girl scouts
of south carolina
mountains to midlands

Volunteer Essentials 2015/2016

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Quick-Start Guide

Welcome to the great adventure of Girl Scouting! Thanks to volunteers like you, generations of girls have learned to be leaders in their own lives and in the world.

We know you're busy and need to be efficient with your time. For that reason, this Quick-Start Guide to *Volunteer Essentials* gives you the nitty-gritty—what you need to know now, as you plan for your first meeting with girls. We encourage you to read through these tips as soon as you can, and then feel free to put down this handbook for now.

The rest of *Volunteer Essentials* is a reference for you to use only as needed. When you have a question, simply look up the topic in the Table of Contents, and you'll find your answer. Think of *Volunteer Essentials* as your encyclopedia to Girl Scout volunteering: it's here when you need it, but there's no need to read it all today.

Ready to get started? Then read the following handy tips, and you'll be on your way!

Please refer to Appendix E of this publication, ***FOCAL****Point,* and visit our website, www.gssc-mm.org, for specific information about the services provided by the council, service center locations, staffing, etc. Our contact information is listed on the back cover of this booklet**.**

KEY NAMES AND CONTACT INFORMATION

My Community Development Manager: _____

My Volunteer Support:

_____

_____

_____

_____

My Service Unit Number: _____

My Service Unit Meeting Date and Location: _____

We Are Girl Scouts

We are the largest leadership organization for girls in the world! We're 2.8 million strong – 2 million girls and 800,000 adults who believe girls can change the world. It began over 100 years ago with one woman, Girl Scouts' founder Juliette Gordon "Daisy" Low, who believed in the power of every girl. She organized the first Girl Scout troop on March 12, 1912, in Savannah, Georgia, and every year since, we've made her vision a reality, helping girls discover their strengths, passions, and talents. With programs for girls from coast to coast and across the globe, Girl Scouts offers every girl a chance to do something amazing!

Our Mission and Vision

Girl Scouts builds girls of courage, confidence, and character, who make the world a better place. We strive to be the premier leadership organization for girls, and experts on their growth and development.

Girl Scout Promise

On my honor, I will try:
To serve God* and my country,
To help people at all times,
And to live by the Girl Scout Law.

*Girl Scouts of the USA makes no attempt to define or interpret the word "God" in the Girl Scout Promise. It looks to individual members to establish for themselves the nature of their spiritual beliefs. When making the Girl Scout Promise, individuals may substitute wording appropriate to their own spiritual beliefs for the word "God." ***Note:*** This disclaimer appears in the National Leadership Journey adult guides, but not in the girls' books. It is included here as a reminder to you, as a volunteer, that it's your responsibility to be sensitive to the spiritual beliefs of the girls in your group and to make sure that everyone in the group feels comfortable and included in Girl Scouting. Please feel free to share this information with girls' families.

Girl Scout Law

I will do my best to be

honest and fair,

friendly and helpful,

considerate and caring,

courageous and strong,

and responsible for what I say and do,

and to

respect myself and others,

respect authority,

use resources wisely,

make the world a better place,

and be a sister to every Girl Scout.

We are in Every Zip Code

We are urban, rural, and suburban. We are in schools, churches, temples, mosques, public housing, foster homes, and detention centers. We are in virtually every zip code and in 90 countries around the world.

- **2 million** girls, grades K5-12
- **17,000** Girl Scouts overseas
- **800,000** adult volunteers
- **59** million alumnae
- **112 councils** throughout the United States

Girl Scouts Grow to be Leaders

- Fifteen of the 20 women (75 percent) in the U.S. Senate are Girl Scout alumnae.
- More than half of the 88 women in the U.S. House of Representatives are Girl Scout alumnae.
- There are currently six women serving as governors across the U.S. and five are Girl Scouts, including South Carolina Governor Nikki Haley.
- Nearly every female astronaut who has flown in space was a Girl Scout.

The Girl Scout Leadership Experience

We have identified Three Keys to Leadership: girls **Discover** themselves and their values; **Connect** with others; and **Take Action** to make the world a better place. At Girl Scouts, everything centers around the girl: activities are girl-led, which gives girls the opportunity to learn by doing in a cooperative learning environment.

Connect Online

Connect with Girl Scouts of the USA at www.girlscouts.org, www.facebook.com/GirlScoutsUSA, www.twitter.com/girlscouts, and www.pinterest.com/GSUSA.

Girl Scouts of South Carolina – Mountains to Midlands shares event information, learning opportunities, tips, and advice at www.gssc-mm.org, www.facebook.com/GSSCMM, www.youtube.com/gsscmm and www.twitter.com/gsscmm.

ToGetHerThere

At Girl Scouts, we know that when girls are given the opportunity, they change their world. Every girl has an important role to play, and every girl deserves the confidence to achieve anything she sets her sight on. But we need help to ensure that girls in every U.S. zip code develop the confidence that Girl Scouts nurtures. That's why we've launched ToGetHerThere, the largest fundraising campaign for girls in history.

ToGetHerThere is a Movement-wide fundraising campaign with the goal of raising $1 Billion for girls by 2020. Every gift to every Girl Scout Council counts toward the goal. Together, we will get her there - to help lead her troop, her family, her community, her company, her country, and her world. To learn more about joining the largest campaign for girls visit girlscouts.org/invest.

Who Can Join Girl Scouts—and How?

