



Commissioners Handbook
for
Recognition

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Introduction

The National Recognition Network's (NRN) Mission is to celebrate the significant contributions of our members and their resulting impact on the Scouting movement. This document provides Group or Council Commissioners a summary of Scouts Canada's Recognition program and describes who the NRN is, what the awards are, and what the awards processes are. The intent is to assist Commissioners in their work alongside the NRN to achieve the desired recognition for our valued Scouters and youth.

Scouts Canada's National Recognition Network is a collection of over 25 members from across the country who are passionate about the network's Mission. There are 3 main roles:

- **NRN Chair** is the principal point of contact for Recognition in Canada. With direction from the National Key Three (NK3), the NRN Chair sets the priorities and the goals of the network.
- **NRN Youth Chair** is the principal point of contact for The Medal of the Maple.
- **Council Recognition Administrators (CRA)** are the point of contact for Council Honours and Awards. They maintain recognition records and work to ensure appropriate recognition is provided for their Council.

What is Recognition?

Within Scouts Canada, we recognize our members' significant contributions and their support of Scouts Canada's 5 Priorities, and especially implementing the Canadian Path program. Refer to [SC 5 Priorities Link](#) for more information.

Recognition is not the same as engagement. Recognition of effort and time served may contribute to the engagement of our members.

Commissioners should recognize their Volunteers' contributions in individually meaningful ways. Recognition is inherently personal, and Commissioners are in the best position to judge what form of recognition will have the biggest impact for their Volunteers (informal/pins/medals/gifts) and how to present it (big ceremony, small celebration, or one on one).

Recognition involves:

Instant Reactions

These vital conversations let our colleagues know that we appreciate their time and effort. The conversations do not need to be lengthy but do need to be sincere. For Volunteers and Staff on large teams, regular check-in emails or calls are a great way to keep track of who needs and may require support.

Informal Awards

Groups are encouraged to create and present group level awards that promote their unique spirit. When a simple Thank You is needed use of Scouts Canada's *Certificate of Appreciation*, refer to the [Certificate of Appreciation Link](#), or create something specific for your group. These certificates may be used for Scouters, sponsors, youth, parents and others.

Thank you cards and small presents go a long way to promote a cohesive unit of members. Getting the youth to sign the cards, employing group colours for inexpensive or crafty ideas, or a unique song at a campfire all show your peers how much their service means to you.

Refer to [Informal Recognition TIPS sheet](#).

Council Specific Awards

Several Councils manage unique awards. These awards are encouraged as they provide a way to celebrate council specific impact that may be otherwise overlooked. Each award has a specific nomination and adjudication process.

Examples:

Chinook Council

- Lifetime Achievement Award
 - For extraordinary Scouters who have deeply influenced and significantly contributed through a lifetime of continuous service to others, while illustrating and reinforcing the values found in the Scout Promise and Scout Law

Greater Toronto Council

- Order of the Silver Key
 - For Distinguished Youth Service [Order of the Silver Key Award Nomination Form](#)
- Honorary Member
 - For Long-Term Commitment to the Council

New Brunswick Council

- Council Commissioners Canadian Path Award (CCCPA)

Newfoundland and Labrador Council

- Council Commendation
 - For adult and youth who are nominated for a commendation but are not active members of Scouts Canada

Nova Scotia Council

- Commissioners Award

White Pine Council

- Silver Pine Award
 - For Outstanding and Longstanding Service by an event or property

Voyageur Council

- Order of the Caribou

- For Service to Scouting within the Council. All members are eligible. It is associated with organizing and coordinating major activities. [Voyageur Council Awards nomination forms](#)
- Legacy Award
 - For Significant Service to Scouting through 35 or more years of continuous service, dedication, quality of leadership and willingness to help young people develop into self-reliant and responsible adults. [Voyageur Council Awards nomination forms](#)

National Level Awards

Outstanding Service Awards (OSA) recognize Volunteers and Staff for above-average commitment. OSA range from a Certificate of Commendation to the Bar to the Silver Acorn. Refer to Outstanding Service Award info.

