What’s New?

Volunteer Essentials 2019

**New satellite office in Brandywine, Maryland, pg 1**

*7704 Matapeake Business Drive, Suite 220, Brandywine, MD 20613*

*Phone: 301-638-5373; 800-834-1702 (toll free)*

**Updated Council map and association list, pg 5**

**Removed Outdoor Resource Volunteer, pg 6**

**Clarified requirements to start a troop, pg 8**

*A troop must have at least two registered volunteers willing to lead the troop, and a third person who will serve as the troop money manager, in order to get started.*

Reorganized “Get Trained” chart, pg 11

 **Troop Formation, pg 12**

*A Site Safety Checklist is needed by the Service Unit manager when troops meet in a non-public place to ensure safety of the troop.*

**Removed “Troop Mentor” Service Unit position, pg 12**

Clarified “Steps to Getting a New Troop Started”, pg 13

*In order for girls to register into a troop there must be a minimum of two troop leaders who are background screened, trained, and non-related by address, blood or marriage.*

Clarified volunteers needed for Troop Meetings, pg 14

*Plus one additional registered volunteer with a background screening IN ATTENDANCE for each additional number of this many girls*

**Clarified ratios needed for multi-level troops, pg 14**

*Multi-level troops must maintain a ratio based on each program level and must have a trained leader for each level. So a multi-level troop with 8 daisies and 10 Brownies will need two unrelated trained leaders for each group.*

**Updated VTK screenshots and overview, pgs 17 and 18**

**Troop Conflict, pg 25**

*A Service Unit Manager Conflict Resolution Panel is being established. These highly experienced, appointed volunteers will arbitrate and make binding decisions on conflict throughout the Council.*

**New Conflict Resolution sections, pgs 25 and 26**

**Preventing Issues in Troops**

*There are steps that can be taken to prevent issues from arising. One important step is for girls to determine with leader guidance the behavior expected. The Girl Readiness and Behavioral Agreement Form on the next page can help establish expectations. Communicating this code of conduct to parents with the expectations and consequences is an important step so that all understand.*

**Behavioral Consequences**

*When girls display concerning behavior, the leader’s first step is to reach out to the parents to discuss issues and solutions. If problematic behaviors continue, parents may be asked to attend each meeting and outing to monitor and correct their child’s behavior so that troop leaders can focus on the troop as a whole.*

**Added “Girl Readiness and Behavioral Agreement Form”, pg 26**

**Clarified procedure for new and changed troop accounts, pg 29**

*5. Changes**– Troops must fill out and sign an ACH Electronic Debit/Credit Authorization Form (found on gscnc.org under “Forms”) for new troop accounts and accounts with changes. This must be turned into the service unit money manager.*

**Removed Capital One banking references, pg 32**

**Additional Money-Earning Restrictions, pg 33**

* *It is rare that a Daisy, Brownie, or Junior troop would receive approval for an additional money-earning activity, as they should be able to manage on their proceeds from the Fall Product and Cookie programs.*
* *Money earned is for Girl Scout activities and is not to be retained by individuals or used for activities associated with other organizations. Girls can, however, be awarded rewards from their Girl Scout product sales.*

**Additional Girl Scout logo usage practice, pg 34**

*Use of the Girl Scouts logo on banners and other signage must be approved by the Director of Public Relations.*

**Updates to Cadettes, Seniors, and Ambassadors program level finances, pg 35**

**Updated SHARE verbiage, pg 41**

**Inclusion Resources, pg 47**

*To request a disability-related accommodation, such as an ASL interpreter, Braille document, or adaptive camping equipment, please contact Customer Care:* *customercare@gscnc.org*

**Added description of Identity-First Language, pg 48**

**Clarified Council Program Kits, pg 54**

*Most kits are free of charge and can be kept for up to four weeks at a time. Some specialty kits have a rental fee and specific time limits for use.*

**Girl Scout Calendar, pg 55**

*Last weekend in February**– National Girl Scout Cookie Weekend*

**Updates and new guidelines for cookie selling, pg 58-60**

**Recognizing Cookie Sellers in the Media**

*The Girl Scout Cookie Program has always been about and focused on the program outcomes, through which girls learn important entrepreneurial and life skills and invest their earnings to positively affect their local communities. The cookie program has never been about and does not focus on individual girls’ sales results.*