Girl Scouts is about sharing the fun, friendship, and power of girls and women together. Any girl—from kindergarten through 12th grade—can join Girl Scouts. Girl Scout volunteers are also a diverse group—you may be a college volunteer working on a community-action project, a parent volunteer ready for an outdoor adventure with your daughter's group, or any responsible adult (female or male, who have passed the necessary screening process) looking to help prime girls for the day when they'll lead—however and wherever they choose.

What all members share, both girls and adults, are the Girl Scout Promise and Law. Each member also agrees to follow safety guidelines and pay the annual membership dues of $15. (Adults have the option to purchase a lifetime membership for $375).

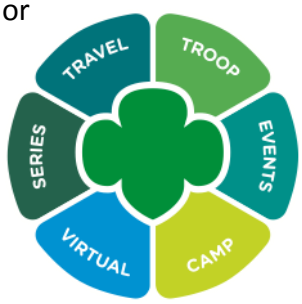
Girls at Every Grade Level

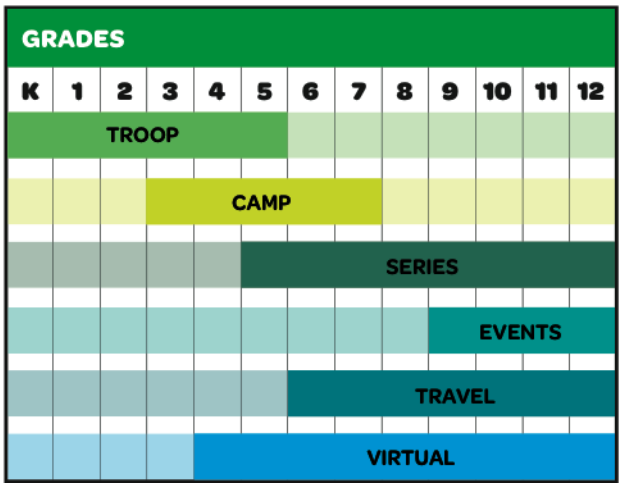
After girls join, they team up in the following grade levels:

- Girl Scout Daisy (grades K–1)
- Girl Scout Brownie (grades 2–3)
- Girl Scout Junior (grades 4–5)
- Girl Scout Cadette (grades 6–8)
- Girl Scout Senior (grades 9–10)
- Girl Scout Ambassador (grades 11–12)

Flexible Ways to Participate

Across the country, the Girl Scout community is hard at work on a whole new approach to make sure that everyone can participate in Girl Scouting in the ways they want to. As a volunteer, you can choose from flexible ways to participate that can be tailored to fit your schedule and lifestyle. You can also volunteer behind the scenes, in your council office, instead of volunteering directly with girls.





Girls can choose any one, all, or some of the options—camp, events, series, troop, travel, and virtual*— within a single membership year. (*Note that virtual is still in development.) As a volunteer, you, too, have the option of partnering with girls throughout a membership year or committing to an opportunity for only a few weeks or months. Based on independent research and extensive surveys with thousands of council staff members from around the country, we have a good sense of which options will interest girls, based on their grade levels. These are reflected in the chart on the right.

Girl Scouts' Organizational Structure

Girl Scouts is the world's largest organization of and for girls, currently encompassing 2.3 million girl members and nearly one million volunteers! Three core structures support all these members: the national headquarters, your council, and your support team.

National Organization and Worldwide Sisterhood

The national office of Girl Scouts of the USA (GSUSA), located in New York City, employs roughly 300 employees. GSUSA is a member of the World Association of Girl Guides and Girl Scouts (WAGGGS). (Visit GSUSA online, where you'll find a wealth of resources for both girls and volunteers.)

Global Girl Scouting ensures that girls have increased awareness about the world, cross-cultural learning opportunities, and education on relevant global issues that may inspire them to take action to make the world a better place. Visit Global Girl Scouting online for additional information.

Since 1925, USA Girl Scouts Overseas (USAGSO), a division of Global Girl Scouting, has helped ease the transition for American families relocating overseas by offering the familiar traditions and exciting opportunities of Girl Scouting to girls abroad. USAGSO now serves thousands of American girls living overseas, as well as girls attending American or international schools. Through Global Girl Scouting, members participate in World Thinking Day on February 22, visit the four WAGGGS world centers (see the "For Travel Volunteers" appendix), participate in international travel, promote global friendship and understanding by supporting the Juliette Low World Friendship Fund, and take action on global issues.

Your Council

Girl Scout councils are chartered by the national office to attract and retain members in a geographic area, provide ways for girls to participate in Girl Scouting, create an environment that reflects Girl Scout values and ideals, manage volunteers' experience with Girl Scouting, and keep girls and volunteers as safe as possible. The national office provides support materials to all councils to ensure that the Girl Scout experience is nationally consistent.

Girl Scouts of South Carolina – Mountains to Midlands covers 22 counties in central and western South Carolina, including Abbeville, Aiken, Anderson, Cherokee, Chester, Edgefield, Fairfield, Greenville, Greenwood, Kershaw, Lancaster, Laurens, Lexington, McCormick, Newberry, Oconee, Pickens, Richland, Saluda, Spartanburg, Sumter, and Union counties. Thanks to the efforts of our nearly 5,000 adult members we currently serve over 12,600 girls.

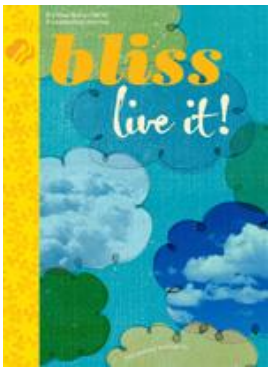
Please refer to Appendix E of this publication, ***FOCAL****Point* and visit our website, www.gssc-mm.org, for specific information about the services provided by the council, service center locations, staffing, etc. Our contact information is listed on the back cover of this booklet.

