



Regional Representatives Program Guide 2017-2018

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Contents

About the Regional Representative Program	3
Role of Regional Representatives	3
Scheduling and Coordination of Outreach Sessions/Events	3
Materials	3
Allowable Expenses.....	3
Honorariums and Mileage	4
Preparation and Support Call.....	4
Expense Forms	4
How to Complete the Expense Form	5
Submission of Sign in Sheet	6
Method of Payment.....	7
Communication with the Media and Public	8
Tips for Outreach Sessions.....	8
Working Indspire Booths	8
Handling Challenging or Unsatisfied Individuals	9
Confidentiality of Information	9

About the Regional Representative Program

Indspire recruits Regional Representatives to support its outreach efforts across Canada, providing information about Indspire programs that support both educators and Indigenous students.

Regional Representatives are selected based on their engagement with Indspire, their leadership qualities, and their experience in and knowledge of Indigenous education.

Regional Representatives are current or past Indspire bursary or scholarship recipients (students), laureates from *Guiding the Journey: Indigenous Educator Awards* or *Indspire Awards*, past or current jury members and elders.

Role of Regional Representatives

Regional Representatives provide outreach for Indspire programs that require recruitment and or support. They represent Indspire at events such as career fairs, conferences, and trade shows. How often Regional Representatives are called upon varies depending on the regional outreach needed for Indspire programs.

Scheduling and Coordination of Outreach Sessions/Events

Indspire staff is responsible for all scheduling and coordinating of outreach sessions or booking of events. Regional Representatives represent Indspire only when called upon and when their time schedule permits.

Materials

Promotional materials will be supplied by Indspire and will be delivered/shipped directly to the event/session, or mailed/emailed directly to the Regional Representative. Only materials provided to you by the Regional Representative Program Coordinator or Support Staff, may be used at outreach sessions. Examples of possible materials used in sessions/events:

- Brochures, Posters
- PowerPoint presentations
- Facilitator's Guide with speaking notes
- Promotional materials – swag

Allowable Expenses

Indspire will reimburse Regional Representatives for reasonable out-of-town travel and other business expenses. All reimbursements are subject to and conditional upon approval by the Program Coordinator. Receipts must be provided. Reimbursable expenses include:

- Parking

- Taxi, bus or train ticket
- Photocopying or printing charges (must be approved prior to printing)

Examples of expenses Indspire will NOT reimburse:

- Parking tickets
- Speeding tickets
- Auto expenses other than kilometric mileage

Honorariums and Mileage

Indspire provides a \$20 per (1) hour honorarium, up to a maximum of eight (8) hours per day and a maximum of twenty (20) hours per month. You may include travel time and prep time in your hours.

Mileage is paid as a flat fee based on the following:

20 km – 100 km = \$25

101 km – 200 km = \$50

201 km – 300 km = \$75

Increase by \$25 based on 100 km increments and is not included for under 20 km. MapQuest is used to determine mileage and must be submitted with your expense form.

Preparation and Support Call

Material will be emailed to Regional Representatives prior to their first outreach session or Indspire Booth event. Reps will be given time to study the material and participate in a Support Call with a member of the Regional Representative Program staff in order to ensure the rep feels comfortable and knowledgeable in presenting Indspire's programs.

Indspire will permit up to 2 hours of preparation time for a Regional Representative's FIRST outreach session as well as for a Rep's FIRST Indspire Booth event to be included in expenses for said event. Up to 1 hour for a support call with a Regional Representative Support Officer may also be expensed.

Expense Forms

Per Diems and Incidentals are based on the current Treasury Board of Canada Secretariat. Regional Representatives are required to submit an expense form by the last business day of the month for any sessions that were conducted that month.

Expense forms may not be submitted to the Finance Department unless a Sign-In List accompanies the expense form along with a receipt for each expense and a google maps for any mileage claimed.

Expense forms must be filled out electronically and include a hand-written signature. Typed signatures will not be accepted.

Sample Expense Form

Below is a sample of the expense form that all Regional Representatives must submit before a reimbursement or honorarium cheque can be processed. The next page provides a step-by-step guide on how to complete the form.

