

Outstanding Service Awards



It starts with Scouts.

Tout commence
avec les Scouts.

Context for Change



- Action Plan Item 3.3 (n) called for enhanced recognition programs to ensure that more volunteers receive recognition each year
- Since 2006, approximately 3% of Scouters have been recognized annually with outstanding service recognition (Certificate of Commendation to Silver Acorn).
- Better aligning recognition with current volunteer demographics will ensure that more volunteers are recognized.
- By appropriately recognizing volunteers' outstanding service, it is believed that volunteers will feel valued and more likely to remain active, thus increasing volunteer retention

Goal and Plan



Goal

- Every Scouts Canada volunteer feels recognized for their contributions
- Each Council recognizes 20% of their Scouters with Outstanding Service Awards annually

Plan

- A team of volunteers was assembled
- Looked at Scouts Canada's current program and similar recognition programs at other Scout Organizations
- The team identified 3 main issues as well as a series of recommendations

Issues Discovered



1. Application of the process is widely different from Council to Council
2. Most significant recognition for Outstanding Service is inevitably based on length of service, which prevents access to the majority of our volunteers, and
3. Artificial importance is placed on certain roles rather than the candidate's success in their role

Recommendations from Team



- Create a new award that Scouters will receive every time they are commended
- Make the application process simple, straight forward and available online
- Allow any stakeholder to Scouting to commend a Scouting member for an outstanding act or service
- Once a Scouter reaches a set number of outstanding commendations, an award is automatically granted
- Teams of Scouters can also be recognized for the same act or service by a DCC or CC
- The Silver Wolf should remain outside this new process

Advantages of Recommendations



- Allows any volunteer to be recognized no matter what their role in Scouting.
- Allows anyone that the volunteer has impacted to nominate them. This eliminates the need for a cumbersome write-up and investigative process, and provides a simple online tool to facilitate.
- Eliminates the subjectivity in recognizing our volunteers. This will ensure consistent application across Canada.
- Extracts “length of service” from consideration for Outstanding Service recognition, therefore making the recognition available to all volunteers.

New OSA Process



1. Process initiated by stakeholder
2. Commendation form/info distributed
3. Scouter's records updated
4. Distribute certificate and/or award
5. Make meaningful presentation

First.... A little terminology



- **Commendation** – an acknowledgement of an act or service to Scouting that is outstanding in nature
- **Certificate of Commendation** – A certificate and uniform badge to signify the first outstanding commendation that a Scouter receives as a Scouts Canada volunteer
- **Commendation Form** – The form which the initiator fills out to commend a volunteer for an outstanding act or service to Scouting (either electronic or paper)
- **Citation** – The text from the commendation form, which describes the outstanding act or service performed by a volunteer
- **Award** – A decorative medal and uniform insignia given to a Scouter in recognition of an outstanding act or service to Scouting.
- **Benchmark** – the number of commendations that a Scouter must receive to be eligible for an Outstanding Service Award

Terminology Con't.....



- **Recipient** – A registered member of Scouts Canada who has been commended for an act or service to Scouting which was outstanding in nature
- **Initiator** – A stakeholder to Scouts Canada who initiates the outstanding commendation process by filling out an electronic or paper form describing an act or service that a Scouter has performed, which the initiator believes to be outstanding in nature
- **Stakeholder or Member of the Scouting Community**– a person or party that can affect or be affected by the actions or decisions of Scouts Canada. Stakeholders include but are not limited to: Registered Scouters, registered youth members, parents of youth members, Sponsoring Organizations or Scouts Canada staff members

1) Process Initiation



- A member of the Scouting community (volunteer, youth, parent, sponsor, etc.) fills out the online or paper commendation form describing the outstanding act or service a Scouter has performed
- The initiator provides the Scouter's name, group, act or service performed and their contact information

Welcome to the Outstanding Service Awards Commendation Form, designed to recognize Scouters for their outstanding contribution to Scouting.

Please fill out, to the best of your ability, the following information with respect to the Scouter you would like to commend for their hard work.

*** 1. First and last name of Scouter:**

*** 2. The Group that the Scouter is a member of (e.g. 21st Regina):**

3. The Area the Scouter is a member of:

4. Please select the Council the Scouter is a member of:

*** 5. In 3-4 sentences, please describe the outstanding act or service that the Scouter has performed, as well as the impact that act or service had on you, your child or your community:**

6. Please provide the approximate date that the outstanding act or service occurred (i.e., date of event or meeting):

*** 7. Please provide the following details about yourself, in the event that we cannot match your commendation to the correct Scouter:**

Your Name:

Relationship to Scouter:

Email address and/or phone number:

Done

2) Commendation Distribution



- The information from the commendation form will then be distributed to the appropriate DCC for dissemination to the AC/DAC, Group Commissioner and recipient
- Once MyScouts can be utilized, this process will be automated and the recipient will receive instant notification of their commendation
- Recipients will also receive the name of the initiator and the citation from the commendation form
- DCC, or designate, and GC will also receive notification so that they can start presentation process