Your Support Team

A team of volunteers and staff provides you with local support, learning opportunities, and advice. As a volunteer, you will have the most contact with your Girl Scout support team, which may be called a service team or service unit team. Never hesitate to contact them, because your support team will guide and assist you in all things Girl Scouting. If you have questions about the Girl Scout program, working with girls, resources in the National Program Portfolio (National Leadership Journeys and *The Girl's Guide to Girl Scouting*), or selling Girl Scout cookies and other products, go to your team for answers and ongoing support. To locate your staff Community Development Manager, please visit our website, www.gssc-mm.org, About, Mountains to Midlands, Staff List.

Getting Started with the National Leadership Program through Journeys

The Girl Scout program is based on the Girl Scout Leadership Experience (GSLE), in which girls Discover themselves, Connect with others, and Take Action to make the world a better place—all within the safety of an all-girl environment where girls take the lead, learn by doing, and learn cooperatively.

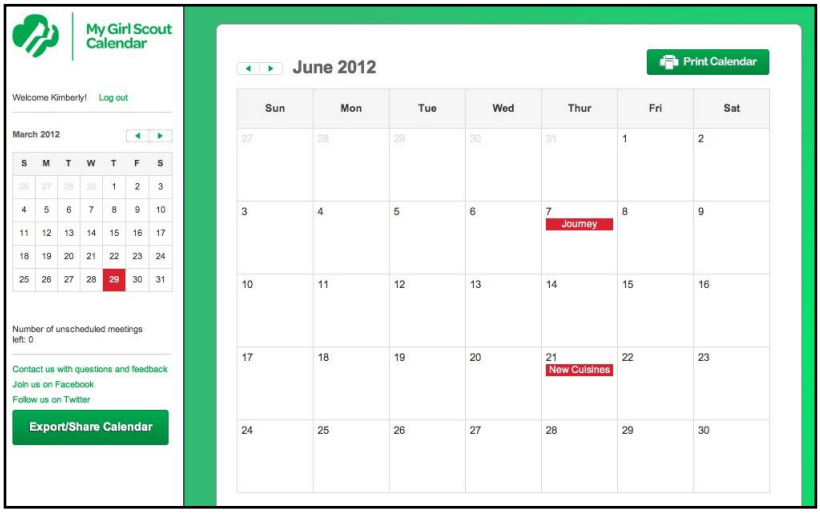


At the core of the GSLE are National Leadership Journeys, fun and challenging experiences grouped around a theme and spread over a series of sessions. Each Journey has all the important components of the GSLE sewn right in. So, to guide girls on a great Journey, all you need is enthusiasm and a sense of adventure. Before you dive in, try these six simple tips:

1. **Check out the Journey maps** at www.girlscouts.org/program/journeys/maps. These maps show you how all the fun and meaningful traditions of Girl Scouting fit right into any National Leadership Journey. There, you can also find information about the topics that each Journey covers, which you can share with girls. And you'll find even more fun traditions to complement your Journey in *The Girl's Guide to Girl Scouting,* a resource for each grade level of Girl Scouting.
2. **Choose a Journey.** Because Girl Scouting is girl-led, it's important to give girls the chance to pick the Journey they want to do. Talk to them about what each Journey for their grade level is about and let them choose one.
3. **Get to know the Journey.** Pick up a girls' book and an adult guide. Read the girls' book for the pleasure of it, just to get an overview of the Journey's theme and content.
4. **Review the sample session plans in the adult guide.** These sample session plans give you ideas about bringing the Journey to life with girls while leaving plenty of room for creativity and customization.
5. **Invite girls (and their parents/guardians) to use their imaginations** to make the Journey come to life in ways that excite them. Remember that you and the girls don't have to do everything exactly as laid out in the sample sessions.
6. **Step back and watch** how the girls, with your knowledge, support, and guidance, have enormous fun and a rewarding experience. Celebrate with them as they earn their National Leadership Journey awards—and perhaps some Girl Scout badges, too!

Planning in a Girl-Led Environment

To start planning your time with girls, visit www.girlscouts.org/MyCalendar. There, you'll consider the following questions and begin to map out your Girl Scout year:



- How many times each month will you meet? When do you plan to break for holidays?
- How many weeks do you need to allocate for the Girl Scout Cookie Program?
- Will you have time in your schedule for guest speakers and other visitors?
- If you've worked with this group before, what are their preferences: badge work? field trips? other activities? For specific ideas on how to incorporate badges, trips, and other Girl Scout traditions into a Journey, check out the online Journey maps for the grade level of the girls you're partnering with.

If your group will be meeting for less than a year (such as at a resident camp or during a series), you will be able to adjust the calendar to suit your needs. In the same way, if you're planning a multi-year event (such as a travel excursion), add one or two more years to the framework.

After you've drafted a loose framework, ask the girls what they think. Or, create the online calendar together! Remember that you want girls to lead, but younger girls will need more guidance, while older girls will require much less. Seniors and Ambassadors may not even want you to draft a calendar in advance, so if they complain about you have done, let them take the reins. (Journeys for older girls include planning pages specifically designed to help them customize their Journey.) Daisies and Brownies, on the other hand, may enjoy your calendar and just fill in a few ideas here and there, which will clue you in to their interests.

