complaint has been received, Scouts Canada will complete a thorough investigation. Harassment should not be ignored. Silence can be, and often is, interpreted as acceptance.

5.7.7. The investigation will include:

5.7.7.1. Informing the harasser/s of the complaint

5.7.7.2. Interview of the complainant, any person involved in the incident, and any identified witnesses

5.7.7.3. Interview of any other person who may have knowledge of the incidents related to the complaint or any other similar incidents

5.7.8. A copy of the complaint, detailing the complainant's allegations, is then

provided to the respondent(s).

5.7.8.1. The respondent is invited to reply in writing to the complainant's allegations and the reply will be made known to the complainant before the case proceeds further.

5.7.8.2. Scouts Canada will do its best to protect from unnecessary disclosure the details of the incident being investigated and the identities of the complaining party and that of the alleged respondent.

5.7.8.3. During the investigation, the complainant and the respondent will be interviewed along with any possible witnesses. Statements from all parties involved will be taken and a decision will be made.

5.7.8.4. If necessary, Scouts Canada may employ outside assistance or request the use of our legal counsel.

5.7.8.5. Employees will not be demoted, dismissed, disciplined, or denied a promotion, advancement, or employment opportunities because they rejected sexual advances of another employee or because they lodged a harassment complaint when they honestly believed they were being harassed.

5.7.8.6. Where it is determined that harassment has occurred, a written report of the remedial action will be given to the employees concerned.

5.7.9. If the complainant decides not to lay a formal complaint, Executive Director of Human Resources & Volunteers Services or other senior management may decide that a formal complaint is required (based on the investigation of the incident) and will file such document(s) with the person(s) against whom the complaint is laid (the respondent(s)) and the Board of Governors.

5.7.10. If it is determined that personal harassment has occurred, appropriate disciplinary measures will be taken as soon as possible.

5.8. Complaint Resolution Procedures

5.8.1. Informal Resolution

5.8.1.1. The manager who receives a complaint of workplace violence that appears to be capable of resolution informally shall use reasonable efforts to assist the complainant in effecting informal resolution.

5.8.1.2. Efforts at informal resolution should include a meeting with the appropriate parties, who have been provided the details of the complaint and

the opportunity to respond. At this stage, the manager may also seek assistance from Human Resources to find a resolution.

5.8.1.3. Once a resolution is reached, corrective action must be taken by the appropriate parties.

5.8.1.4. A resolution must be communicated to the complainant in writing. If informal resolution is not possible, then the manager shall forward the complaint to Human Resources for action and initiate a formal investigation if necessary.

5.8.1.5. Upon receipt of a complaint, Human Resources shall initiate a formal investigation.

5.8.2. Formal Investigation

5.8.2.1. As soon as a request for a formal workplace investigation is received, Human Resources shall appoint an investigator and the investigation shall proceed on a confidential basis.

5.8.2.2. The investigator will be responsible for establishing the facts.

5.8.2.3. The investigator will interview the complainant and any witnesses identified as having knowledge of the incident.

5.8.2.4. The investigator will interview the respondent to obtain the respondent's response to the allegations in the complaint.

5.8.2.5. The investigator will prepare and submit a report summarizing the facts and findings and conclude whether there is:

5.8.2.5.1. Sufficient evidence to substantiate a finding of violation of the policy

5.8.2.5.2. Insufficient or lack of credible evidence to substantiate a finding of violation of the policy

5.8.2.5.3. No credible evidence to substantiate a violation of the policy

5.8.3. Copies of the report will be distributed to:

5.8.3.1. Human Resources

5.8.3.2. Complainant(s)

5.8.3.3. Respondent(s)

5.8.4. Based on the findings, the manager in consultation with Human Resources shall determine a resolution to the matter.

5.8.5. The resolution must be communicated to the complainant in writing.

Responsibilities

6. Shared Responsibility

6.1. Everyone involved with Scouts Canada shares a responsibility for creating and maintaining an environment free of workplace violence and harassment.

