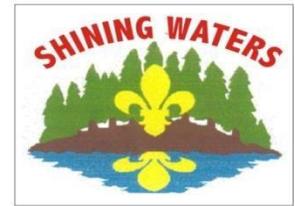




Scouts Canada SHINING WATERS COUNCIL



**SCOUTS CANADA SHINING WATERS COUNCIL
SERVICE TEAM MEETING
At the Leathem Centre, Woodland Trails
14919 Kennedy Road, Stouffville, ON L4A 7X5
Saturday November 23rd, 2019
10 AM – 3:00 PM**

Attendees:

Kristy Carthew (SRM*)
Allan Chan (GSS**)
Kit Cheng (CC)
Nikki Donadio (CRM)
Rob Finlayson (DCC Recognition)
Glenn Healey (DAC Senior Sections SPA)
Chuck Heron (Registrar NLA)
Jackson Kwok (GSS)
Brenda Laird (NLA)
Bob Martinell (Secy)
Vic Metcalfe (GSS)
Barry Mitchell (Liaison International Jamborees)
Wayne Morrison (DCC Operations)
Greg Peach (GSS)
Tiffany Robinson (Special Events SPA)
Rosalind So (DAC Safe Scouting YHW)
Elwick Tang (DCC Learning & Development)
Hans Uhr (DCC Safe Scouting)
Purvin Wai (GSS)
Fran Walker (DAC Recognition NLA)
Peck Yap (DCC Recognition)

*SRM= Scouting Relationship Manager

**GSS= Group Support Scouter

Regrets: Richard Billings (ACC ScoutCon) / Chris Burke (GSS) / Craig Carr (ACC Camp Wildman) / James Finnigin (DAC Recognition SSA) / Shawn Forth (DAC Membership & PR) / Daisy Gao (SRM) / Scott Gingrich (GSS) / Jason Gingrich (CYC) / Judy Hall (DAC L&D/Scout Popcorn WPA) / Rick Lamon (DAC Scout Popcorn SSA) / Daniel Lei (GSS) / Diana MacDonald (DAC Program WPA) / Paul Poirier (ACC Camp Charl'Bro) / Dena Rogers (GSS) / Suzanne St-Jean (DCC Scout Popcorn) / Alex Seaborn (DAC Events WPA) / William Wong (DAC Onboarding YHW) /

PLAN:

Call to Order...CK3

Kit C and Nikki welcomed everyone to the meeting and everyone introduced themselves and who they represented. Kit acknowledged the Scouters and all those involved with distribution of Scout Popcorn across the Council today.

Approval of Previous Minutes (September 21, 2019)/Matters Arising...Bob M

Moved: Jackson K; second: Greg P. No discussion (except for matters arising).
Approved. Those items for review from Sept 21 CST Meeting:

- A model to address conflict resolution is required as part of the needs analysis. **Action: CK3.** [Ongoing]
- The "vision" of the new Group Support model is not well understood; need to remove uncertainties as many are expressing their own impressions. A communiqué and feedback is required. **Action: CK3.** [Issued Oct 20 by CK3 to GCs]
- Initiate a monthly conference call to GSS. **Action: CK3.** [Started . . .]
- What do we want to see? Who can run events? Where are the Area linkage opportunities? Please send your thoughts/comments to DCC Program through DACs Program (YHW: Elwick Tang; WPA: Diana McDonald; others: your AC). **Action: All.** [Ongoing]
- Need the team to organize ScoutCon. **Action: All.** [Ongoing]

Safety Moment...Hans U

Although we seek ways to make Scouting activities exciting and realistic, there could be danger which we should identify by undertaking risk assessments in everything we do. The Hallowe'en incident this month's Safety Moment is a serious example what can occur. Now we are arriving in a season that has many slipping hazards so, everyone will

note the focus. See "**DCC Safety Moment November 2019**". Hans needs feedback and wants to hear what and where GCs and Groups wish to focus their safety efforts. So, look at safety needs and involve everyone including the youth as part of a developing safety culture.