As your group starts its Journey, get a discussion (or debate!) going on the Journey's theme and what it means to the girls. Probe to find out what they're most interested in accomplishing during their time together, and then help them connect those interests to their Journey.

Meeting with Girls for the First Time

When you first get together with girls (and this meeting may also include parents/guardians, or you may decide to hold a separate meeting for the adults), you'll want to get to know the girls, and give them a chance to get to know one another.

Icebreaker games that let girls share simple details about themselves are a great way to start off your first gathering. Journeys often start with such an icebreaker, so if you're digging into a Journey right away, you'll be all set. You can also check your council's resources or search the Internet for "icebreakers for kids" to find more ideas.

If you already know which Journey the girls want to do, you'll find it useful to accomplish some of the following during this meeting. (Note that all these points are detailed in the adult guide for each Journey, too). If your girls haven't chosen a Journey yet, you can spend time during the first meeting talking about the themes of the three Journeys that are available for their grade level and find out which one the group would like to do. You can then discuss these points in the next meeting, if you run out of time.

1. **Introduce the Journey, its theme, and its ties to leadership.** Each Journey's adult guide gives you ideas for talking with girls and their parents/guardians about the Journey's theme and the Three Keys to Leadership.
2. **Find out what interests the group (and be sure to include the other adult volunteers), so that you and the girls can begin to customize the Journey.** Do the girls want to dig deeper into a particular aspect of the Journey? Without promising anything (yet!), ask the girls to talk about what they're passionate about, what they've always wanted to do, and how they would spend their time if money and other barriers were not an issue. Remind the girls they can do activities inside or outside. Build off the ideas shared, but be sure to include opinions from **all** the girls. Ask direct questions of those who seem to be holding back or are unsure about answering, so everyone is included.
3. **Get the girls talking about how they want to schedule their time together.** Use the planning pages from their Journey (referring to your draft calendar only as needed, so that the girls lead). Consider questions like these:
    - Can girls organize and plan a field trip or longer travel opportunity that will allow them to learn more about a particular Journey topic or theme?
    - Is there an event that meshes with this topic or area of interest?
    - Can the girls locate and communicate with an expert in the field via email or social media?
    - Can they invite a guest speaker to answer questions or demonstrate particular skills?
    - Which badges can the group choose to work on that will deepen their skills in this particular area?
    - If they are Juniors or older, are they interested in pursuing their Girl Scout Bronze, Silver, or Gold Awards?
    - Do they have ideas for activities that will involve younger or older girls?

Using Safety Activity Checkpoints

girl scouts

Downhill Skiing and Snowboarding:
Safety Activity Checkpoints

Whether girls are participating in snowboarding or traditional downhill, slalom, Super G, or other types of skiing, participants use trails and slopes matched to their abilities. Skiing.about.com describes various ski levels, which range from "never-ever" to expert. In planning a Girl Scout ski or snowboarding trip, contact the ski resort or organization to inquire about rental equipment, lift tickets, and accommodations for large groups. Downhill skiing and wakeboarding is not recommended for Girl Scout Daisies.

Caution: Girls are not allowed to do aerial tricks on skis or snowboards.

Know where to downhill ski and snowboard. Connect with your Girl Scout council for site suggestions. Also, locate ski resorts by region at abc-of-snowboarding.com.

Include girls with disabilities. Communicate with girls with disabilities and/or their caregivers to assess any needs and accommodations. Learn more about the resources and information that The Whistler for the Disabled Society provides to people with disabilities.

Downhill Skiing and Snowboarding Gear

Basic Gear

- ☐ Hat
- ☐ Thick, water-resistant gloves or mittens
- ☐ Heavy insulating socks
- ☐ Sunglasses or ski goggles to protect eyes from bright snow glare

When preparing for any activity with girls, start by reading the Girl Scout Safety Activity Checkpoints for that particular activity. You can find these on your council's website; your council may also provide them in some additional electronic or printed form.

Each Safety Activity Checkpoint offers you information on where to do this activity, how to include girls with disabilities, where to find both basic and specialized gear required for the activity, how to prepare yourselves for the activity, what specific steps to follow on the day of the activity, etc.

In addition to reading these checkpoints yourself, you can email or print them for co-volunteers, parents/guardians, and the girls themselves. The checkpoints are formatted as checklists, so that you, your co-volunteers, and the girls can check off each step that has been accomplished.

In keeping with the three processes of the Girl Scout Leadership Experience, be sure that:

- **All activities are girl-led.** Take into account the age and abilities of the girls. Older girls can take the bulk of the responsibility for carefully planning and executing activities, while younger girls will require more of your guidance but should still be deeply involved in making decisions about their activities.
- **Girls have the chance to learn cooperatively.** Have girls teach each other new skills they may need for the activities, rather than hearing all that from you.
- **Girls learn by doing.** If research or special equipment is needed, they'll learn better by doing that research themselves than by having you do the legwork and report back to them. Even Daisies can do basic research and give reports or do show-and-tell for each other. Ambassadors may need you only for moral support as they research, teach each other, and plan every detail of their excursions.

If Safety Activity Checkpoints do not exist for an activity you and the girls are interested in, check with your council **before** making any definite plans with the girls. A few activities are allowed only with written council pre-approval and only for girls 12 and over, while some are off-limits completely:

- ***Caution:*** You must get written pre-approval from your council for girls ages 12 and older who will operate motorized vehicles, such as go-carts and personal watercraft; take trips on waterways that are highly changeable or uncontrollable; or fly in noncommercial aircraft, such as small private planes, helicopters, sailplanes, untethered hot air balloons, and blimps.