6.2. Every effort must be made by all those affected to work toward the resolution of complaints.

6.3. Anyone who witnesses workplace violence or harassment is responsible for bringing it to the attention of their manager and participating in the investigation of the complaint.

6.4. Scouts Canada's Role

6.4.1. Ensure that all known incidents of workplace violence or harassment are investigated to the extent appropriate, based on the nature of each incident and the actual or potential threat it poses to employee safety

6.4.2. Take all reasonable and practicable measures to protect employees who, acting in good faith, report workplace violence or harassment or act as witnesses, from reprisal or further violence or harassment

6.4.3. Review hazard assessments annually or as changes to job responsibilities or environment occur, and revise the assessment as needed

6.4.4. Review annually the effectiveness of actions taken to minimize or eliminate workplace violence or harassment and make improvements to procedures as required

6.5. Managers' Role

6.5.1. Responsible for understanding what constitutes violent behaviour or harassment and communicating to all employees that violence, abuse, and harassment will not be condoned or ignored

6.5.2. Being a role model with respect to appropriate conduct at work and

promoting a non-violent workplace that is free of harassment

6.5.3. Taking all complaints of violence and harassment seriously and promptly and diligently investigating any alleged incident

6.5.4. Implementing any followup actions as required

6.6. Employees' Role

6.6.1. Act respectfully in their interactions with all members of Scouts Canada

6.6.2. Abide by the requirements of this procedure and the [Code of Conduct](#)

6.6.3. Report any harassment, violence, or potentially violent situations immediately to management, CYS, or Human Resources

6.6.4. Cooperate in Scouts Canada's efforts to investigate and resolve matters of workplace violence and harassment

6.6.5. Participate in training as required

Related Policies & Standards


- [Workplace Anti-Harassment and Violence Prevention Policy](#)

Resources

- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019



ACCESSIBLE CUSTOMER SERVICE PROCEDURE

Introduction

The Accessible Customer Service Policy is intended to meet the requirements of Part IV.2 of the [Integrated Accessibility Standards, Ontario Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005](#). Both the policy and this procedure apply to the provision of goods and services to the public or other third parties, not to the goods themselves.

While respecting Ontario legislative requirements, in the absence of comparable legislation elsewhere, Scouts Canada is being proactive by using the Ontario model as one to be followed in all provinces and territories.

Our Procedure

1. The Provision of Goods and Services To Persons with Disabilities

- a) We will make every reasonable effort to ensure that our policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:
 - i. Ensuring that all members^[1] and customers receive the same value and quality
 - ii. Allowing members and customers with disabilities to do things in their own ways, at their own pace when accessing goods and services, as long as this does not present a safety risk
 - iii. Using alternative methods when possible to ensure that members and customers with disabilities have access to the same services, in the same place and in a similar manner
 - iv. Taking into account individual needs when providing goods and services
 - v. Communicating in a manner that takes into account the person's disability

2. Assistive Devices

- a) Customers' own assistive device(s):

- i. Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Scouts Canada.
- ii. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access to goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a person with an oxygen tank may involve ensuring the person is in a location that would be considered safe for both the person and others. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the member or customer.

3. Guide Dogs, Service Animals, and Service Dogs

- a) A member or customer with a disability who is accompanied by guide dog, service animal, or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. “No pet” policies do not apply to guide dogs, service animals, and/or service dogs.
- b) Food Service Areas
 - i. A member or customer with a disability who is accompanied by a guide dog or service dog will be allowed access to food service areas that are open to the public, unless otherwise excluded by law. Other types of service animals are not permitted into food service areas due to the [Health Protection and Promotion Act, Ontario Regulation 562 Section 60](#).
- c) Exclusion Guidelines
 - i. If a guide dog, service animal, or service dog is excluded by law (see applicable laws below) we will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).
- d) Applicable Laws
 - i. Food Safety and Quality Act 2001, Ontario Regulation 31/05
 - ii. The Health Protection and Promotion Act, Ontario Regulation 562 Section 60
 - iii. Dog Owners’ Liability Act, Ontario: If there is a conflict between a provision of this act or of a regulation under this or any other act relating to banned breeds

