



Scouts Canada SHINING WATERS COUNCIL



COUNCIL SERVICE TEAM MEETING
Hosted via Zoom Videoconferencing
by Kit Cheng, Nicole Donadio and Mandy Chung (CK3)
Saturday November 27, 9:30 AM – 12 Noon

Number of Attendees: 53 participants, 44 Scout Groups represented

Attendees: Allan Bray (SWC / 14th Barrie / 1st Mapleview), Barry Mitchell (Program), Bonny-Lynn McMullen (2nd Innisfil), Brenda Meades (1st Barrie Foresters / 8th Barrie), Carmen Wu (8th Markham), Christine Rosenthal (2nd Markham), Chuck Heron (SWC / 4th Orangeville), Clement Cheng (38th Richmond Hill), Daisy Gao (SWC), Daniel Lei (SWC / 23rd Markham), Daniel Plessis Bélair (1st Palmerston), David Williams (Property PSS), Dennis Gadd (2nd Listowel), Doug Donald (1st Penetanguishene), Duncan Massie (1st Mount Albert), Edna Elliston (Program), Elizabeth ANNE Heath-Neuman (1st Ballantrae), Ernest Lo (133rd Milliken), Francis Cheung (333rd Markham), Glenn Skitch (1st Stouffville), Gregory Peach (SWC / CVR / 1st Kempenfelt Bay), Hans Uhr (SWC), Helen Carnie (2nd Markham), Helen Tam (2nd Unionville), Jackson Kwok (SWC / 6th Richmond Hill), Judy Hall (2nd Huntsville), Kit Cheng (SWC), Kyle Munro (3rd Aurora), Laura Payne (1st Bradford), Len Cox (1st Owen Sound), Leslie Selby (5th Richmond Hill), Lise-Cendrine Westerhoek (1st Northridge Salvation Army), Liz McIsaac (3rd Bracebridge), Mandy Chung (SWC / 5th Unionville), Marlene Harris (GSC), Nicole Donadio (SWC), Peck Yap (SWC / 8th Markham), Pradeepta Chakravarti (8th Richmond Hill), Priscilla Wong (7th Milliken Mills), Purvin Wai (SWC / 8th Oak Ridges), Rick Lamon (1st Chesley / 1st Mildmay), Robert Kennedy (2nd Aurora), Robert Martinell (SWC), Robert Pearson (Newmarket), Rosalind So (1st Maple / 1st Unionville), Ross Haagsma (5th Aurora), Ruth Teal-Milligan (1st Sutton West), Samil Chagpar (392nd Thornhill Muslim), Scott Wagg (4th Midland), Shawn Forth (Communication), Sheri Rilett (1st Richmond Hill), Wayne Morrison (SWC), and William Sung (3rd Unionville)

Absent: 100th Markham, 10th Richmond Hill, 1192nd Markham, 1st Alliston, 1st Everett, 1st Bracebridge, 1st Burks Falls, 1st Creemore, 1st Flesherton, 1st Gravenhurst, 1st Hong Kong Canadian, 1st Lucknow, 1st Markham York Region MedVents, 1st Mount Forest, 1st Nottawa, 1st Orillia, 1st Port Elgin, 1st Sauble Valley, 1st Shelburne, 1st Simcoe County MedVents, 1st Thornhill, 1st Tottenham, 1st Woodbridge, 1st York Region MedVents (Newmarket), 1st York Regional Police, 22nd Markham, 2nd Keswick, 2nd Wasaga Beach, 2nd Washago, 3rd Collingwood, 3rd Orangeville, 3rd Parry Sound, 4th Markham, 5th Hanover, and 7th Markham

Regrets: Consuela St.John (Program PSM), Kristy Carthew (SWC), Fran Walker (4th Orangeville), Gail Jackson (1st Bracebridge), John Chin (1st Markham York Region MedVents), Katherine Faulkner (4th Midland), MJ Reid (1st Gravenhurst), Dick Riewe (1st Creemore), Brenda Laird (4th Orangeville / SWC), John Estrella (7th Markham)

PLAN:

Welcome...CK3

Kit C welcomed everyone at 9:31 by thanking for taking the time to participate. He informed the meeting (according to the slide pack: [SWC CST Meeting Council Key 3 Updates - 202111](#); **SLIDE 2**) to access the website [Slido link](#) in order to ask questions at any time throughout the meeting and they would be answered by popularity as we moved through the [agenda](#) [**Slide 3**]. Other questions would be answered during the "Recap Session / Parking Lot Items" or in writing following the meeting and posted on the [Shining Waters: Council Meetings November 27, 2021](#) under "Meeting Q&A - 202111".

