

**SAFE GUIDE ASSESSOR COMMUNICATIONS
Nova Scotia Process**



SG3: Yellow, Red, Interprovincial (under 72 hrs)

Safe Guide is GGC's process for helping Guiders be consistent and systematic in their risk management which is administered through Safe Guide Assessors.

Under the direction of the Provincial Safe Guide Adviser, the Safe Guide Assessors review and assess Yellow and Red events to ensure overall safety of Members participating in those activities.

The Assessor provides approval for Red activities and acknowledgment for all others. The Activity Assessor communicates with the Responsible Guider and Provincial office staff. The following reflects the process for communication and the information sharing between the Assessor and the Office Staff once Safe Guide papers are received from the Responsible Guider (RG).

SG3: Yellow, Red, Interprovincial Travel (under 72 hours)

Customer Service Representative (CSR)	Safe Guide Assessor
<ul style="list-style-type: none"> • CSR determines if paperwork has been received within submission standard: Yellow/Red: 14 days Red: 21 days ☹ NO: assigns Tracking # and forwards to Provincial Safe Guide Adviser to address 😊 Yes: <ul style="list-style-type: none"> • assigns Tracking # and Assessor and records in Office Tracking Log • From IMIS the CSR verifies: <ul style="list-style-type: none"> ○ RG is a current full member ○ Notes the following for all adults: <ul style="list-style-type: none"> - Membership status (M, NM, PMBR) - Safe Guide Training, valid PRC's & 1st Aid certificate & Food Safety. ○ Verifies Home Contact is in IMIS • Identifies Area Commissioner and provides contact info on SG3 • Identifies any issues with the above information for Assessor review • Forwards ALL documents received to the appropriate Assessor and copies the RG and Safe Guide Adviser noting Unit name, Tracking number and Assessor initials in subject line. • CSR files acknowledgement from Assessor as received. • RG's calling in for updates will be given contact information for the respective Assessor. Information requested is forwarded to the Assessor with cc to SG Adviser and Risk & Compliance Management Adviser <p>IMIS Coordinator:</p> <ul style="list-style-type: none"> • Forms with Assessment #'s are immediately entered into IMIS. 	<p>Regardless of Activity level the following processes are followed:</p> <ul style="list-style-type: none"> • Assessor acknowledges receipt of Safe Guide paperwork via return email to CSR within 2 business days. • Assessor acknowledges receipt of Safe Guide paperwork via return email to RG no later than 3 business days after receipt of paperwork from CSR. Initial contact with RG must indicate any missing iMIS paperwork and reminder on deadline to be received by the office • Assessor reviews paperwork received using the Assessor checklist and determines: • Activity assessment papers are complete <ul style="list-style-type: none"> ○ Advises RG that assessment has been completed  ○ Keep records of all e-mails and correspondence for 6 months. ○ cc's Area Commissioner and Safe Guide Adviser • Activity assessment papers are incomplete <ul style="list-style-type: none"> ○ Assessor contacts RG for resolution on incomplete paperwork. <ul style="list-style-type: none"> ▪ RG follows up incomplete paperwork with individual  ○ Continues to work/mentor with RG until Assessment complete or camp / event is denied. ○ Assessor contacts Provincial IMIS coordinator for confirmation on member / non member paperwork received and or not entered and continues follow up until Assessment complete or camp / event denied. ○ Deadline for RG to submit O/S information is 3 business days or 72 hours from start of event. • Assessor will provide approval for Red activities and acknowledgment for all others 48 hours prior to the event. • Should an Assessment not proceed the Assessor notifies the RG and Provincial Safe Guide Adviser. • Provincial Safe Guide Adviser then advises Area Commissioner with a cc to the PC & Risk & Compliance Management Adviser.

*****Please note:** All outstanding paperwork must be received by the GGC Provincial Office 72 hours or 3 business days prior to the start date of the event / activity in order for the SG3 to be acknowledged and for the event / activity to proceed.