(such as pitbulls) and a provision of a bylaw passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

e) Recognizing a Guide Dog, Service Dog, and/or Service Animal

i. If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, we may request verification from the customer. Verification may include:

1. A letter from an appropriate regulated healthcare provider confirming that the person requires the animal for reasons related to the disability
2. A valid identification card signed by the Attorney General of Canada
3. A certificate of training from a recognized guide dog or service animal training school

f) Care and Control of the Animal

i. The member or customer that is accompanied by a guide dog, service dog, or service animal is responsible for maintaining care and control of the animal at all times.

g) Allergies

i. If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, we will make all reasonable efforts to meet the needs of all individuals.

4. Support Persons

a) If a member or customer with a disability is accompanied by a support person, we will ensure that both persons are allowed to enter the premises together and that the member or customer is not prevented from having access to the support person. There may be times when seating and availability prevent the member or customer and support person from sitting beside each other. In these situations, we will make every reasonable attempt to resolve the issue. In situations in which confidential information might be discussed, consent will be obtained from the member or customer prior to any conversation in which confidential information might be discussed. If payment is required by a support person for admission to the premises, we will ensure that notice is given in advance by posting notice of admission fees for support persons where Scouts Canada fees are posted.

5. Notice of Disruptions in Service

a) Service disruptions may occur due to reasons that may or may not be within our control or knowledge. In the event of any temporary disruptions to facilities or services that members or customers with disabilities rely on to access or use Scouts Canada's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

b) Notification Inclusions

i. In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known:

1. Goods or services that are disrupted or unavailable
2. Reason for the disruption
3. Anticipated duration
4. A description of alternative services or options

c) Notifications Options

i. When disruptions occur, we will provide notice by:

1. Posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption, and/or on the Scouts Canada website
2. Contacting customers with appointments or meetings
3. Verbally notifying customers when they are making a reservation or appointment, or while they are at a Scouts Canada facility, or
4. By any other method that maybe reasonable under the circumstances.

6. Feedback Process

a) We shall provide members and customers with the opportunity to give feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all members and customers and notice of the process will be made available on Scouts Canada's website, scouts.ca. Feedback forms along with alternate methods of providing feedback, such as verbally (in person or by telephone) or written (handwritten, delivered, website or email), will be available upon request.

b) Submitting Feedback

- i. Members and customers can submit feedback by:
 1. Completing the online feedback form at www.surveymonkey.com/s/AODA_Feedback
 2. Completing a paper feedback form at any of Scouts Canada's Service Centres or Scout Shop locations in Ontario, or
 3. Verbally providing feedback to any Scouts Canada employee
 4. Completing an onsite customer feedback form or verbally providing onsite feedback to any Scouts Canada employee
- ii. Members and customers who provide formal feedback will receive acknowledgement of their feedback, along with notification of any resulting actions based on concerns or complaints that were submitted.

7. Training

a) We will Provide Training to

- i. All employees, volunteers, agents, and/or contractors who deal with the public or other third parties that act on behalf of Scouts Canada; for example: salespersons, drivers, vendors, event operators, call centres, and third party marketing agents
- ii. Those who are involved in the development and approval of customer service policies, practices, and procedures

b) Training Provisions

As reflected in **Ontario Regulation 191/11**, regardless of the format, training will cover the following:

- i. A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005
- ii. A review of the requirements of Part IV.2 of the Integrated Accessibility Standards, Ontario Regulation 191/11
- iii. Instructions on how to interact and communicate with people with various types of disabilities
- iv. Instructions on how to interact with people with disabilities who:
 1. Use assistive devices