* *There are many impressive cookie bosses throughout the United States, and the Girl Scout Movement will continue to recognize dynamic cookie sellers for various achievements tied to the Girl Scout Cookie Program.*
* *Girl Scouts of the USA does not currently track the top seller(s) of Girl Scout Cookies on a national level and does not identify a specific Girl Scout as the number one or “record-breaking” national cookie seller.*
* *You should not reference such girls as “top sellers” in the media. Doing so detracts from the essence of the Girl Scout Cookie Program, which is based on offering girls important experiences in entrepreneurship, business, and finance from a young age, as well as providing girls and local Girl Scout councils with the funds necessary to power amazing experiences and opportunities for Girl Scouts year-round.*

**The Girl-Volunteer Partnership**

*Underlying all the lessons that girls can learn from their participation in the Girl Scout Cookie Program is the girl-volunteer partnership. Ideally, this is a partnership between the girl and her leader and between the girl and her parents or guardian. Volunteers do not sell cookies, they participate only in supporting the direct involvement of girls.*

*During the Girl Scout Cookie Program the girl-volunteer partnership may look like this:*

* *A volunteer and girl working together to make plans and set goals.*
* *A volunteer assisting a girl by giving her access to the information and training she needs but letting the girl do the selling and delivering of cookies.*
* *A volunteer guiding a girl in understanding the finances and letting her practice the skills.*
* *A volunteer advising a girl on how to market her cookies but allowing her to make her own decisions.*
* *A volunteer helping a girl understand her responsibility to support her local council but ensuring that her participation is voluntary.*

**Selling at Girl Scout Cookie Booths**

*Cookie booths, in areas with lots of foot traffic, are a popular way for girls to sell cookies as a team. There must be two unrelated volunteers. The Council has an established process for developing and offering cookie booth locations; you will learn more about this process during the selling season. If you have ideas for cookie booths, contact your local service unit cookie volunteers.*

*Here are some notes about locations for a cookie booth:*

* ***We encourage volunteers to use their best judgement in setting up cookie booths in locations that will be open, accessible, and safe for all girls and potential customers.***
* *Certain locations may be inappropriate for young girls based on the standards of your local community, may negatively impact the cookie program experience for girls, and/or may negatively impact our brand in your community.*
* *For additional clarity,* ***girls should not sell in or in front of establishments that they themselves cannot legally patronize.***
* *With respect to marijuana dispensaries, we have been steadfastly combating the unauthorized uses of the Girl Scout trademark by the cannabis community, which has been marketing—without our authorization—certain cannabis products under our youth-appealing brand. We are continuing to aggressively fight these unauthorized uses of the Girl Scout brand and hope that* ***our volunteers will join Girl Scouts of the USA’s efforts by discouraging cookie booth locations at such locations.***

*On the day of the sale, these tips will help make booth sales enjoyable for everyone:*

* *Ensure that you have adequate space at the booth (table, products, and girls) to allow safe passage by pedestrians, bikes, and cars.*
* *Girls make* ***all*** *sales, except in cases where volunteers are helping Daisies handle money.*
* *Respect the surrounding businesses by making sure your booth isn’t blocking a store entrance or exit.*
* *Attract customers with colorful signs. Remind girls to be polite and to have their sales pitch ready for interested shoppers.*
* *Report any suspicious people in the area to local security*

**Using Online Resources and Social Media to Market Cookies and Other Products**

*Girls are only to use the internet to market the Girl Scout Cookie Program and Fall Product Program to friends and family (for clarity, “friends and family” are people whom the girl or her family personally know).*

* *The Girl Scout Cookie Program is a girl-led program and online marketing and sales efforts should always be led by a girl while also being supervised by her parents or caretakers.*
* *Friends and family of a girl participating in the cookie program must not market or share a girl’s contact information, sales links, or sales information on public-facing online sites. They also should not share their sales link with any news outlets (this includes online and traditional news media, such as radio, television, or magazines).*
* *For safety purposes and other reasons, online marketing activities, especially those conducted through social media platforms, should always be done through accounts set to “private.”*
* *Should any online marketing activities be identified as in violation of guidance, GSUSA or the Council reserves the right to intervene and request removal or remove the post.*
* *Parents, girls, and volunteers should contact and collaborate with the Council and GSUSA in advance on any national news media opportunities.*

*Girls may use Facebook, Twitter, Instagram, text messages, IMs, and emails as online marketing tools to let family, friends, and former customers know about the sale and collect indications of interest. All are effective ways that girls 13 and older can promote cookie and other product program. Girls under 13 cannot independently set up online marketing*