Council Updates...Kit C

- Membership Status Updates
 - Please see the slide pack, "**November CSTM 2019 Slides.**"
 - The Council is doing well in recruitment – see slide 4 "Membership" noting that nationally, Scouts Canada are 728 members over last year at this time (the Latter Day Saint groups stepped back last year primarily affecting BC).
 - "Shout-outs" to 5th Richmond Hill, 1192nd Markham, 133rd Milliken, 2nd Unionville and 14th Barrie for dramatically increasing their Group membership.
 - Next steps moving forward with Scout Groups in the Council:
 - Continued focus on person-to-person Group Support by our RMs
 - Continued focus on Group Health Navigator and Canadian Path Navigator
 - Continued focus on Growth with new projects in selected communities through:
 - Capacity Building
 - New Groups & Sections
 - Continued Communication
 - Continued Monitoring

- Nov 15-17 NST Meeting Updates [see slide pack, "**November CSTM 2019 Slides.**"]
 - Intro: Feel free to share the information with everyone
 - We are moving from a hierarchical to an integrated network of communication and support with an underlying theme of "continuous improvement": youth success is everyone's success.
 - SRMs will support each other and GSSs as well as GSSs supporting each other.
 - "**Shared Service Model**" (see Slide 11), "recognition" and "popcorn" network services are "ready" (operational) while "communication" is under development, next is "program" including "events" and "L&D", then "properties", "field operations" and "safety". Specialized support to staff and volunteers will be available as referred by GSS/SRMs and CK3.
 - For example, the "communication" network (Slide 13) to be developed based on the Communication Functional Team is explained in the slide

pack, "**AGM - Communications Presentation**". Wayne M noted the opportunities available to volunteers as he and other Scouters are currently doing interviews [Wayne is leading "Creative Services"].

- Wayne M noted the differences in each Council that may dictate differing levels of support.
 - Nikki D noted for "Translation Services", a survey is coming (January) to the Groups to determine needs.
 - Returning to "**November CSTM 2019 Slides**" (Slide 14), "Events and "L&D" will be addressed by the Program Support Team (PST) of 6 Program Support Managers across Canada broken down as shown (Slide 15). Nikki D commented that the functional teams will offer more consistency in delivery of programs to everyone.
 - Kit C explained Slide 16, "In-Person Support" noting that the personal support team would meet with the Scouters, work with them over 5 meetings and meet with them again with the goal of moving the section from Tier 1 to 2, Tier 2 to 3, etc.
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- "**Group Support Model**" is working as expected.
 - GSS receive a 3-day orientation in Ottawa (not same as GC Orientation).
 - Group Health Assessments are to occur every season between GCs and Relationship Managers (RMs=GSS and SRMs) – Tier 1 and 2. Groups managed by the Group Support Centre – Tier 3 and 4 by RMs
 - GSS have 116 youth to support spanning 3 Groups on average nationally while SRMs have 1000 youth in 6 Groups.

 - "**Our Volunteers**" – having reviewed "**Scouts Canada Volunteer Trends Nov 2019**" (issued with the agenda), we need to accept a shorter term engagement/commitment from our volunteers rather than expecting to say on for five or more years . . .

 - "**Other Highlights**" . . .
 - A new Group Start-Up Team is developing but we also need to focus in sustainment.
 - The new David Huestis Learning Centre is now operational (Nov 28) allowing GCs to monitor their Scouters' progress to better monitor volunteer development and succession.
 - A new online Campsite Booking System will be operational shortly.

- Council Leadership Team Investitures. Kit C and Nikki D invested Allan C, Jackson K, Greg P, Purvin W and Peck Y (a “round” of applause ensued). Scott G and Dena R were unavailable.

Lunch Break – Thanks to Desmond Wong for his support to the Council meeting throughout the day and Jennifer Li and her team for a lovely spaghetti lunch!

Council Service Team Investitures. Kit C invested Glenn H to another “round” of applause . . .

DO:

Functional Team Breakouts...Kit C

Six of the seven functional teams (Group Support, Learning & Development, Program, Operations, Recognition and Safety – less Scout Popcorn) met, and in some cases mixed with others due to absences, focussing on the following items prior to lunch and provided an overview of their discussions after lunch:

- Focus on Group Health
- How can we ensure we put our front-line volunteers first (Refer to Scouts Canada Volunteer Trends Nov 2019 slide)?
- How can we identify Scouters to start WB2, attend workshops, townhalls, etc?
- How can we onboard new volunteers at Section/Group levels – and how can we give new volunteers more responsibility
- Group Management Calendar [GSS only]
- Capacity Building Workshop [GSS only]

Functional Team Recap...Kit C

- The Recap:
 - Safety...Hans U
 - Safety is inconvenient but a “must do”
 - “Area” Team representatives are needed
 - Safety Moments will continue
 - Need framework from National to see the way ahead
 - Operations...Wayne M
 - Communications network continues to develop to be able to support
 - Check how we do calendars (one stop shopping?)