Moment of Reflection – Gone Home...CK3

There being no recent Scouters "gone home", the meeting moved to the next business.

Minutes Approval (August 14, 2021) & Action Items Reviewed...Bob M [[Slide 4](#)]

Three Action Items remained from the August 17 meeting:

- Prioritization of Volunteers' Youth registrations. Groups wishing to prioritize registrations for youth of volunteers (Scouters) should discuss with respective Relationship Managers/Group Support Scouters (RM/GSS). Chuck H indicated a "work-around" is to have the active Scouter-parent work with the Group registrar to raise the capacity by one to register their child. Nicole was asked to push National for a clear methodology to deal with this enduring issue [Action: Nicole D] **From Nicole:** Was brought forward to National but will follow up with registrars for written instructions.
- Exception Process for 2022 Registrations. For Beaver registration 2022 in September, youth must have been born latest December 31, 2016; ie, youth must be 5 years old latest December 31, 2021. There will be an exception process available to GCs, but we are not sure how this works yet. We will keep you informed. [Action: Nicole D] **From Nicole:** Answer was here: [SWC Meeting Q&A – August 14, 2021](#) (bottom of page 1 under "**Registration**") and, checkout [Group Guide to MyScouts](#) (page 23). Completed.

- When will Scouter and youth registration become unified (happen at the same time)?
Ans: We don't know! But this is a great question and we will follow up. [Action: Nicole D] **From Nicole**: No change to the current method yet; will continue to advocate for unified registration and renewal periods.

There being no other outstanding actions remaining from the August 14 meeting and no objections, the minutes were approved; moved by Bob Martinell and second, Greg Peach.

Safety Moment...Hans U [[Slide 5](#)]

- Risk Management:
 - Operational. Resources available to reduce risk during routine activities:
 - [Meeting Space Risk Assessment / How safe is your meeting ?](#)
 - [Emergency Response Plan \(ERP\) – Junior Sections \(Beavers/Cubs\)](#)
 - [ERP – Senior Sections \(Scouts/Venturers/Rovers\)](#)
 - [Modified Adventure Application Form](#)

[Secretarial Note: A reminder that ERPs are necessary for all sections: [Policies: Emergency Management Standards](#), paragraph 4.] See also Scouts Canada's "[Procedures: Risk Management Guideline](#)":

- [Scouts Canada Risk Assessment Matrix](#)
- [Scouts Canada Trail Card – Managing Risk](#)

Most accidents happen in the meeting hall. A Meeting Space Risk Assessment should be done frequently not just once a year. Some groups do a written risk assessment for every activity.

- Administrative. Fraud and cypher crime is on the rise. There are over 35,000 attacks reported per day and the assumption is that only 5% are reported. Canadian reports of fraud: 71,100 in 2020; Canadian victims of fraud: 42,188 in 2020; Losses to fraud: \$106.6 M in 2020.
- Emergency. "[What3Words](#)" is a location reporting system more frequently used by emergency services such as Police, Fire, Ambulance and Search and Rescue. Simple and easy to remember for everyone; eg, where we live, etc for location in emergencies. Unfortunately not all police services use it. See [To use What3Words](#) .

Please contact Hans, Council Scouter for Safety, anytime if you need help (or need a workshop)! uhr.hans@gmail.com / hans.uhr@scouts.ca / 905-806-7344. The Council Safety Team has openings to support HR, IT, Fire, Medical, etc.

... And for something not necessarily "Safety" ...