- ***Warning:*** The following activities are never allowed for any girl: potentially uncontrolled free-falling (bungee jumping, hang gliding, parachuting, parasailing, go-carting, and outdoor trampolining); creating extreme variations of approved activities (such as high-altitude climbing and aerial tricks on bicycles, skis, snowboards, skateboards, water-skis, and wakeboards); hunting; shooting a projectile at another person; riding all-terrain vehicles and motor bikes; and taking watercraft trips in Class V or higher. ***Note:*** *You can find the complete guide of Safety Activity Checkpoints on our website, www.gssc-mm.org,/Volunteers/Manuals and Resources.*

An additional note: Girl Scouts welcomes and serves girls and families from a wide spectrum of faiths and cultures. When girls wish to participate in discussions or activities that could be considered sensitive—even for some—put the topic on hold until you have spoken with parents and received guidance from your council. When Girl Scout activities involve sensitive issues, your role is that of a caring adult who can help girls acquire skills and knowledge in a supportive atmosphere, not someone who advocates a particular position. You are required to obtain permission slips signed by the girls' parents/guardians; see the "Engaging Girls at All Grade Levels" chapter of this handbook for more information.

Understanding How Many Volunteers You Need

Girl Scout groups are large enough to provide a cooperative learning environment and small enough to allow development of individual girls. The following group sizes are recommended:

- Girl Scout Daisies: 5–12 girls
- Girl Scout Brownies: 10–20 girls
- Girl Scout Juniors: 10–25 girls
- Girl Scout Cadettes: 5–25 girls
- Girl Scout Seniors: 5–30 girls
- Girl Scout Ambassadors: 5–30 girls

Girl Scouts' adult-to-girl ratios show the **minimum** number of adults needed to supervise a specific number of girls. (Councils may also establish **maximums** due to size or cost restrictions.) These supervision ratios were devised to ensure the safety and health of girls—for example, if one adult has to respond to an emergency, a second adult is always on hand for the rest of the girls. It may take you a minute to get used to the layout of this chart, but once you start to use it, you'll find the chart extremely helpful.

	Group Meetings		**Events, Travel, and Camping**	
	Two unrelated adults (at least one of whom is female) for every:	additional adult to each additional:	***Two*** unrelated adults (at least one of whom is female) for this number of girls:	***Two*** unrelated adults (at least one of whom is female) for every:
Girl Scout Daisies (grades K–1)	12	1-6	6	1-4
Girl Scout Brownies (grades 2–3)	20	1-8	12	1-6
Girl Scout Juniors (grades 4–5)	25	1-10	16	1-8
Girl Scout Cadettes (grades 6–8)	25	1-12	20	1-10
Girl Scout Seniors (grades 9–10)	30	1-15	24	1-12
Girl Scout Ambassadors (grades 11–12)	30	1-15	24	1-12

Here are some examples: If you're meeting with 17 Daisies, you'll need three adults, at least two of whom are unrelated (in other words, not your sister, spouse, parent, or child), and at least one of whom is female. If this isn't making sense to you, follow the chart: you need two adults for 12 Daisies and one more adult for up to six more girls. You have 17 Daisies, so you need three adults. If, however, you have 17 Cadettes attending a group meeting, you need only two unrelated adults, at least one of which is female (because, on the chart, two adults can manage up to 25 Cadettes).

In addition to the adult-to-girl ratios, please remember that adult volunteers must be at least 18 years old or at the age of majority defined by the state, if it is older than 18.

Adult supervision for all girls also extends to any online activity. For additional information on online safety, please consult:

- The "Computer/Online Use" Safety Activity Checkpoints
- Girl Scout Internet Safety Pledge
- Digital Cookie Terms & Conditions for Girls, Digital Cookie Terms & Conditions for Parents/Guardians and Digital Cookie Terms & Conditions for Volunteers

Following the Girl Scouts Safety Guidelines

Every adult in Girl Scouting is responsible for the physical and emotional safety of girls, and we all demonstrate that by agreeing to follow these guidelines at all times.

1. **Follow the Safety Activity Checkpoints.** Instructions for staying safe while participating in activities are detailed in the Safety Activity Checkpoints, available from your council. Read the checkpoints, follow them, and share them with other volunteers, parents, and girls before engaging in activities with girls.
2. **Arrange for proper adult supervision of girls.** Your group must have at least two unrelated, approved adult volunteers present at all times, plus additional adult volunteers as necessary, depending on the size of the group and the ages and abilities of girls. Adult volunteers must be at least 18 years old (or the age of majority defined by the state, if it is older than 18) and must be screened by your council before volunteering. One lead volunteer in every group must be female.
3. **Get parent/guardian permission.** When an activity takes place that is outside the normal time and place, advise each parent/guardian of the details of the activity and obtain permission for girls to participate.
4. **Report abuse.** Sexual advances, improper touching, and sexual activity of any kind with girl members are forbidden. Physical, verbal, and emotional abuse of girls is also forbidden. Follow your council's guidelines for reporting concerns about abuse or neglect that may be occurring inside or outside of Girl Scouting.
5. **Be prepared for emergencies.** Work with girls and other adults to establish and practice procedures for emergencies related to weather, fire, lost girls/adults, and site security. Always keep handy a well-stocked first-aid kit, girl health histories, and contact information for girls' families.
6. **Travel safely.** When transporting girls to planned Girl Scout field trips and other activities that are outside the normal time and place, every driver must be an approved adult volunteer and have a good driving record, a valid license, and a registered/insured vehicle. Insist that everyone is in a legal seat and wears her seat belt at all times, and adhere to state laws regarding booster seats and requirements for children in rear seats.
7. **Ensure safe overnight outings.** Prepare girls to be away from home by involving them in planning, so they know what to expect. Avoid having men sleep in the same space as girls and women. During family or parent-daughter overnights, one family unit may sleep in the same sleeping quarters in program areas. When parents are staffing events, daughters should remain in quarters with other girls rather than in staff areas.
8. **Role-model the right behavior.** Never use illegal drugs. Don't consume alcohol, smoke, or use foul language in the presence of girls. Do not carry ammunition or firearms in the presence of girls unless given special permission by your council for group marksmanship activities.