- 2. Require the assistance of a guide dog, service dog, or other service animal
 - 3. Require the use of a support person (including the handling of admission fees)
 - v. Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities
 - vi. Instructions on what to do if a person with a disability is having difficulty accessing your services
 - vii. Scouts Canada's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities
- c) Training Schedule
 - i. We will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents, and/or contractors who deal with the public or act on our behalf. We will provide revised training in the event of changes to legislation, procedures, and/or practices.
- d) Record of Training

We will keep a record of training that includes the dates training was provided and the number of employees or volunteers who completed the training.

8. Notice of Availability and Format of Documents

- a) We shall notify customers that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the member or customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Scouts Canada, the Scouts Canada website and/or any other reasonable method.

Related Bylaws

- [Article II — Members](#)

Related Policies & Standards

- [Accessible Customer Service Policy](#)
- [Member Accommodation Policy](#)
- [Diversity and Inclusion Policy](#)

Related Procedures


- [Member Accommodation Procedure](#)

Resources

- [Scouts Canada and the Accessibility for Ontarians with Disabilities Act FAQs](#)
- [Accessibility for Ontarians with Disabilities Act, 2005](#)
- [Accessibility Standards for Customer Service, Ontario Regulation 429/07](#)
- [Blind Person's Rights Act, 1990](#)
- [Dog Owners' Liability Act, Ontario](#)
- [Food Safety and Quality Act 2001, Ontario Regulation 31/05](#)
- [Health Protection and Promotion Act, Ontario Regulation 562](#)
- [Ontario Human Rights Code, 1990](#)
- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019



ALCOHOL EXCEPTION PROCEDURE

Introduction

Alcohol is not permitted at Scouts activities when youth are present. Should a Scout Group wish to serve alcohol at an adult activity where parents may be bringing their children, the organizers need permission for an exception to the [Drug and Alcohol Policy](#).

The Executive Commissioner and CEO may grant temporary exceptions.

Our Procedure

1. The Group Commissioner submits to the Scouting Relationships Manager a request for an exception. The request should include:
 - a. Details about the event (date, location, program overview)
 - b. Risk and hazard assessment
 - c. Whether the event location has a liquor licence or the Scout Group will have to apply for a special-event liquor licence. The Scout Group may not apply for the special-event liquor licence until it has received approval from Scouts Canada.
2. With the Scouting Relationships Manager's endorsement, the request is submitted to the Executive Commissioner and CEO.
3. The Executive Commissioner and CEO is authorized to grant exceptions to the policy. The CEO's decision is final.
4. The Scout Group is responsible for complying with provincial liquor regulations, including securing a special-event permit when required.

Related Policies & Standards

- [Drug and Alcohol Policy](#)

- [Drug and Alcohol Policy](#)

Related Procedures


- [Contracts Procedure](#)
- [Third Party Waivers, Indemnification and Hold Harmless Agreements Procedure](#)

Resources

- See provincial liquor control regulations
- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019



CONFLICT OF INTEREST PROCEDURE

Introduction

We recognize that conflicts of interest will occur. Conflicts of interest must be disclosed and will be managed in a fair, open, and practical manner.

Our Procedure

1. Anyone engaging in an activity or situation that does or could involve a conflict of interest must report the conflict of interest so that it may be assessed and, when appropriate, managed.
2. Disclosing conflicts of interest:
 - a. Upon appointment to a role, volunteers and employees need to report potential, perceived, or real conflicts of interest. We need to understand the nature of the conflict and how the volunteer or employee may benefit, so we can manage the situation.
 - b. After appointment, a volunteer or employee has an ongoing obligation to recognize an additional conflict of interest and report the conflict to their Commissioner/Chair/Manager.
3. Managing conflicts of interest:
 - a. The Commissioner/Chair/Manager will review the reported conflict of interest with the volunteer or employee. Together, they will agree on a management plan to handle the conflict.
4. The Commissioner/Chair will manage conflicts of interest using one of the following methods:
 - a. Fully disclosing the conflict to the other members involved in decision-making so they are aware of a potential bias
 - b. The member refraining from voting on an issue arising or pertaining to the conflict of interest
 - c. The member in the conflict-of-interest position withdrawing from a discussion or

a meeting

- d. The member in the conflict-of-interest position resigning from their office or position
- e. Whatever other means is necessary to address the conflict of interest