Scouts Canada also has a series of Nomination Based Awards. These awards include The Medal of the Maple, The Award for Fortitude, The Jack Cornwell Decoration, Awards for Meritorious Conduct, Awards for Gallantry and The Silver Wolf. Refer to Nomination Based Award info.

Correct placement of Emblem Flashes on SC uniforms may be found at this link: [Scout Shop Insignia Placement Link](#). For further information refer to [Wearing Scouts Canada's Awards TIP Sheet link](#)

Outstanding Service Awards

Most OSA are based upon commendations received through MyScouts.ca or the Thanks Button for an individual's contribution to Scouting. The citation within the commendations are the building blocks on which the awards are determined.

Any stakeholder to Scouting (members, parents, sponsors, or the general public) may submit a citation for a remarkable act or service.

All commendations are reviewed by the CRA regularly. The review process ensures a nation-wide consistency and aids in the identification of Volunteers who merit an OSA.

The Certificate of Commendation



For service to Scouting. It is used for highlighting a significant contribution and is stored in the member's MyScouts profile.

See [Writing Meaningful Commendations TIPS Link](#)

Refer to Adjudication Process info.

The Medal for Good Service



Awarded for significant contributions to the section, possibly the group or wider Scouting community.

The Bar to the Medal for Good Service



For continued significant contributions and equivalent to earning a second Medal for Good Service.

The Medal of Merit



For especially good service within their section, group, and wider Scouting community.

The Bar to the Medal of Merit



For continued especially good service and equivalent to earning a second Medal of Merit.

The Silver Acorn



For especially distinguished service that extends beyond the group or section level.

The Bar to the Silver Acorn



For continued contributions of especially distinguished service and **equivalent to earning a second Silver Acorn**

Group Commissioners Support

The following procedures describe how Commissioners may assist recognition operating smoothly.

Under-Recognized Volunteers

If you believe someone is an under-recognized Volunteer, based on the work they've done, you may contact your CRA to flag them for review.

- Sometimes no commendations have been submitted for the Volunteer
- Sometimes the Volunteer has commendations, but they do not include impact statements that identify the CRA to review them for their next OSA.
- Sometimes the Volunteer is on track for their next OSA.

More information may be required on what the Volunteer has done. Further commendations may be requested to provide that information.

Writing Meaningful Commendations

Refer to TIPS sheet [Writing Meaningful Commendations LINK](#)

Adding a Commendation through MyScouts.ca *PREFERRED Method*

This process ensures members name is directly connected to the commendation. If MyScouts cannot match the submitted name to the MyScouts registered name of the individual. The commendation shows as an "unknown". Resolving an Unknown Commendation may take up to 10 minutes to process especially if the submission used a Scouting name, put in their maiden name or the member is known by their middle name.

Note: Adding a commendation for non-team members must be done through the Thanks Button.

Refer to [Adding Commendations in MyScouts TIPS Link](#)

Award Presentation

Each Commissioner needs to plan and present awards as they are received. The presentation must be special for the Scouting member. The award should be tailored to the Volunteer's preferences, include those who support their time in Scouting, including family, peers and youth. Creating a presentation dialogue from commendations received since the most recent award, provides context of the service donated for this award.

Refer to [Presenting Scouts Canada's Award TIPS Link](#)

Council Recognition Administrators Responsibilities

Commendation Review

CRA's perform the following tasks frequently

- 1) Review submitted Commendation in MyScouts.

- 2) Move, and then adjudicate Commendations, refer to Adjudication Process info, in the Council-specific spreadsheet monthly
- 3) Identify OSA recipients and confirm Volunteers are “In Good Standing.” Refer to Check-in Good Standing info
- 4) Prepare the OSA package (this process varies within each council) and notify the next senior Commissioner to anticipate delivery of the award package.
- 5) Update MyScouts with Recognition Date *following* confirmation the award has been presented.