- **Kandersteg International Scout Centre (KISC):**
 - KISC Centenary and Kander100 – The plan is to have 100 nationalities attend: [KISC 2023](#)
 - Staff Recruitment – Interested? [KISC Job Vacancies](#)
 - [WOSM Volunteer Open Call](#)
 - Membership – Please don't forget to keep talking about membership! It's a great way to support the Centre and keep the dream alive in the Swiss Alps, if you're not already a member or know someone who may want to join, you can sign up here: [KISC Association Membership](#)
- **Pipe Band:** Like to learn the pipes or drums? The York Regional Police Pipe and Drum Band is offering lessons for free ... perhaps a possibility of a Council band? Contact Hans, uhr.hans@gmail.com / hans.uhr@scouts.ca / 905-806-7344

General Updates...Kit C [See Slide Presentation: [SWC CST Meeting Council Key 3 Updates - 202111](#)]

- **Ice-Breaker...** Kit C [[Slide 2](#)]
 - Using the slido site (the "poll" option), Kit C asked:
 - How many have their coffee?
[response: 2/3rds participating did]
 - How many are ready for Christmas?
[response: 26%]
 - As Scouters, with how "things" are going, how many stars would you give yourself (1-5 stars)?
[response: 4 stars on the average, 22/45 responding]
 - Be "progressive" in your approach to success, not "perfect"
- **Introducing the Council Property Support Scouter ...** Kit C → David Williams
 - David W briefed that properties are now managed nationally not by CK3s. Business planning is mandatory. Camp Wildman is now open for reservations. Congratulations to Craig Carr, Cody Dixon, Scott Wagg and a number of others for their efforts at Camp Wildman! Questions? Contact Dave: david.williams@scouts.ca
- **Council Voting Reps (CVR) Updates...** Greg P [[Slide 6](#)]
 - Role
 - Three CVRs per Council – SWC's are: Greg Peach (GSS/GC for new 1st Kempenfelt Bay Scout Group comprising 10th Barrie, 4th Barrie and 1st Painswick), Manon Rodrigues, Adam Peach

- Represent your interests to the Board of Governors and vote on your behalf at the AGM weekend Nov 20-21
 - Represent the interests of Ordinary Members of Scouts Canada with a personal focus on Ordinary Members in our Council
 - Vote on such items as:
 - Elect members of the Board of Governors
 - Appointment of Auditors
 - Receive reports (Finance, Chair, CEO/NK3) that modify the By-Laws as proposed by the Board of Governors
 - Any other resolutions presented – such as the expanded CVR role that was introduced 2 AGM’s ago
 - Select three Voting Members to be on the Nominating Committee – Greg elected as one of the three for this coming year.
 - Bring Forward important issues for the Board’s consideration
 - Occasionally propose resolutions to be considered at the AGM
 - Since Board very interested in hearing from Scouts Canada members, ensure the Board is well informed and share the information that the Board shares with CVRs.
- Council Online Survey Sept 20-Oct 4, 2021. To engage the members at large we ran a survey with 4 questions:
 - What are the two greatest challenges you are facing as you start the new Scouting year?
 - What could Scouts Canada offer to help you deal with these challenges?
 - Over the past year, which Scouts Canada initiative has been the most helpful or worked well for you? (Great 8 challenges, Mug Ups, Virtual Scout Con, etc)
 - Over the past year, what is something you feel Scouts Canada could have done differently (Ie initiatives, memberships, protocols, etc)?

We got 38 responses with many great ideas and suggestions. A summary of the feedback was compiled and presented to the Board of Governors and the NK3 as well as the incoming NC and NYC. The survey we submitted along with similar initiatives from other CVR’s from across the country were well received by the Board and the incoming NC and NYC and I can see where several of the items submitted made it into the new Strategic Plan that was introduced last weekend after the AGM.

For those that are interested in knowing more about the results of the survey, please reach out to me: greg.peach@scouts.ca

- AGM, Nov 20-21. From a CVR engagement session before the AGM, several issues discussed such as Scouter Engagement and Development, Inclusivity and Helping Groups Grow:
 - Scouter engagement and development –
 - More in-person training is requested and how can we facilitate
 - More Skills-based events
 - Reinvent how we do in-person training
 - Bring back training for trainers and mentors
 - Make the onboarding process easier
 - More opportunities for networking locally and further afield
 - Inclusivity [no points reported]
 - Helping Groups Grow
 - Starting sections in smaller locations close to your Group
 - Finding new locations for indoor meetings – possible spaces like outdoor patios that may not be used all the time
 - Finding out how to recruit people to take on the larger roles like GC, GA
 - Shift meeting times to weekends.

There will be another CVR engagement session in the spring so we will be looking for more feedback closer to that time.