In all cases, the underlying principle shall be that conflicts of interest shall be resolved in favour of Scouts Canada.

- 5. The Commissioner/Chair/Manager will report the conflict of interest and the plan to the Executive Commissioner/Chief Executive Officer.
- 6. Should a management plan not be agreed to, the matter will be referred to the National Key 3 for resolution.

Related Policies & Standards


- [Conflict of Interest Policy](#)
- [Scouts Canada Codes of Conduct Standard](#)

Resources

- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019



MEMBER ACCOMMODATION PROCEDURE

Introduction

Everyone should be able to participate in Scouting. We are committed to removing barriers for persons with disabilities. Where we can't remove a barrier, we will do our best to make special arrangements so that person can participate in Scouting. That is an accommodation.

This procedure explains how Scouts Canada responds to requests for accommodation — financial or otherwise — for a person with disabilities.

Our Procedure

1. Accommodation Requests

- a. A member or member's parent may request accommodation. An accommodation request must be in the **Member Accommodation Request Form**. The requesting party must:
 - i. Provide the evidence necessary to satisfy Scouts that the need for the accommodation is real
 - ii. Describe in sufficient detail the form of accommodation requested
 - iii. Complete the special liability and limited confidentiality waiver
 - iv. Pledge that they will meet the full costs of the accommodation
 - v. Explain any costs that they cannot fully meet
 - vi. Submit the request to accessibility@scouts.ca
- b. We will acknowledge the accommodation request in writing.

2. Assessing the Accommodation Request

- a. The Executive Director of Business Services will follow the accommodation principles in assessing whether Scouts Canada can permit and cooperate with the requested accommodation.

b. These considerations must all be addressed when making a decision on whether the request is for a necessary, effective accommodation:

- i. Need: Has the requesting party demonstrated, to our complete satisfaction, that the individual cannot participate in the program without some form of accommodation?
- ii. Effectiveness: Will the requested accommodation enable the requesting party to participate and achieve the goals of the program?
- iii. Other participants: Every participant in the program must be able to get full enjoyment and value from the experience.

3. Assisted Accommodation

a. Where a requesting party has proposed an accommodation measure that satisfies the test but asserts they cannot meet the cost, Scouts Canada will assist to the extent possible according to this policy. To determine any necessary assistance, Scouts will:

- i. Determine start-up and ongoing costs of the requested accommodation
- ii. Obtain proof that the requesting party is unable to meet the cost
- iii. Obtain from the requesting party proof that no forms of financial support are available to the requesting party to meet the cost.

b. Where assistance is required:

- i. For an accommodation costing no more than \$100, Scouts will subsidize the accommodation.
- ii. Scouts will ordinarily not be able to subsidize costs exceeding \$100. Program participants will be expected to arrange their own financial support for such costs. The exception to this would be accommodations determined to have a lasting and general value to Scouts and its membership (see below).

4. Subsidized Accommodations

a. In certain instances, Scouts may subsidize an accommodation.

b. Where the requesting party clearly does not have the means to meet the cost or to borrow the necessary funds, Scouts will consider whether it can offer to meet some of the cost of the measure.

c. For an accommodation costing in excess of \$100, which is likely to have a lasting and general value to Scouts and its membership, Scouts will consider the degree to

which it can subsidize the cost of the accommodation. Accommodations of a lasting and general value are those which:

- i. Are likely to be useful to other program participants
- ii. Improve the physical premises
- iii. May produce financial savings

5. Decision-Making

- a. Decisions under this policy shall be made by the Executive Director of Business Services.

