



Getting Started as a Service Unit Delegate or Alternate

Welcome to your role as a Service Unit Delegate or Alternate! You are an important part of our council's democratic process and we thank you for the time you will give to this role.

You may be wondering what your role means, how you get started and what you need to do. Review this guide to learn more.

What is the difference between a Delegate and an Alternate?

Service Unit Delegates and Alternates are selected by a Service Unit to represent them in the GSNYPENN Council's democratic process. Delegates are entitled to vote at the GSNYPENN Annual Meeting.

An Alternate is selected to fulfill the duties of a Service Unit Delegate if the selected delegate is unable to perform their duties. Both Delegates and Alternates take the trainings, receive materials and attend meetings so that an Alternate is always prepared to step in if needed.

You'll learn more about our governance structure in the Delegate Trainings!

Who do I contact if I have questions?

GSNYPENN designates a staff member to serve as the Delegate Liaison to support the council's democratic process and Service Unit Delegates:

Kimberly O'Brien
Delegate Liaison
315.915.8995
kobrien@gsnypenn.org

Checklist to getting started

- ___ Confirm your selection with your Service Unit Manager.

In most cases, your Service Unit Manager will complete the Service Unit Delegate/Alternate Selection submission JotForm to notify the Council of your selection. Upon receipt of this form, you will be added to a Delegate role in the registration system. You may receive notification of your registration being updated when this role is added. These roles are used to show your history of participation with the Council.

- ___ Make sure your contact information is correct on your MyGS account. Our communication is primarily through email, so it is imperative that the email we have for you be one that you check.
- ___ Access gsLearn to take the Service Unit Delegate & Alternate Training Parts I and II (see the gsLearn section within this document) by the end of February.
- ___ Discuss with your Service Unit how you will participate as a delegate at Service Unit Meetings and how you will represent them (see the Tips for Engaging and Representing later in this document for examples).
- ___ Save the Date for your Service Unit Meetings.
- ___ Save the Date for our first Delegate Meeting (virtual) and the Annual Meeting:
 - Virtual Delegate Meeting: January 26, 2026 | 7 – 8:30 pm via Zoom
 - Annual Meeting: May 2, 2026 in Seneca Falls, NY
- ___ Prepare for delegate meetings by engaging with your Service Unit or community area so you can raise up governance topics and local issues that are important to them.
- ___ Be active and participate in discussion, Q&A opportunities, feedback surveys, and voting procedures available to Delegates.
- ___ Report back to your Service Unit after Delegate Meetings and the Annual Meeting so they are informed.

Remember – being a Delegate or Alternate can be a robust experience, but it is dependent on your engagement and what you make of it!

Delegate & Alternate Guide to gsLearn

All Delegates and Alternates should complete the **Service Unit Delegate & Alternate Training Parts I and II** on gsLearn.

Adult Delegate & Alternate Access

Adults will have access to gsLearn through their MyGS login.

Delegate and Alternate Training and Resources are collected in the **169 Service Unit Delegate & Alternate Learning Path**. To access:

- 1) log into your [MyGS](#) account
- 2) Click into gsLearn from the left side menu
 - a. First time clicking in? It can take up to 24 hours for all content to load.
- 3) Different trainings and learning paths are available for all volunteers
 - a. Click on the **169 Service Unit Delegate & Alternate Learning Path** to begin
- 4) Courses/learning paths that you started will go under the “In Progress” tab on your dashboard.

Youth Delegate & Alternate Access

Delegates and Alternates who are youth members will need to request youth access to gsLearn.

- 1) Complete the **Youth Member Access Request** form linked [HERE](#).
- 2) You will receive an email from gsLearn (Litmos) with a link and instructions to create a username and password and login
 - a. **Note: This link is sent directly from the system at the time of user creation and will expire after 24 hours!**
 - b. Content could take up to 24 hours after your first login to load to your dashboard.
- 3) Once you have your username and password, follow the same steps as the adult members (above) to access your trainings.

For any issues in gsLearn, please contact the Erin Murphy at emurphy@gsnypenn.org or 315.288.0126 (text or call).

Tips for Engaging and Representing

Your role as a Delegate is to represent the members of your Service Unit area and report back on governance related topics so your community is informed. You can't accurately represent these members if you aren't engaged within that community!

When you become a Delegate, connect with your Service Unit Manager, and discuss your expectations and their expectations for this role.

Some things to consider in that discussion:

- After a Delegate Meeting or the Annual Meeting, will you have time at the next Service Unit Meeting to report out on what took place during the meeting?
- Will there be time at Service Unit Meetings for members to raise up governance concerns to you? Especially if there is a delegate meeting coming up?
- If there isn't time at a meeting, how else can you communicate with members should you need to gauge their opinion on a matter?

Thank you for your time and commitment to this role and our council's Democratic Process!