9. **Create an emotionally safe space.** Adults are responsible for making Girl Scouting a place where girls are as safe emotionally as they are physically. Protect the emotional safety of girls by creating a team agreement and coaching girls to honor it. Agreements typically encourage behaviors like respecting a diversity of feelings and opinions; resolving conflicts constructively; and avoiding physical and verbal bullying, clique behavior, and discrimination.
10. **Ensure that no girl is treated differently.** Girl Scouts welcomes all members, regardless of race, ethnicity, background, disability, family structure, religious beliefs, and socioeconomic status. When scheduling, helping plan, and carrying out activities, carefully consider the needs of all girls involved, including school schedules, family needs, financial constraints, religious holidays, and the accessibility of appropriate transportation and meeting places.
11. **Promote online safety.** Instruct girls never to put their full names or contact information online, engage in virtual conversation with strangers. Girls should never arrange in-person meetings with online contacts, other than to deliver cookies and only with the approval and accompaniment of a parent or designated adult. On group websites, publish girls' first names only and never divulge their contact information. Teach girls the Girl Scout Online Safety Pledge and have them commit to it.
12. **Keep girls safe during money-earning activities.** Girl Scout cookies and other council-sponsored product sales are an integral part of the program. During Girl Scout product sales, you are responsible for the safety of girls, money, and products. In addition, a wide variety of organizations, causes, and fundraisers may appeal to Girl Scouts to be their labor force. When representing Girl Scouts, girls cannot participate in money-earning activities that represent partisan politics or that are not Girl Scout–approved product sales and efforts.

girl scouts

Outdoor Progression

Progression allows girls to learn the skills they need to become competent in the outdoors, including how to plan and organize outdoor activities. Acknowledge a girl's mastery of an outdoor skill and invite her to challenge herself further by taking that next step up and out. Outdoor fun can be endless when girls lead.

Look Out

Share past experiences in the outdoors.

Talk about favorite outdoor places and why they're special.

Wonder what else can be seen in the outdoors.

Meet Out

Step outside to look, listen, feel, and smell.

Share what was observed.

Learn more about what was discovered.

Move Out

Plan and take a short walk outside.

Discuss being prepared for the weather.

Do activities to explore nature.

Plan and carry out an indoor sleepover.

Explore Out

Plan and take a short and easy hike.

Discuss what to take in a day pack.

Dress for the weather.

Plan a healthy snack or lunch.

Learn how to stay safe in the outdoors.

Cook Out

Plan and cook a simple meal outdoors.

Make a list of gear and food supplies needed.

Learn and practice skills needed to cook a meal.

Review outdoor cooking safety.

Practice hand and dish sanitation.

Create a Kaper Chart for the cookout.

Sleep Out

Plan and carry out an overnight in a cabin/ backyard.

Discuss what to pack for the sleep out.

Learn to use and care for camping gear.

Learn and practice new outdoor skills.

Plan a menu with a new cooking skill.

Discuss campsite organization.

Plan time for fun activities.

Camp Out

Plan and take a 1- to 2-night camping trip.

Take more responsibility for planning.

Learn and practice a new outdoor skill.

Learn a new outdoor cooking skill.

Plan a food budget, then buy and pack food.

Practice campsite set up.

Plan an agenda that includes fun activities.

Explore/protect the surrounding environment.

Adventure Out

Plan and take an outdoor trip for several days.

Learn and practice a new outdoor skill.

Learn a new outdoor cooking skill.

Develop first-aid skills and use safety check points.

Budget, schedule, and make arrangements.

Participate in an environmental service project.

Teach and inspire others about the outdoors.

Imagine new experiences to be had outdoors.

Practice all Leave No Trace principles.

LEAVE NO TRACE PRINCIPLES:

- Plan Ahead & Prepare
- Leave What You Find
- Respect Wildlife
- Minimize Campfire Impacts
- Travel & Camp on Durable Surfaces
- Dispose of Waste Properly
- Be Considerate of Other Visitors

Chapter 1: Sharing Your Unique Gifts

No matter how you volunteer with Girl Scouts, your investment of time and energy will pay back tenfold. With your help, girls will be able to identify issues they care about and work with one another to resolve them. Your interests and life experiences make you the perfect person to be a new kind of partner for girls, someone who creates a safe environment where they can work together and each girl feels free to work toward her highest aspirations. Have no doubt: You, and nearly one million other volunteers like you, are helping girls make a lasting impact on the world.

Understanding Your Role as a Girl Scout Volunteer

Your most important role as a Girl Scout volunteer is to be excited about everything this opportunity affords you: a chance to help girls succeed, play a critical role in their lives, and watch them blossom! You also want to be someone who enjoys the activities you'll be embarking on with the girls—whether you're volunteering at a camp, working with girls who are traveling, or partnering with girls on a short-term series on a topic that interests you.