6. Notification

- a. The Executive Director of Business Services will notify the member and the Group Commissioner of the decision.

Related Policies & Standards

- [Member Accommodation Policy](#)
- [Accessible Customer Service Policy](#)
- [Diversity and Inclusion Policy](#)

Related Procedures

- [Accessible Customer Service Procedure](#)
- [No One Left Behind \(NOLB\) Registration Procedure](#)
- [No One Left Behind \(NOLB\) Participation Procedure](#)

Resources

- [Member Accommodation Request Form](#)
- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019



NO ONE LEFT BEHIND (NOLB) PARTICIPATION PROCEDURE

Introduction

Sometimes families need financial assistance to help pay for uniforms, equipment, and program activity fees. No One Left Behind (NOLB) is the Scouts Canada financial assistance program.

Our Procedure

1. Each Group should identify one Group Committee member who will deal with participation assistance requests.
2. Parents/guardians apply to the Group for activity uniform, equipment, and activity subsidies.
3. No One Left Behind Participation subsidies may be provided up to a maximum of \$200 per individual applicant.
4. The Group completes the [No One Left Behind Participation Subsidy — Group Form](#).
5. All applications from Groups must be received at Scouts Canada's National Service Centre at least 60 days prior to the need for the funds requested.
6. Activity-fee subsidies will be issued to the Group.

Related Policies & Standards

- [Diversity and Inclusion Policy](#)

Related Procedures

- [No One Left Behind \(NOLB\) Registration Procedure](#)

Resources

- [No One Left Behind Guidelines](#)
- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019

NO ONE LEFT BEHIND (NOLB) REGISTRATION PROCEDURE

Introduction

Sometimes families need financial assistance to help pay membership fees. No One Left Behind (NOLB) is the Scouts Canada financial assistance program. This procedure explains how families apply for financial assistance for registration fees. Assistance with uniforms, equipment, and program-activity fees are explained in the No One Left Behind Participation Procedure.

Our Procedure

1. Only parents/guardians may initiate a No One Left Behind request for membership fees.
2. Parents/guardians should start a registration on Myscouts,^[1] but stop before they enter payment information. The participant's status is pending and a place is held while the family applies for No One Left Behind financial assistance.
3. Parents/guardians submit a **Help Centre Request** for No One Left Behind financial assistance to subsidize membership fees.
4. Parents/guardians will receive a No One Left Behind questionnaire to complete and return.
5. Once the parent/guardian replies to the No One Left Behind questionnaire, the request will be assigned to an NOLB agent.
6. The NOLB agent evaluates the application and replies to the parent.
7. No One Left Behind subsidizes the Scouts Canada membership fee. Scout Group fees are not covered by No One Left Behind.
8. Parents who require financial assistance beyond the amount paid by Scouts Canada need to explore other sources. The Scout Group they wish to join may provide additional assistance too. Scout Groups providing additional assistance apply for a Group Billing Code to give to the parent.
9. Parents/guardians who are approved for No One Left Behind funding complete

the [Myscouts registration](#) .

10. Myscouts will notify the Scout Group when the registration is completed.

11. Families who need assistance with uniforms, equipment, and/or program-activity costs should refer to the [No One Left Behind Participation Procedure](#).

Related Policies & Standards

- [Diversity and Inclusion Policy](#)

Related Procedures


- [No One Left Behind \(NOLB\) Participation Procedure](#)

Resources

- [No One Left Behind Guidelines](#)
- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019



PREVENTING AND RESPONDING TO BULLYING AND HARASSMENT PROCEDURE

Introduction

Everyone has the right to participate in Scouting, free from bullying and harassment.

Bullying is a form of repeated aggression or humiliation. It is perpetuated through the misuse of real or perceived power over a period of time. Bullying causes hurt, intimidates someone, or exerts power over them^[1].