Adjudication Process

Commendation statements for each Volunteer are stored in their MyScouts profile. The CRA’s separate “Pat on the back” thank you commendations from the noteworthy actions of Volunteers.

The current process involves *manually* assigning a value of 0 or 1 to each commendation as the commendations are processed. This identifies **significant time-effort-impact** stated within the citation. This process is referred to as Benchmarking a Commendation. When a Volunteer reaches the threshold for the next OSA, CRA’s manually review and re-evaluate all their commendations. The CRA ensures that duplicate commendations are removed, and the review process is consistent. Once the validation is complete, CRAs move onto the confirmation step with the Councils.

Commissioners and CRA Verification

Check “In Good Standing”

The award recipient should be recommended by ALL necessary parties.

The NRN process is the CRA sends a list of Volunteers’ names who are to receive any award to the Council Key 3 and ask if the Volunteers are “In Good Standing.”

Note: The CK3 may choose to involve the Group Commissioner or Group Support Manager. This will vary with each council.

The CRA confers with the Commissioners, that the Volunteer has no items that

- Have resulted in the Volunteer being suspended from their active roles while under review, or
 - Have been noted but do not result in a Safe Scouting review e.g. regular non-attendance at meetings, removal from an event for inappropriate comments or behaviour.
- 1) If all parties (CRA, CC, CYC, and SRM) agree the Volunteers are “In Good Standing” the medals may be processed.
 - 2) If there is an appropriate disagreement, the medal **will not be processed**. A brief note is added in the council spreadsheet, a second review will occur in 3 to 6 months.

Nomination-Based Awards

Scouts Canada has a series of Nomination Based Awards. These awards are based on unique, and exceptional circumstances and require a narrative description of what has occurred. The nomination provides the National Adjudication team confidential details of the actions to all the committee to make the correct recommendation. National adjudication ensures nation-wide consistency of these awards.

- 1) A nomination for fortitude or gallantry is written and submitted to The National Adjudication Committee (NAC) recognition@scouts.ca. For detailed information, click on the desired award link:

The Medal of the Maple [Criteria and Nomination Form Link](#)

The Award for Fortitude / The Jack Cornwell Decoration

[Jack Cornwell Decoration / Award of Fortitude nomination LINK](#)

The Meritorious Conduct awards [Meritorious Conduct Nomination Form LINK](#)

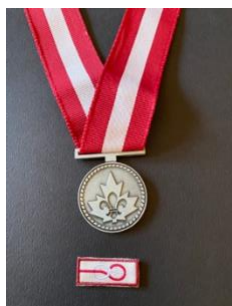
The Gallantry awards [Gallantry Nomination Form LINK](#)

The following steps will occur, there is some variance in order based on the award.

- An acknowledgement of the nomination is sent by the NAC
 - The NAC team reviews the nomination.
 - The NAC advises the NRN Chair, the Council Key 3, and CRA of the decision.
 - The NAC confirms the recipient is “In Good Standing.”
 - The NAC will add the Award to the Scouter’s MyScouts profile with the details of the nomination being entered in the comments field.
- 2) The NRN Chair ensures that the award package is prepared, has the certificate signed, and forwards the complete award package to the appropriate Support Centre Office or designated address.

Nomination-Based Awards for Youth

The Medal of the Maple



To honour YOUTH who contribute to the Scouting Movement and the spirit of Scouting through community service, extraordinary Scouting participation, and a solid system of personal values.

The youth is a program participant or a young Volunteer.

[Criteria and Nomination Form Link](#)

A CRA who receives numerous Thanks commendations for a youth and should have a conversation with the CYC, to determine proceeding with a nomination.

The adjudication review is based on *information available primarily from the Medal of the Maple nomination form but also includes existing Thanks commendations.*

The NRN chair and the NYRN chair agree that youth members should receive the Medal of the Maple as their first award. The Medal of the Maple should recognize a youth participant member's contribution to the organization through their Scouting spirit over several years. The Medal of Good Service revolves around planning and implementing larger-scale activities that the youth volunteer has helped facilitate to achieve Scouts Canada's mission and vision.