- New Chief Scout for Canada. Les Stroud is the new Chief Scout. See his [introductory message](#) .
- **New Scouts Canada Strategic Plan ...** Kit C [[Slide 7](#)]
 - Replacing the “Five Priorities for Success” is: [SCOUTS CANADA STRATEGIC PLAN 2021-2024](#)
 - There are four strategic “pillars” which Kit summarized: [New Scouts Canada Strategic Plan](#) There are less metrics and somewhat open-ended. Further information on each of the pillars: specific goals, plans and success measures for each of the [Four Strategic Pillars](#)
 - Greg P shared the pillars are not fully fleshed out for implementation through the NK3 and CK3s; work continues and as more information comes, we will share.
- **OAS Day at Woodland Trails (Dec 4) ...** Mandy C (CYC) [[Slide 8](#) & [Slide 10](#)]
 - Primarily for new or youth Scouters, 9 AM – 4 PM
 - Outdoor and winter skills topics
 - How to get outside for meetings
 - Opportunity to stay overnight, 5 PM to 11 AM Dec 4/5 with activities such as cooking over a fire
 - \$10 for the day, \$15 for overnight
 - GCs asked to canvass

- SWC OAS Day for Scouters link (suggest copy and paste into your browser): <https://forms.gle/eMeKemzXe6gSK6Pd6>
- **NOLB Subsidy ...** Nicole D [[Slide 9](#)]
 - Parents can now apply directly for the subsidy – see the slide
 - [Programs: No One Left Behind](#)
- **COVID – Vaccination Policy ...** Nicole D [[Slide 10](#)]
 - There is no date set for the Scouts Canada vaccination update including for 5-11 year olds
 - GCs will be given advanced notice before parent are advised, hopefully several days before
 - Keep an eye on Scouts Canada’s [COVID-19 FAQs](#)
 - **Some School Boards are requesting to see vaccination status** – but they want us as Scouters to do the actual checking - what do we do? Ans: The facility owner/operator is ultimately responsible for checking vaccine receipts according to the ReOpening Ontario Act; Council K3 will review the requests made by facilities offering meeting space to groups and provide further guidance. Will do an update to this reply at “**Meeting Q&A – 202111**” just below the minutes here: [Meeting Q&A - 202111](#) (**Action: Nicole D**)
- **“Claim the Flame – Scoutdoor Winter Games” Feb 2022 ...** Nicole D for Consuela S-J [[Slides 11-18](#)]
 - The next great Scouts Canada Challenge for all sections!
 - Four weeks long starting January 31st; wraps up week of Feb 22 (Scout Week)
 - To be finalized Dec 3: 3 Info Nights, 2 Sessions each night (East and West timeslots) during weeks of December (13-17th), January (4-7th & 10-14th)
 - Support sessions: 8 virtual per week beginning Sunday, January 16th then Sunday, Monday, Wednesday & Thursday; Session recording and Scouter’s Trail Card available beforehand (Scouters will be better prepared for sessions)
 - Virtual Opening Ceremony Saturday Jan 22, 7 PM EST. Videos can be submitted beforehand. Details to come with announcement.
 - Due to the support for this Challenge, Scouts Canada has paused Mug-Ups and Partner Webinars
 - Other Outdoor Skills Days at Camp Samac to be announced
- **Spotlight on Wood Badge I for the Canadian Path...** Nicole D [[Slides 19 & 20](#)]
 - See [WOOD BADGE I - FAQs](#) , New Scouters have **365 days** to earn WB1

Breakout Session (approximately 45 minutes) led by Relationship Managers (GSS/SRM) ... Mandy C

- **Briefing** [[Slide 21](#)]
 - The topic was "Growth"
 - Six areas to explore
 - Everyone was assigned to four Breakout Rooms according to their Relationship Manager

DO:

Breakout Session Recap Session...Kit C

- Room #1 (Marlene H)
 - Timing of youth and volunteer registration Scout Year mismatch continues to cause confusion
 - Onboarding – getting there but progress can be slow ("progress vs perfection")
 - Successes – get creative, re-open by section under existing Groups
- Room #2 (Daisy C/Jackson K) [items not already identified previously]
 - Recruitment
 - Youth and Scouters successful through solid programmes being spread by word of mouth
 - Relationship building with parents critical
 - Summer programmes (for those Groups/Sections that had/have them) have been lucrative
 - Onboarding
 - Interview early (within two weeks of registration) for best results/avoiding frustration
 - Communicate expectations especially involving commitment
 - Inclusivity
 - Not just about race, creed, colour – it crosses all boundaries
 - Include parents in decision-making
- Room #3 (Nicole D/Daniel L/Purvin W) [items not already identified previously]
 - Inclusivity
 - Involve parents to help in communications due to language barriers
 - Keep meetings simple and progressive
 - Onboarding/Inclusivity – onboarding of special needs adults but need methodologies to do so (**Action: Nicole D**)
- Room #4 (Greg P/Chuck H) [items not already identified previously]
 - Recruitment, Retention, Onboarding