As a Girl Scout volunteer, you'll serve as a partner and role model to girls. You'll also work closely with a co-volunteer, because two adults must be present at all times when working with girls, and at least one of those volunteers must be female and *not* related to the other adult. This is an important distinction that bears repeating: Men can serve as troop volunteers, but an adult female who is not related to the other volunteer must be present at all times, and only in cases of emergency is a girl to be alone with only one volunteer. Remember to also check the adult-to-girl ratios in the Quick-Start Guide and the "Safety-Wise" chapter of this handbook.

In *More than 'Smores: Success and Surprises in Girl Scouts Outdoor Experiences*, the Girl Scout Research Institute (GSRI) has described the role of Adult Volunteers:

> "Because everything girls do outdoors in Girl Scouts must be supported by an adult, these results speak indirectly to adult volunteers and their preparation. To get girls outdoors more regularly, Girl Scouts need adult volunteers who encourage and promote outdoor experiences. .Communicating to volunteers and parents that casual outdoor experiences are effective ways of giving girls opportunities to build competencies and try new things may be the key to opening the gateway for all Girl Scouts to participate in the outdoors on a more regular basis." (2014, p.27)

Your Responsibilities

Your other responsibilities as a Girl Scout volunteer include:

- Accepting the Girl Scout Promise and Law
- Understanding the Three Keys to Leadership that are the basis of the Girl Scout Leadership Experience: Discover, Connect, and Take Action
- Sharing your knowledge, experience, and skills with a positive and flexible approach
- Working in a partnership with girls so that their activities are girl-led, allow them to learn by doing, and allow for cooperative (group) learning; you'll also partner with other volunteers and council staff for support and guidance

- Organizing fun, interactive, girl-led activities that address relevant issues and match girls' interests and needs
- Providing guidance and information regarding Girl Scout group meetings with girls' parents or guardians on a regular and ongoing basis through a variety of tools, including email, phone calls, newsletters, blogs, other forms of social media, and any other method you choose
- Processing and completing registration forms and other paperwork, such as permission slips
- Communicating effectively and delivering clear, organized, and vibrant presentations or information to an individual or the group
- Overseeing with honesty, integrity, and careful record-keeping the funds that girls raise
- Maintaining a close connection to your volunteer support team
- Facilitating a safe experience for every girl

Girl Scout Promise

On my honor, I will try:

To serve God* and my country,

To help people at all times,

And to live by the Girl Scout Law.

*Girl Scouts of the USA makes no attempt to define or interpret the word "God" in the Girl Scout Promise. It looks to individual members to establish for themselves the nature of their spiritual beliefs. When making the Girl Scout Promise, individuals may substitute wording appropriate to their own spiritual beliefs for the word "God." ***Note:*** This disclaimer appears in the National Leadership Journey adult guides, but not in the girls' books. It is included here as a reminder to you, as a volunteer, that it's your responsibility to be sensitive to the spiritual beliefs of the girls in your group and to make sure that everyone in the group feels comfortable and included in Girl Scouting. Please feel free to share this information with girls' families.

Girl Scout Law

I will do my best to be

honest and fair,

friendly and helpful,

considerate and caring,

courageous and strong,

and responsible for what I say and do,

and to

respect myself and others,

respect authority,

use resources wisely,

make the world a better place,

and be a sister to every Girl Scout.

Your Volunteer Support Team

In your role as a Girl Scout volunteer, you'll team up with co-volunteers, parents/guardians, members of the community, council staff, and others who have expressed interest in working alongside you. The adult guide of each Journey gives you tips and guidance for creating a friends-and-family network to support you all along the way.

The other volunteers on your support team may help by:

- Filling in for you
- Arranging meeting places
- Being responsible for communicating with girls and parents/guardians
- Locating adults with special skills to facilitate a specialized meeting
- Assisting with trips and chaperoning
- Building girls outdoor skills and experiences
- Managing group records

If you have a large support team, the first thing you'll want to do is meet with this group and discuss what brought each of you to Girl Scouts, review your strengths and skills, and talk about how you would like to work together as a team. You might also discuss:

- When important milestones will happen (Girl Scout cookie activities, field trips, travel plans, events, dates for other opportunities) and how long the planning process will take
- When and where to meet as a group of volunteers, if necessary
- Whether, when, where, and how often to hold parent/guardian meetings
- Whether an advance trip to a destination, event site, or camp needs to happen

Remember to call on your volunteer support team. This team can help you observe a meeting, assign you a buddy, help with registration forms, assist you with opening a bank account, plan your first meeting, and so on. Also plan to attend support meetings—usually held several times throughout the year—that provide excellent opportunities to learn from other volunteers.

Taking Advantage of Learning Opportunities

Girl Scouts strives to provide you with the necessary information to successfully manage your group of girls and to let you know how and where you can get additional information on certain topics when you want to learn more. Volunteer learning is offered in a variety of ways to best meet your unique learning styles: written resources, face-to-face learning, interactive online learning—and additional methods are being developed and tested all the time.

Girl Scouting 101, required for leaders working directly with girls, will provide you with an in-depth focus on delivering the Girl Scout Leadership Experience. Through focused activities on discover, connect, and take action, and the processes of girl-led, learning by doing, and cooperative learning, girls will achieve the outcomes and benefits that the Girl Scout Leadership Experience offers. Our council offers additional learning opportunities which will not only help you work more effectively with Girl Scouts but also may introduce new skills and behaviors into your work life, relationships, and personal development.