3) Record Update



- Prior to MyScouts being utilized, the DCC will need to work through existing processes to have the recipients MMS profile updated
- Once MyScouts can be utilized, the process will become automated
- In MMS, the recipient will be credited with receiving Certificates of Commendation until they reach an award benchmark

4) Distribution of Awards/Certificates



- For the first commendation a Scouter receives, the DCC would initiate the process for a Certificate of Commendation including the uniform emblem
- For subsequent commendations, the DCC would initiate the printing of another Certificate of Commendation until which time the Scouter reaches an award benchmark
- As awards are earned, the DCC would initiate the process for the printing of a congratulatory letter and certificate as they would have in the past
- Subsequent awards after the Certificate of Commendation will be based on submissions. Details still being worked out.

5) Presentation

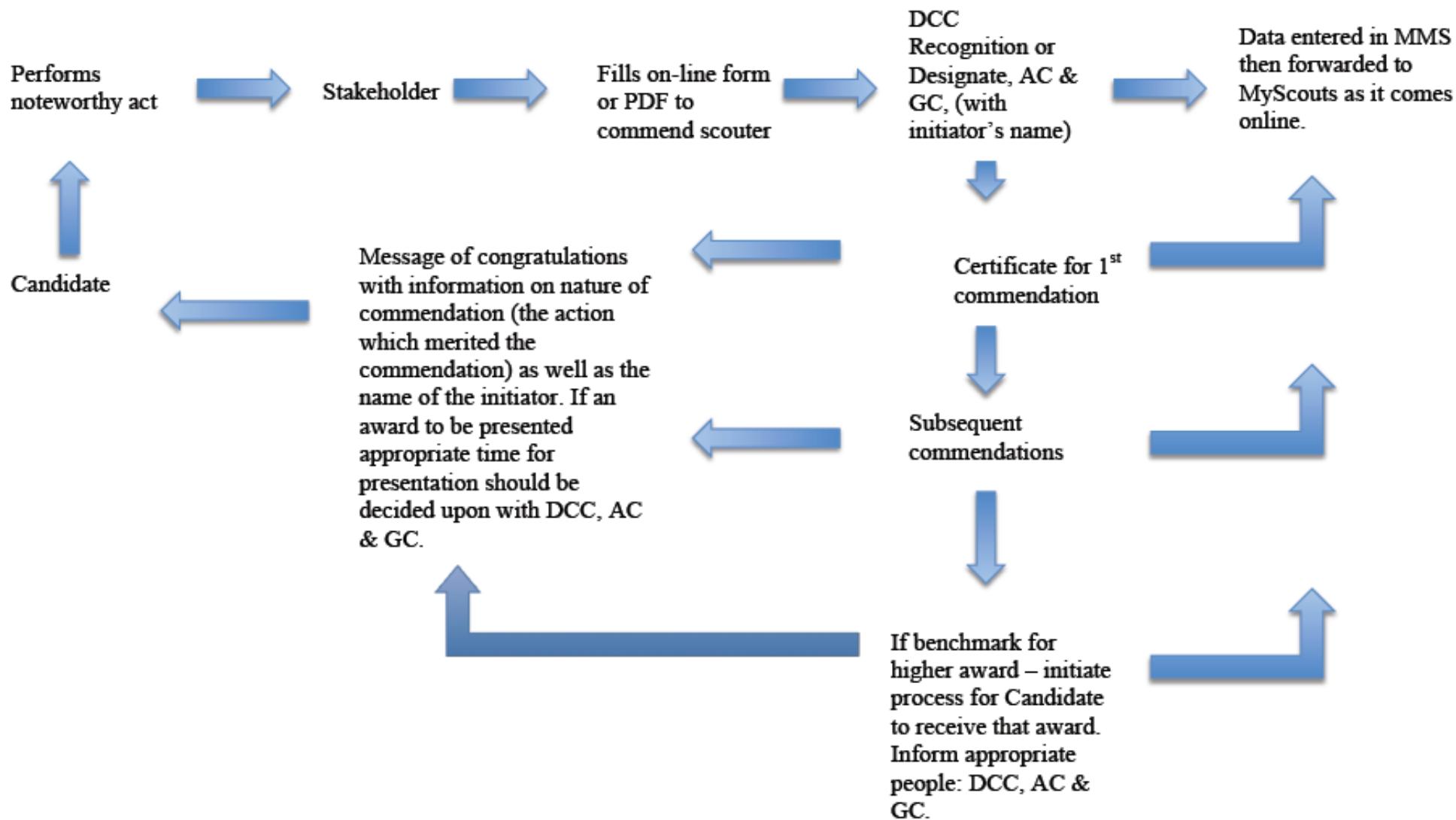


- Commendation and/or award presentations should be made as meaningful as possible for the recipient.
- The presentation could be made by a DCC, DAC, GC, Sponsor Rep., a youth or anyone else that would make the presentation special
- Possible venues for presentation are: Council H&A Ceremony, B-P Dinner, Swim-up Ceremony, Section Meeting, Group Committee Meeting, etc.
- Presentations are also a great opportunity to promote the OSA Program to members of the Scouting community and encourage more people to commend an excellent Scouter