- Combining weaker sections with stronger ones to improve support, programme, etc
- Linking same sections of different Groups to cross-pollinate experience using Covid protocols
- Contact Section Scouters discuss regularly with parents
- Use of New Scouters Welcome Book
- Encourage senior section youth to become volunteers/Scouters
- Brief new Scouters/parents promptly on process to retain; ie, to advise parents for youth currently registered they must re-register for 2022 before Jan 1
- Social meetings (away from meeting halls) once per month for Scouters (Scouters' Club?)
- Recognize progression routinely: always "thanks" afterward
- General public still doesn't know Scouts Canada is "co-ed"; MARCOM Team is adjusting with more co-ed photos
- Link with otjer
- Bullying – proactively identify and stay ahead of it or once manifest, could be daunting for any section
- Inclusivity
 - Outreach to local indigenous communities but understand expectations/concerns on both sides
- Success Stories
 - Pandemic has opened certain opportunities – new Scouters want their youth and others outdoors and willing to commit: result, new youth and new Scouters = new blood eager to explore Scouting

REVIEW

Parking Lot...CK3 [Q & As, mostly from SLIDO]

- **Scouting Year for Registration Jan-Dec.** Ans: Has been brought to NK3; no change expected during 2022.
- **Alignment of Scouter and Youth Registration Years.** Ans: No change in 2022.
- **Parent Helpers – Five times?** Sometimes parents need more skills to assist but balk when PRCs (including cost) are requested for overnight, etc. Can we not extend more than five times? Ans: Has been brought to NK3. No change for the foreseeable future but will reiterate via CVR, etc. Recommend Group pay for PRCs.
- **When to submit for Chief Scout Award?** Ans: Anytime. Certificates are available online – Here is the link: <https://scoutsca.s3.amazonaws.com/2019/01/chief-scouts-award-certificate.pdf> . [**Secretarial Note:** Further details on Top Section Awards and certificates at: [FAQ TOP SECTION AWARDS](#)]

- **What are the rules for camping indoors?** Ans: It is currently permitted but each camp will identify a reduced maximum occupancy during Covid.
- **What is Scoutshop doing about reducing packaging/shpping costs?** Ans: Brought up by CVRs to the Board at AGM weekend. CVR will keep informed [**Action: CVRs**] NB: 3rd Aurora is preparing a Group order to the Scoutshop to reduce shipping costs – if interested, contact Kyle Munro: kyle_munro@hotmail.com
- **Is there an Owen Sound Winter Camp in January?** Ans: (Rick Lamon) There is ongoing contact between the Owen Sound Scout Group and the City of Owen Sound. The date proposed is January 14. Wayne M suggested if not, Barrie & vicinity might organize something separately. Details to be announced. (**Action: Rick L/ Wayne M**)

Final points ... CK3

Mandy C. Many good ideas from the Breakout Session ... enjoyed Greg P's phrase "volunteers often forget they are having fun!" [... or words to that effect]

Nicole D. Will follow up on status of facilities requiring vaccination certificate verification by Scouters.

Kit C. Appointment as Council Commissioner ends Feb 2022. Competition poster will be issued shortly. Please encourage to apply. Kit mentioned it's been a real experience Scouting pre, during and hopefully post Covid; a real privilege to work with everyone despite Covid.

Adjournment...CK3 . . . There being no further business, Kit C adjourned the meeting at 11:33 AM.

[Secretarial Note: Next Council Service Team meeting – likely January, possibly February via Zoom videoconferencing]

Weblinks

- Council Website: <https://www.scouts.ca/SWC>
- Council Facebook Discussion Forum: <https://www.facebook.com/groups/shiningwaters/>
- [Pre-reading Materials](#) for this meeting