Bullying is a behaviour common among, but not limited to, children and youth and is often hidden from adults. Scouters are in a unique position to observe all kinds of behaviour.

Harassment is any repeated, unwanted physical, verbal, or written behaviour that offends or humiliates.

This procedure helps Scouters prevent and respond to bullying and harassment.

In addition, Scouts Canada has adopted the Workplace Anti-Harassment and Violence Prevention Policy and Procedure.

Our Procedure

Preventing Bullying and Harassment

1. Everyone in Scouts Canada is expected to adhere to a Code of Conduct.
 - a. Scouters sign the appropriate **Code of Conduct**.
 - b. Sections annually establish a participant Code of Conduct^[2] that defines appropriate, respectful behaviour.

Pursuant to the Codes of Conduct everyone has the right to be safe and has the responsibility to treat others with respect. We don't tolerate bullying and harassment at any Scouting activity or online.

2. Parents and guardians need to understand and ensure that their child complies with the Section Code of Conduct.

Responding to Bullying and Harassment

3. Scouters are expected to stop bullying behaviour or harassment when either is observed.
4. When bullying behaviour or harassment is suspected or reported to a Scouter:
 - a. They shall stop the behaviour
 - b. They shall inform the Group Commissioner
 - c. The Group Commissioner will ensure that two Scouters meet with the victim of the bullying or harassment to assess what happened and create a plan to build healthy relationships in the Section. When the victim is a youth, their parents/guardians participate
 - d. When the victim is a Scouter, the Group Commissioner participates
 - e. The Group Commissioner will ensure that two Scouters meet with the alleged perpetrator to discuss the allegations by the victim and assess what happened
 - f. If the two Scouters determine that the victim was subject of bullying or harassment, they will discuss the impact of the alleged perpetrator's behaviour with them and schedule regular check-ins to ensure that the behaviour stops. The perpetrator will be held accountable for their actions and the Scouters will establish appropriate constructive consequences. When the perpetrator is a youth, their parents/guardians participate. The Group Commissioner participates when the perpetrator is a Scouter
 - g. Where the behaviour involves a youth, a meeting will be held with the youth in the particular Section. Everyone needs to understand that bullying or harassment is serious and has no place in Scouting. More information about the behaviour may be required and obtained from the Section. Youth will be involved in creating a restorative response^[3] to deter reoccurrence of the behaviour. This is best done in small groups (Lodge, Lair, Patrol). The Section Leadership Council can support and provide solutions to the problem, support the victim and help the perpetrator. The solution needs to enhance everyone's ability to have healthy, respectful relationships.
 - h. When the behaviour involves Scouters, they shall meet with the Section Scouters rather than youth.
 - i. If all efforts to prevent and constructively address bullying or harassment have failed, the Group Commissioner may exclude the perpetrator from Scouting activities

^[3] Restorative Justice is a process that aims to repair the harm caused by a crime or conflict.

for no more than three weeks. Exclusion is to secure the welfare and safety of the victim and the positive functioning of the Section. Before this step is taken, the Scouting Relationships Manager must approve excluding the perpetrator.

5. The Group Commissioner may recommend that the perpetrator's membership be terminated when that person is under criminal investigation or their presence at Scouts Canada events may pose a risk to others. Call the Safe Scouting Department 1-800-339-6643. An incident report must be submitted to safety@scouts.ca after you call. (See [Temporary Suspension and Termination Procedure](#).)

6. Except when a perpetrator is terminated, the Group Commissioner retains reports for 12 months, then destroys them. Parents are entitled to reports about meetings with their child.