EXPENSE FORM						
Form Effective as of January 2017						
NAME: _____		TODAY'S DATE: _____		DATE OF EVENT: _____		
ADDRESS: _____			PHONE #: _____			
EVENT: _____						
<i>*Fill in the shaded areas only with correct information</i>						
A Transportation (Mileage, Flights, Taxi, Parking, Subway, Train, etc.)						
	Amt	# of claims	Total	HST	Net	G/L Code
20 km-100 km = \$25	\$ 25.00		\$ -	-	-	51020-270
101 km-200 km= \$50	\$ 50.00		\$ -	-	-	
201 km-300 km= \$75	\$ 75.00		\$ -	-	-	
301 km-400 km= \$100	\$ 100.00		\$ -	-	-	
Taxi			-	-	-	
Parking			-	-	-	
Flight			-	-	-	
Car rental			-	-	-	
Other			-	-	-	
Group A Totals			-	-	-	
B Meals						
	per day	# of claims	Total	HST	Net	G/L Code
Breakfast (Claim only if you travel before 7am, local time)	Breakfast 17.00		-	-	-	51320-270
Lunch (Claim only if you work between 11am-3pm)	Lunch 17.25		-	-	-	
Dinner (Claim only if working/travelling after 7pm)	Dinner 45.55		-	-	-	
For overnights only	Incidentals 17.30		-	-	-	
Other			-	-	-	55150-270
Group B Totals			-	-	-	
C Honorarium						
\$20/hr and includes preparation time, travel time and set-up/clean-up time.		# of hours	Total	HST	Net	G/L Code
			-	-	-	52020-270
Group C Totals			-	-	-	
TOTAL PAYABLE \$			-	\$ -	\$ -	
For donation only please complete the following AND check the box:						
<input type="checkbox"/> DONATION: "I _____ direct that \$_____ of the funds to which I am entitled, by way of reimbursement, listed above and would otherwise be forwarded to me by cheque, be transferred to Inspire as my gift."						
<div style="border: 1px solid black; height: 20px; width: 100%;"></div>						
Signature Required		Supervisor Signature _____		Finance Signature _____		

How to Complete the Expense Form

1. Today's date – the date you are submitting the expense form.
2. Travel Dates – the date(s) the outreach session or event took place.
3. Address – ensure your address is exact; this is where your honorarium cheque will be mailed.
4. Event – list where, when and what event.
 - ie. Mohawk College, March 7th, Building Brighter Futures: Bursaries, Scholarships and Awards Outreach Session @11am-2pm.
5. Mileage – may be claimed for travelling that exceeds 20km (round trip).
 - Enter the number of claims that corresponds with the total distance you traveled, in the "# of claims" column
 - ie. if you traveled 225km, enter "1" in the # of claims column on the 201 km – 300 km line.
 - **Google map MUST be submitted with expense form showing the calculation of distance.**

6. Taxi & Parking – **receipts MUST be submitted with expense form in order to be reimbursed.**
Record amounts in “Amount” column and provide brief description.
7. Breakfast - may only be claimed if you have to travel to the event before 7am (local time) and it is not provided at the outreach session or event.
 - In the “Meals” section, enter “1” in the “# of claims” column for breakfast. If you were working 2 days and were claiming breakfasts, enter “2”.
8. Lunch – is considered between the hours of noon – 2pm. Lunch expense can be claimed if you work one hour before and one hour after lunch time (between 11am to 3pm) and it is not provided at the outreach session or event.
 - In the “Meals” section, enter “1” in the “# of claims” column for lunch. If you were working 2 days and were claiming lunches, enter “2”.
9. Dinner - can only be claimed if working or travelling after 7pm and it was not provided at the outreach session or event.
 - In the “Meals” section enter “1” in the “# of claims” column for dinner. If you were working 2 days and were claiming dinners, enter “2”.
10. Incidental – is for overnight stays only.
 - Enter “1” in the “# of claims” column. If accommodations were provided to you for 2 nights, enter “2”.
11. Honorarium – \$20/hour is the rate of honorarium and may include the number of hours it took you to prepare, travel to/from and present your event
 - In the “Honorarium” section, record the number of hours in the “# of hours” column.
 - Indicate in the Honorarium section, what the hours represent (ie. 1 hour prep, ½ hour support call, ½ hour travel, 3 hour outreach session)
12. Signature – expense form cannot be accepted without your hand-written signature.

Submission of Sign in Sheet

For outreach sessions, Regional Representatives must have participants sign in using the form below. This is important to the evaluation of the Regional Representative Program and to the support of the students.

This form must be returned to the Program Coordinator within 1-2 days following the outreach session, as the office staff contacts these students to further assist them with their applications.

Expense forms will not be submitted to the Finance Department until a Sign-In List has been submitted.

