

# Milestone Recognition Program

## Frequently Asked Questions



### When does the milestone recognition program start?

The milestone recognition program will begin in January this year. Commissioners will receive program information via email beginning in early January and eligible recipients will receive gift selection emails in early February, marking the official launch of the MRP.

### Is milestone recognition the same as Years of Service?

The Milestone Recognition Program (MRP) is the new name for the Years of Service Recognition Program. In many ways the MRP is very similar to the old program with a few key changes; mainly the inclusion of active Scouters with 1-5 years of service and the usage of a choice of gifts rather than pins. The Long Service Medal (10 years) continues to be awarded as part of the MRP. Milestone recognition provides a means of acknowledging the service of a broader range of deserving volunteers.

### Why are we only adding those volunteers with 1 through 5 years of service?

Today, close to 60% of our volunteers have 5 or less years of volunteer service and over 75% of our volunteers have less than 10 years of volunteer service. The previous long service recognition program was focused on recognising at least 10 years of volunteer service. The milestone recognition program bridges the gap for the majority of our volunteers who have not achieved 10 years of service. This shift addresses the change in our volunteer demographics and provides for additional opportunities to strengthen or renew the bond between the volunteers and Scouts Canada. In the future, the milestone recognition program may also be expanded to include volunteers who have 10+ years of service.

### I completed my 5th year last year and did not receive any form of recognition. Can I get 'caught up' on the milestone recognition program?

If you completed your 5th year of service to Scouts Canada prior to the 2013-2014 year and have not received recognition for your service, you are still eligible for a 5-year pin and parchment signed by your Council Commissioner. If this is the case, please have your Group Commissioner contact your council office and arrange for your recognition package to be awarded.

### What if our Group does not have a Group Commissioner?

For Groups that do not have a Group Commissioner identified, the Area Commissioner or designate will fulfill the role of the immediate Commissioner. Each year we work with Councils to ensure we have an Active Scouter identified as the contact for each Group.

## What if our Group has a new volunteer join us mid-year and their screening is not complete before the list of eligible Scouters is extracted from myscouts.ca?

Only those volunteers who are 'Active' as of mid-January (when the list of eligible Scouters is pulled from myscouts.ca) will be considered for the milestone recognition program. Group Commissioners should be working throughout the year to ensure that all our member registrations are up to date and accurate.

## Our group holds its own recognition for our volunteers. Do we have to change?

This is an enhancement of your current recognition and should not change your existing plans, but provide an additional opportunity to recognise your volunteers. At Scouts Canada we have always promoted volunteer recognition. Many of our Groups have year-end gatherings of their Scouting family where volunteers are presented with some form of recognition. Please continue to celebrate the hard work of your volunteers within your group.

## Will the Years of Service pins still be available for groups to use?

Yes, the 1-5 Years of Service pins will still be available through the Scout Shop and groups may continue to use them as part of their group's recognition.

## How does a volunteer without access to email or a computer get access to their recognition notification and select their gift?

Most of our newer volunteers have access to email and to the internet. If they do not have access, it is very likely that another volunteer in their group will and can make it available. Group Registrars should check with all volunteer members to ensure their email address in myscouts.ca is up to date. If a volunteer is unable or does not select a gift, a gift will be selected for them and shipped to their Commissioner for presentation.

## Who can I contact if I think that I should have received notification of milestone recognition but I did not receive anything?

Contact your Group Commissioner if you believe that some or all of your volunteer service has been overlooked. Your Group Commissioner can verify the information in myscouts.ca to ensure that it is up to date. If all of your information in myscouts.ca is correct and the error is due to a technical glitch, please contact the Help Centre at [helpcentre@scouts.ca](mailto:helpcentre@scouts.ca).

## What type of gifts will the volunteers be choosing from?

Volunteers with 1 to 4 years of volunteer service will be able to choose from items like a USB memory stick, waterproof smartphone/camera case or an iPhone speaker. Volunteers with 5 years of volunteer service will be able to choose from items like a daypack, beach towel or flashlight leather notebook. All items will be branded with the Scouts Canada logo.

## How does a Group or Area Commissioner address the inaccuracies that our volunteers bring to our attention?

The Group or Area Commissioner will work with the Group or Area Registrar to correct any inaccuracies in [myscouts.ca](https://myscouts.ca). In some cases, the Registrar may need to work with a member of the Council Staff to make corrections to historical information from past years in other Areas or Councils. Corrections must be made in [myscouts.ca](https://myscouts.ca) by the end of the change window communicated to Commissioners. Once the final list is extracted, the list of eligible Scouters is set.

## What if the Group Commissioner receives the wrong gifts or the wrong amount of selected gifts?

If there is an error in the amount or type of gifts that you receive, please contact the Help Centre: [helpcentre@scouts.ca](mailto:helpcentre@scouts.ca).

## How do I make the presentation of these gifts of recognition meaningful to the volunteers?

Recognize the volunteers in front of their peers and say a few words about each person receiving recognition. Use the 'AID' model to help you put your thoughts together. In the model, 'A' stands for Action. Start with an action that this volunteer has done that is worthy of notice and that you want others to emulate. The 'I' in the model represents Impact. What was the impact of the action this person has performed? And finally, the 'D' in the model is for Do. This is where you ask the person to continue doing the action in order to maximize the ongoing impact. Three to five brief statements are all that is required, and you have a personalized message to deliver as you thank the volunteer for their years of service.

## What happens if my years of service are not consecutive? I took time off to go to school or take care of personal matters.

We are setting up our membership queries to account for this. If you believe that the milestone level is incorrect, contact your Group Commissioner for assistance.

## Does my volunteer service as an Activity Leader or Scouter-In-Training count towards milestone recognition?

A volunteer's years of volunteer service as a Scouter-In-Training or any other appointment or position, count towards the milestone recognition program. Depending on the youth's other roles, their AL or SIT service may not be picked up by our [myscouts.ca](https://myscouts.ca) query. If you notice that someone is missing from your recipient list for this reason, please contact the Help Centre ([helpcentre@scouts.ca](mailto:helpcentre@scouts.ca)) to arrange for an email to be sent to that volunteer.

## As a Group Commissioner, how many volunteers am I going to have to recognize and where am I going to find the time?

Ideally, a Group Commissioner is recognizing every one of the volunteers in their group at least three times per year. Everyone likes to hear that they are doing a great job, so don't be afraid to tell them! For the milestone recognition program, the Group Commissioner may be making milestone recognition presentations to about 50% of the volunteers in their group each year but if you schedule a Thank-you gathering for your volunteers at the end of each year, you can recognize everyone the same day. Best of all, recognizing your volunteers in front of their peers will make the recognition even more special! But don't forget about the volunteers who aren't eligible for the milestone recognition program; every volunteer needs to be recognized for their contribution at least three times per year. Recognition and feedback are one of the pillars of effective Volunteer Support.

## Does this replace the existing award program for Outstanding Service to Scouting?

No, Scouts Canada will continue to recognize volunteers for the outstanding nature of their service in addition to the milestone recognition program. Information on Scouts Canada's Outstanding Service Awards program can be found on the Thanks ([Scouts.ca/thanks](https://scouts.ca/thanks)) page.

## How do I, as a Group Commissioner, change the address where the gifts are shipped?

You may change your 'ship to' address by contacting the Help Centre: [helpcentre@scouts.ca](mailto:helpcentre@scouts.ca).

## What if I have a question that is not answered here?

Contact the Help Centre: [helpcentre@scouts.ca](mailto:helpcentre@scouts.ca).