The Medal of the Maple may continue to be worn into adult years of service to display the recipient's success.

The Jack Cornwell Decoration



Awarded to a YOUTH member based on exceptionally high character, devotion to duty, and specific acts of physical courage; **or** must have heroically undergone great suffering. Contact CRA for the nomination form.

[Jack Cornwell Decoration nomination form LINK](#)

Nomination-Based Awards available for any Member

Any member of Scouts Canada is eligible for the following awards. Members of a Section which acted as part of a team may also be eligible for an award.

The Award for Fortitude



For a member who carries on to the best of their ability with their duties and/or activities in Scouting despite being challenged in some respect as a result of a physical and/or mental condition or disease and continue to contribute to the movement

[Award of Fortitude nomination LINK](#)

Example frequently;

A member who continues to attend meetings regularly while undergoing treatment for cancer

A member who has mobility issues and continues to participate to the best of their ability.

The Certificate for Meritorious Conduct



is bestowed for conduct worthy of recorded commendation, but which does not justify a medal.

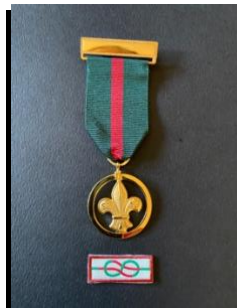
[Meritorious Conduct Nomination Form LINK](#)

Example:

A member who assists in a First Aid situation, calls for aid and keeps the patient calm.

A member who is a primary caregiver while continuing their service to Scouting

The Medal for Meritorious Conduct



is bestowed for especially distinguished conduct **not involving heroism or risk of life.**

[Meritorious Conduct Nomination Form LINK](#)

Example:

A lifesaving effort by a member. A person has collapsed and is not breathing.

By performing CPR, the person's heart is maintained until medical personnel arrives.

The Certificate for Gallantry



Is bestowed for gallantry with **slight risk** worthy of commendation.

[Gallantry Nomination Form LINK](#)

Example

Assisting a person, who is confused, maybe dementia, or following an epileptic seizure.

The Bronze Cross



Is bestowed for gallantry with **moderate risk**.

[Gallantry Nomination Form LINK](#)

Example:

Assisting people from a burning building, but not entering the building.

Assisting someone who is drowning in a pool.

The Silver Cross



Is bestowed for gallantry with **considerable risk**.

[Gallantry Nomination Form LINK](#)

Example:

A member donated a kidney as the result of a community search. The Scouter had to undergo surgery and recuperate with time off work.

The Gold Cross



Is bestowed for gallantry with special heroism and **extraordinary risk**.

[Gallantry Nomination Form LINK](#)

Example

Assisting someone who is drowning at sea.

Removing someone from a vehicle following a serious accident. The victim is at risk of further injury if left in the car

The Silver Wolf



For service of the most exceptional character to Scouting, normally of **National** importance.

The Silver Wolf Award is specifically **excluded** from the normal Outstanding Service Award Recognition process. Nominations will be reviewed with an eye on a significant “lifetime achievement” type award of National significance. It is reserved for the awarding of special recognition by the National Commissioner, a limited number are issued annually.

Nomination Process

1. A nomination for the Silver Wolf Award may be initiated by a member of; a CK3, Scouts Canada’s Board of Governors, the NK3 or the NRN Chair.
2. A nomination submission is to be a written narrative to a maximum of two pages. The focus should be on the nominee’s entire Scouting involvement and their significant impact on Scouts Canada. One of SC nomination forms may be used as a cover page with the narrative attached. Nominations are submitted to the NRN chair. The National Key 3 adjudicate the nomination.

The Silver Fox



Presented to individuals who are **NOT members of Scouts Canada** for service in the international field, of the most exceptional character to Scouting. The nominee must be associated with a National Scouting Organization affiliated to the World Organization of the Scout Movement.

There is no Nomination Process for Scout Canada Volunteers as this award is not presented to members of Scouts Canada



Nominations are initiated by Scouts Canada’s International Commissioner. The National Key 3 adjudicate the nomination, and work in collaboration with the recipient’s Scouting organization regarding presentation.