INDSPIRE OUTREACH SIGN IN

Date of Event: _____ **Regional Representative:** _____

Indspire Programs Presented: _____

Name of Organization/School: _____

Participant	Student	Educator	Other	Program Name	Primary Email (Please print legibly)	Phone Number (Optional)
	Please mark column that applies					

Please take this form when working an Indspire Booth at a conference or event; use it to take contact information of attendees who would like more information about one of Indspire's programs.

Method of Payment

Regional Representatives can expect their honorarium cheque to be mailed within 2 weeks following the submission of the completed expense form.

Communication with the Media and Public

Remember that you are representing Indspire. Always be careful that your language and manner reflect professionalism, respect, and a high level of customer service. Regional Representatives must refrain from speaking publicly in meetings, conferences or seminars, or to the media on any topic that involves Indspire or your work or expertise within Indspire. Please direct all media inquiries to Anne Marie Gabriel CAE, VP Communications & Marketing at agabriel@indspire.ca or 416.987.0260.

Tips for Outreach Sessions

There will be opportunities to facilitate outreach sessions on various Indspire programs. Here are a few tips in conducting these sessions:

- Arrive at least 15 minutes early to your session to allow time for set up.
- Have a hard copy of PowerPoint presentation just in case of technical difficulties.
- Familiarize yourself with your material – do not talk to the PowerPoint or rely solely on program guides or your notes.
- Be prepared to be flexible - at times you might encounter the last minute changes. Adjust to the environment to make the session run as smoothly as possible.
- Display a positive attitude – if you are enjoying yourself, this energy will rub off on your audience.
- Do not make up answers – if you do not know, be honest and let them know you will take down their questions and contact information. Indspire will get back to them.

Working Indspire Booths

In addition to conducting outreach sessions to promote various Indspire programs, there are opportunities to represent Indspire by working at information booths at career fairs, trade shows, workshops, and other events across Canada. Recordings about the Indspire program(s) you will be promoting will be emailed to you in advance so you have time to prepare and be knowledgeable of the programs and materials. A support call with an Indspire Regional Representative Support Officer will be scheduled prior to your first event.

Here are a few tips when working Indspire booths:

- Be welcoming, ask people something to engage them in conversation like “how are you enjoying the conference so far?” or “have you attended any workshops yet? Once they answer, you can ask if they’re an educator or how they’re involved in education, or what grade they teach.
- Once you know how this person is involved in education, you’re able to introduce a program to them. For example, if they’re a guidance counselor at a high school you could introduce the Rivers to Success Program and the BBF program by saying “Indspire has some great programs I think you’ll be very interested in.....” or if they are a VP or Principal at a FN School you might introduce the Peer Support Program by saying “Indspire has a great program I think some of your educators might be interested in.....”
- Do not make up answers – if you do not know, be honest, write their question down along with their name and contact information; let them know an Indspire staff member will follow up.

- Be approachable – avoid sitting behind the table, stand up and be ready to greet people walking by. Smile and make eye contact with everyone.
- Avoid eating at the booth if possible – usually there are 2 people working at a booth so take turns going to have a snack if needed.
- Refrain from checking your cell phone and texting.
- Avoid having extended personal conversations with your coworker – keep your focus on your audience passing by.
- Always thank those who visit the booth with a “thanks for stopping by and we hope to see your application!” OR if they had a question you were unable to answer let them know you will sure to pass it along and a staff member will be in touch.

Handling Challenging or Unsatisfied Individuals

In working with the public you may come across a challenging individual or a client who has been unsatisfied with their interaction with Indspire. It is imperative that you leave this individual feeling that they have been heard and acknowledged. Remember, you are ensuring that the best face is brought forward by Indspire. Here are some techniques you can use:

- Be professional – stay calm and cool using a low tone of voice to help lower any tension. You do not want to escalate the situation by getting upset or stressed.
- Listen – focus your attention on the client and listen to the complaint or concern.
- Do not take it personally – the complaint or concern is not your fault.
- Avoid agreeing or disagreeing with the client – let them know you will take this to Indspire and a staff member will follow up. Be sure to get their contact information so follow up can be done.
- Avoid making any comments – use phrases such as “I cannot comment on that”, or “I do not have that answer but I will be sure to let an Indspire staff member know”.

Confidentiality of Information

During the course of your role as Regional Representative, you may be exposed to and will have an opportunity to learn or otherwise become aware of confidential information. Confidential information means any information relating to the business of Indspire, disclosed to you or known to you as a consequence of or through your role with Indspire, including but not limited to items acquired or developed by Indspire (including program manuals, webinars, PowerPoints, and speaking notes). If you are ever in doubt as to whether certain information is confidential, seek Regional Representative Coordinator approval before using or disclosing it.