Related Policies & Standards

- [Anti-Bullying and Harassment Policy](#)
- [Workplace Anti-Harassment and Violence Prevention Policy](#)

Related Procedures

- [Workplace Anti-Harassment and Violence Prevention Procedure](#)
- [Temporary Suspension and Termination Procedure](#)

Resources

- Respect in Sport for Activity Leaders: Module 5
- [Promoting Positive Behaviour and Managing Challenging Situations](#)
- [FAQs — Scouts Canada Online Support Centre](#)


Effective Date

March 2, 2019

[1] Respect in Sport for Activity Leaders Module 5.

[2] **Scouter Manual**: A Scouters Guide to the Canadian Path – refer to page 70.

[3] Restorative responses derives from restorative justice, which is intended to result in individuals taking responsibility for their own actions and making amends, and for victims to have a voice and a choice in the outcomes of their cases. Unlike traditional forms of justice which are focused on attributing blame and penalties, restorative responses are intended to rehabilitate the community as a whole, and empower victims.



GROUP MEMBERSHIP CONDITIONS PROCEDURE

Introduction

Community Partners may want to establish membership conditions for the Scout group they support. In addition, Groups may set conditions for participation. Scouts Canada will ensure that all of these conditions are consistent with our [Mission and Principles](#).

Our Procedure

1. When an organization, institution, or association agrees to become a Community Partner, Scouts Canada will determine whether the Community Partner has any conditions for participation in the Group. This could include families being members of the Community Partner organization, the operating language, religious exercise, and/or instruction in the program.
2. The Council Key 3 must approve membership conditions before the Charter is approved. The Council Key 3 must approve any future changes to these conditions.
3. Membership or participation conditions must be recorded on the Group Myscouts profile and explained to families before they register to join the Group.

Related Policies & Standards

- [Community Partners Policy](#)

Related Procedures

- [No One Left Behind \(NOLB\) Registration Procedure](#)
- [No One Left Behind \(NOLB\) Participation Procedure](#)

Resources

- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019

SCOUTS CANADA LOGO AND INTELLECTUAL PROPERTY PROCEDURE

Introduction

Scouts Canada's brand is so much more than our name, logo, and design. It is every bit of communication we generate: every visual cue, every written message, and the tone we use. Our brand is what comes to mind when people hear the words "Scouts Canada."

We will help our members and vendors use the official Scouts Canada logo and other intellectual property so it is consistent with our brand promise.

Our Procedure

1. The Scouts Canada **Brand Centre** provides our members with resources to advertise Scouting to the community.
2. Members purchasing merchandise for resale to the public will follow the **Group Financial Responsibilities and Reporting Procedure**.
3. Companies or individuals who wish to use the Scouts Canada logo or other intellectual property in advertising, whether published or digital, must submit their request in writing to marketing@scouts.ca. Both the proposed text and visual materials need to be submitted with the request.
4. When a Company, individual, or member of Scouts Canada wishes to sell merchandise using the Scouts Canada logo or other intellectual property, they shall submit a written proposal, including a sample of the product, to marketing@scouts.ca.
5. All licence agreements shall be reviewed by Scouts Canada's legal counsel.
6. Licence agreements shall state the terms and conditions required by Scouts Canada for use of the Scouts Canada logo or other intellectual property. Financial consideration from such agreements is not considered a charitable donation.
7. Scouts Canada will require indemnification from the company or individual along with proof of insurance naming Scouts Canada as an additional insured on their liability

insurance policy.

8. Any unauthorized use of the Scouts Canada logo or other intellectual property constitutes a breach of trademark rights and we will take whatever action is necessary to correct such a violation.

Related Policies & Standards

- [Safety First Policy](#)

Related Procedures

- [Third Party Waivers, Indemnification and Hold Harmless Agreements Procedure](#)
- [Contracts Procedure](#)

Resources

- [Scouts Canada Retail Services](#) – Scout Shops can help members purchase merchandise (crests, neckerchiefs, t-shirts, etc.) from Scouts Canada suppliers, ensuring the quality and safety of the products.
- [FAQs — Scouts Canada Online Support Centre](#)

Effective Date

March 2, 2019