Process Flow before MyScouts



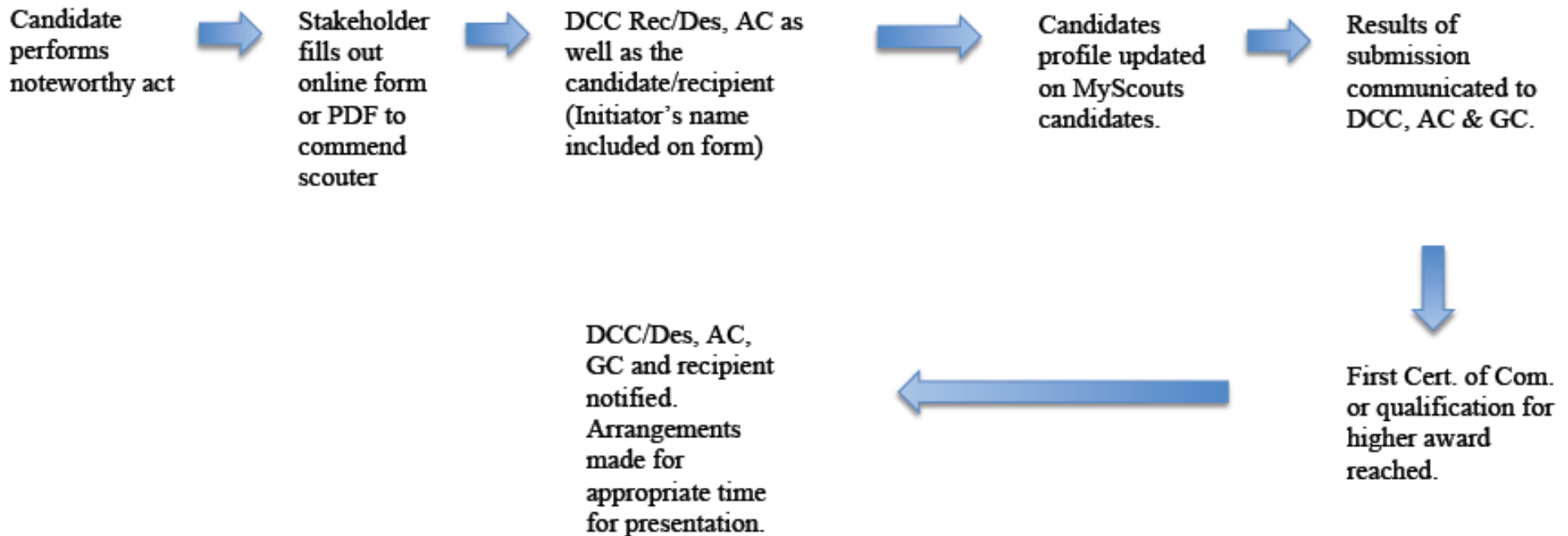
Process Before MyScouts Can Be Utilized
(At this point MMS is still be utilized)



Process Flow after MyScouts



Process After MyScouts Can Be Utilized



Process Transition



- 2011-2012
 - Parallel processes
- 2012-2013
 - ‘Grandfathering’
- 2013-2014
 - Exceptional circumstances

- Both OSA processes will run parallel to each other
- Awards may still be granted by Council Adjudication Committees
- The current OSA process should be focussed on Scouters with more than 5 years of service and getting them into the OSA process
- The new OSA process should be the primary one being used for most Scouters
- Council H&A Committee members should spend significant time promoting and developing awareness of the new process within their Council

- The new OSA process should be the focus of DCC's and their teams
- Their focus should be on ensuring meaningful presentations and simultaneously promoting the new process
- The current OSA process should be used exclusively for 'grandfathering' Scouters into the new process
 - Rather than the committee granting an award, they will bestow a number of commendations that may result in an award
- The purpose of the grandfather clause is to ensure that no one falls through the cracks, not to run two processes. The majority of Scouters should follow the new process

2013-2014



- The new OSA process will be the only process in use by 2013/14
- Committee members should focus all of their time on promotion and meaningful presentations
- There will continue to be a way to grandfather Scouters into the new process. This will be handled on a case by case basis by the DCC and they will have sole discretion in consultation with the CC
 - The DCC will continue to bestow a number of commendations rather than grant an award

Questions?