- How do we tell Groups to use the calendar?
- Have increased Scoutstracker licences 189 to 229 this year
- Have 5 Area Scoutstracker accounts . . . identify Area events by using Area abbreviation to identify Area-specific events
- When do we push down info to Groups/Sections . . . best to do so with a link attached rather taking up limited calendar space.
- Recognition...Rob F
 - Network is operational but still grappling how to ensure GCs are aware how we can support them
 - GCs need to be fully conversant in their responsibilities as GCs in the program
- Group Support...Kit C
 - Sustain continuous training opportunities
 - Standing meetings once per month with GSS
 - Keep channels open

Learning and Development/SCOUTCON...Elwick T (See slide pack "**DCC L&D Report - NOV 23-2019**")

- Woodbadge 1 and Scouting Fundamentals available on the new David Huestis Learning Centre (WBII to come)
- Produces a module certificate – allows GC to follow
- Three stages through Woodbadge – Stage 1 (training), Stage 2 (implementation), Stage 3 (GC woggle presentation)
- Various courses ongoing/planned – slides 6-8, 11-12
- SCOUTCON – Mar 28, 2020 – slides 9-10
- WBII Scouter Development – to clarify, the course covers WBII material but participants return to Groups to demonstrate what they have learned to be signed off
- Outdoor Skills – introduces the participants to the outdoor modules of WBII but return to Groups to demonstrate

International Events...Barry M (with WJ19 Contingent Management Team)

- WJ19 participants now circulating speaking of their experiences especially, "the people I met"
- South Korea is WJ23 (July 2023 – must be 14 years on the star date but not 18 years)
- Significant cost factor is travel so fundraising is essential
- Post Jamboree would be included, for one week afterward

- Canadian Contingent to Kandersteg Scout Centre (Switzerland) 2020
 - 220 now registered
 - 60 from Shining Waters (14t Barrie as a unit) – almost filled
- Jamboree in Australian(Dec 2021-Jan 2022)
- Eurojam 2020 (July 27 – August 6) . . Glenn H indicates some youth planning now
- CJ2021 – Likely not occurring with support to Atlantic and Pacific Jamborees
- Barry is available to speak to groups specifically on WJ: bmitchell@scouts.ca

Strategy Discussion Session – Streamlining Communication within SWC...CK3

Noting that we have:

- Meetings (CLT Meetings, GSS Meetings, CST Meetings, Scouter’s Club, Area Management Meetings, etc.)
- Websites (Council and Area Websites)
- Social Media (Council and Area facebook pages, Council Twitter account, etc.)
- Emails (Council Newsletter, various Area Google Groups, Council emails, etc.)

So, within the Group Health framework, how can we make best use of all the resources (people, time, finance). Together, we will drive the new direction. Focus on three questions:

- What do they need from us?
- What do we need from them?
- How can this/these be best facilitated (videos, podcasts, etc)?

General Sharing and Discussions...

- Meetings
 - Only as required, not routine
 - Supplement with conference calls
 - Use of U-tube
 - Clear start and end time
 - Ensure right persons are there or different times for different people
 - Importance of social aspect of meeting
 - Establish clear purpose(s) – what are we trying to accomplish?
 - Scouters’ Clubs
- Websites
 - Area sites merge to Council site
 - Area web managers involved for content procedures
- Social media
 - Area and Council Facebook sites?
 - Need to better define what using it for?

- Share upcoming events
- Merge Area and Council discussion pages into a new discussion page
- E-mails
 - Google groups
 - Can we segment the e-mails?
 - One stop forum to go and look
 - Precision essential in the subject line
 - One action per e-mail
- External info to media outlets
 - Some Groups are doing this now from Facebook pages

REVIEW

Parking Lot...CK3 (No discussion)

Adjournment...CK3

The meeting ended at approximately 3 PM.

Next Council Service Team meeting (including all DCCs (and ACCS), AK3s and DACs): Saturday, January 18, 10 AM – 3 PM, at St, George’s Anglican Church, 9 Granville St, Barrie, ON L4N 3K1.