The Silver Maple Leaf



Awarded to retired members of the Executive Staff for especially distinguished service to Scouting in excess of 25 years.

This is a staff award, there is no Nomination Process for Scout Canada Volunteers.



Scouts Canada Human Resources Manager decides based on years of service as staff who receives the award. Presentation is made by the Executive Commissioner and CEO.

Recognizing Years of Service

Scouts Canada Years of Service certificates are available online at [Certificate Link](#), service pins are available for sale from Scouts Canada Scout Shop at [Scout Shop Link](#).

Scouts Canada members who have been World Organization of Scouting Member in another National Scout Organization may be recognized for their years of service. E.g. A Volunteer with BSA is now living and working in Canada and has 4 years of service in the USA and 6 years of service in Canada will be eligible for the 10 year Long Service Award.

Scouts Canada members who have been members of Girl Guides of Canada (or other member of World Organization of Girl Guides or Girl Scouts [WAGGS]) may be recognized for their service in Guiding after 3 years of service to Scouts Canada. E.g. A Volunteer who has 3 years of Guiding service and 2 years of Scouting Service would receive Scouts Canada's 5 year service award.

Please note the service is not served concurrently.

Determining Years of Service

- 1) In MyScouts, open the *Reports listing* on the left side menu.
- 2) Select *View Report* in the *Membership Listing* for your group or section, save it as an excel sheet and run the report.
- 3) Add the columns labelled *Years of Service* and *Non Entered Years* to give you the total years of service as of August 31st. **Do not include Participant Years**
Note: the NRN has requested the Membership report automatically generate the total number of years, however that has not yet occurred by the MyScouts team.
- 4) Confirm most recent Years of Service recognition in the Volunteer's MyScouts profile under the *Recognition Tab*

Adding Missing Years of Service

- 1) In MyScouts, open the Volunteer's profile.
- 2) Select the Volunteers *Contact Info link* on the left side menu.
- 3) Scroll down to the bottom and locate the *Non Entered Years field*.
- 4) The MyScouts years will be added to the Non Entered Years. Add the necessary years to obtain the correct *TOTAL YEARS* of service.
- 5) Click Save.

Note: the years of service does not include participant years.

*For example: Scouter Joe has 43 years of Volunteer service on Aug 31, 2020.
MyScouts.ca Years of Service records 20 years.
The GC or designate adds **23** in the NON ENTERED YEARS OF SERVICE field, to correct the report.*

Occasionally this information is not saved into the MyScouts database after being added. If this occurs, please submit a help ticket with the Help Centre.

Scouts Canada's Recognition program provides a well deserved Thank you for youth volunteers, adult volunteers and staff volunteers. This document has been developed to provide some direction to Commissioners on the program currently in place. If you still have questions that have not been answered please contact CRA for further clarification. Your CK3 know who that is, if you are not aware.

Thank you for reading this document, and for your assistance in supporting Recognition in Scouting.

Appendix A

Annual Updates

Based on feedback from councils, commissioners and members at large, the NRN has made significant changes in 2019-2020. Such as,

- Scouts Canada generated nation-wide commendation(s) will no longer be issued.
- The NRN is reaching out regularly to key individuals to ensure that appropriate awards are prepared. The NRN will not be providing mass medals at one time.
- Providing more information to further involve the Council Key 3 in the recognition process
- Youth who are both a participant and a Volunteer will be considered for Medal of the Maple before Medal of Good Service
- Adjudication teams composed of Active members from across the country, now review all nominations for Silver Acorns, Medal of the Maples, Medals for Fortitude, Medals of Gallantry, and Medals for Meritorious Conduct to ensure consistency across the country.

Completed awards 2019 - 2020

- 17,023 Commendations
- 577 Outstanding Service Medals
- 971 Long Service Pins

- 50 Medals of Valour, Fortitude and Meritorious Conduct
- 59 Medals of the Maple