



It starts with Scouts.

Scouting in Canada is growing! To fulfill our promise of “It Starts with Scouts” for a whole new generation of youth, we need more volunteers than ever before. Our volunteers are talented, and they need to feel supported and know that they can add value from day one. Our role as employees and support volunteers is to ensure that our Section Scouters have the knowledge, support, sense of commitment, and enthusiasm they need to thrive. Without making this happen for our volunteers, we risk not having the broad impact on the Canada of tomorrow that we know is possible.

Imagine a Scouts Canada where all volunteers clearly know and can internalize what a quality program looks like, where all volunteers are truly committed to the Mission of Scouting. This is a time and a place where volunteers are not alone and are supported by experienced Scouters. These same volunteers receive the feedback necessary to help them grow, and they strive to be the best mentors for our youth that they can possibly be.

Fundamentally, effective execution of Scouts Canada’s Volunteer Recruitment and Development Strategy should lead precisely there. Volunteer performance must be supported by five key pillars: orientation, program tools, formal training, in person support, and feedback & recognition. The activity undertaken to deliver on these five pillars must be the primary focus of all Support Scouters and employees. Moving forward, specific attention must be paid to successful initiation and support of new volunteers such that their first experiences as members are positive and fulfilling. Competent and confident leadership is the cornerstone of a high quality and successful youth program that will enable Scouts Canada to attract and retain more members, volunteer and youth alike.

It is with this in mind that we have assembled the Volunteer Support Toolkit. Within it you will find a series of tools and tips that can help you in your role supporting our volunteers. Whether you are developing an Area plan, planning to conduct a year end volunteer appreciation night, or heading off to a program planning meeting with the local Cub pack leadership team, there is something here to help you help those around you.

As a Support Scouter or Scouts Canada staff member, your primary role is to facilitate the delivery of high quality programs. This will require you to ensure that the right people are in the right place, that our volunteers receive clear and meaningful orientations, and that there are experienced Scouters in place who are ready and willing to provide regular coaching accompanied by meaningful recognition. We’re calling on you to lead by example and roll up your sleeves!

With a constant and steady commitment to our volunteers, the number of youth reached by Scouting will increase. The quality of their experiences will improve. Our ability to shape the leaders of tomorrow will grow.

Happy Scouting.

Andrew Price

Deputy National Commissioner, Volunteer Services