**Contact the Customer Care department for help reserving campsites online, pg 62**

**Clarification regarding Nation’s Capital Campsites use, pg 63**

*\*Use of the commercial kitchens at Potomac Woods, Winona, May Flather, and White Rock is limited to large group use. Council approval must be obtained and a ServSafe certification is required. For more information, contact the Camping department.*

**How to Reserve a Program Kit, pg 64:**

***A: Select Your Kit***

*1. Go to www.gscnc.org/kits*

*2. Scroll down and click on ‘Reserve a kit online’.*

*3. Select the category the kit is in, the date you are picking up the kit, and how many days you plan on keeping the kit (Duration).*

*4. Choose your kit from the list that appears and click ‘Reserve’. Click on the ‘More’ button for a description of the kit and to download the Leader Guide, if available.*

***B: Select Reservation Details***

*1. To continue your reservation you will need to log into the system. If you have never checked out a kit or reserved a campsite or camping equipment before, you will need to ‘Create a New User Profile’. Your login information for other Girl Scout accounts will not work.*

*2. After logging in, follow the prompts to complete your reservation.*

***C: Complete Reservation***

*1. Follow the steps to complete your reservation. Be sure to click ‘Done’ at the very end.*

 *2. Check your email for a confirmation. If you do not receive an electronic confirmation then log back in and make sure you completed each step. The ‘Done’ button is very important.*

**Additional questions under “Letting Girls Lead in Travel”, pg 67**

* *Will the troop cover the required costs for adults? If so, for which positions? Or will adults cover their own fees? Please keep in mind that troops money earn for the troops expenses. Adults cannot benefit from a money earning event specifically but money can be designated (if the girls decide) for adult related expenses as girls cannot attend events or travel without adults.*

**Domestic or international travel in-person training required, “Council Approval”, pg 68**

**Forms Needed for Troop Approval, pg 68**

*The Troop Overnight & Travel Approval Form must include a budget, an itinerary, and a roster.*

**Some Other Things to Think About**, **pg 71**

* *WAGGGS International Centers have their own forms and deadlines. Be sure to check with the center well in advance.*
* *Obtain approval for the trip* ***before*** *any non-refundable deposits are placed.*
* *All participants must be on the same itinerary, which needs to be submitted for the Girl Scout extended insurance (see page 81).*
* *Girls may not be able to call/text on the trip. Explain to parents that their daughter will not be in regular contact while on the trip and explain the process you’ve set up for emergency communications.*
* *Adults must not have work or family obligations which occupy their time while they are chaperoning.*
* *Program Grants and Troop Loans may be available but must be submitted 6-8 weeks in advance.*
* *Behavior and financial contracts developed by the girls and the troop leader for the trip are strongly encouraged. Both the girls and their parents as well as the troop leaders should sign the contracts.*
* *A permission to travel form for minors to go outside the country may need to be completed, even if one parent is attending the trip. The requirements are set by the individual countries and U.S. law does not apply. Often both parents must sign, even non-custodial parents. If a parent is deceased, the country may require a death certificate.*
* *If passports will be required, check with each family to ensure they have a current passport AND find out the country that issued it. Visa requirements may be different depending upon which country issued the passport.*
* *Girl/parent meetings are essential to a well-run trip. The benefit of effective communications cannot be overstated!*

**Safety Responsibilities clarified, pg 73**

It is not mandatory that an adult sleep in the sleeping area (tent, cabin, or designated area) with the girls. *In fact, it is generally encouraged that adults sleep in a separate area.*

**Safety Activity Checkpoint updates and greater detail concerning prohibited activities and certificates of insurance, pgs 77-80**

**Updates to “Girl Scout Activity Insurance”, pg 81**

This insurance provides up to a specified maximum for medical expenses incurred as a result of an accident while a member is participating in an approved, supervised Girl Scout activity, *except activities lasting more than two consecutive nights (a third night is covered for any official federal holiday). Coverage begins after the individual’s primary insurance pays out.*

**Contact Customer Care for Certificate of Insurance questions, pg 82**

**Added “Charted Transportation”, pg 83**

*Certificates of insurance are required if a Girl Scout troop/group are leasing the entire bus. If purchasing a ticket to ride on a charted bus, a certificate of insurance is not required.*

**Updated camp maps and camp fact sheets, pgs 84-99**