Mountains to Midlands 101, also required for leaders working directly with girls, begins with an overview of the Quick Start Guide, along with some additional information you need to begin your troop. You will continue the review of this resource by using a self-study guide to complete and return to your adult learning facilitator or Volunteer Development Director.

Find specific information about these and other adult learning opportunities in ***FOCAL****Point* and on our website, www.gssc-mm.org.

Learn about Girl Scouts online

There's a good chance you've already logged on to http://training.girlscouts.org to watch Girl Scouting 101 or Volunteering for Girl Scout Series and Events, our self-paced, online orientations to Girl Scouting. If you haven't, please contact your local council for your passwords. Those online sessions and *Volunteer Essentials* are designed to give you all of the information you need to start working with girls. They're always available; think of them as references you can use whenever you need them.

Knowing How Much You're Appreciated

Whatever your volunteer position, your hard work means the world to girls, to your council staff, and to Girl Scouts of the USA. We're calling on all members of society to help girls reach their full potential, and you've answered that call. So thank you, from the bottom of our hearts.

Just as you'll receive support throughout your volunteering experience, when you reach the end of the term you signed up for, you'll talk with your support team about the positive parts of your experience, as well as the challenges you faced, and discuss whether you want to return to this position or try something new. The end of your troop year, camp season, overseas trip, or series/event session is just the beginning of your next adventure with Girl Scouting!

If you're ready for more opportunities to work with girls, be sure to let your council support team know how you'd like to be a part of girls' lives in the future—whether in the same position or in other, flexible ways. Are you ready to organize a series or event? take a trip? work with girls at camp? work with a troop of girls as a year-long volunteer? share your skills at a council office, working behind the scenes? The possibilities are endless, and can be tailored to fit your skills and interests.

Volunteer's contributions to Girl Scouting are recognized with informal rewards and formal awards. Informal rewards may include thank you notes, recommendations, discounts, learning opportunities and more. Formal awards may be presented to volunteers after completion of volunteer service that meets the award criteria. At the service unit level, volunteers are recognized for years of volunteer service and may be recognized with the Volunteer of Excellence Award. At the council level, volunteers may be recognized with the GSUSA awards, which include the President's Award, Appreciation Pin, Honor Pin, Thanks Badge, Thanks Badge II, and the Juliette Gordon Low Friendship Medal. The nomination and approval process, along with the award criteria and award forms, can be found at www.gssc-mm.org/Volunteers/Recognitions.

Volunteer Appreciation Weeks

Volunteer Appreciation Week—the third week in April—is set aside especially for you. Girl Scouts pay tribute to the volunteers who help girls make the world a better place. The week centers on the long-standing National Girl Scout Leaders' Day (April 22).

In addition, Girl Scouts also celebrates Volunteers Make a Difference Week, in conjunction with Make a Difference Day, which takes place during the weekend in autumn that we set our clocks back.

Chapter 2: Girl Scouting as a National Experience

Now that you're a Girl Scout volunteer, you belong to a network of more than 1 million adults who share an important commitment: preparing girls to lead successful lives. During your time as a volunteer, you'll have fun, meet new people, and learn by doing alongside girls at every step.

The Girl Scout program—what girls do in Girl Scouting—is based on the Girl Scout Leadership Experience (GSLE), a national model that helps girls become leaders in their own lives and as they grow. No matter where girls live or what their age or background, as Girl Scouts they are part of a powerful, national experience. As they build leadership skills, they also develop lifelong friendships and earn meaningful awards, two of many treasured traditions in the sisterhood of Girl Scouting.

What Girl Scouting Does for Girls

Girl Scouting guides girls to become leaders in their daily lives, their communities, and the world—helping them become the kind of person exemplified by the Girl Scout Law. When girls—as the Girl Scout Law states—are "honest and fair," when they "use resources wisely," and know how to be "courageous and strong," they can be more successful in everything they do. It may start in school and on sports teams, but research shows that the courage, confidence, and character they develop as Girl Scouts follows them throughout their lives. Girl Scouting has a practical approach to helping girls become leaders:

- When girls lead in their own lives, they **Discover** their values and the confidence to do what's right. This helps girls act in ways that make us proud, no matter where they are.
- When girls lead in their communities, they **Connect** as they learn how to work with other people. This helps them get along better with others, resolve conflicts, and do better on group projects at school.
- When girls lead in the world, they **Take Action** to change the world for the better. Starting as young Girl Scouts, girls learn how to see problems—such as a food pantry in need of donations or an elderly neighbor who could use a hand—and come up with a solution.

In other words: **Discover** + **Connect** + **Take Action** = **leadership**. And everything you do with girls in Girl Scouting is aimed at giving them the benefits of these Three Keys to Leadership.

More details about the benefits (or outcomes) Girl Scouts offers girls can be found in *Transforming Leadership Continued*, available online at www.girlscouts.org/research/publications/gsoutcomes/transforming_leadership_continued.asp.

girl scouts

Top Reasons Why Girls Should Get Outdoors

Findings from the 2014 *More than S'mores* Report*

1 Girls really enjoy outdoor activities in Girl Scouts.

2 Monthly outdoor exposure contributes to girls' challenge seeking and problem solving.

3 Girl Scouts who get outdoors are twice as likely to connect with and care for the environment than non-Girl Scouts.

4 Girls of color and girls in lower socioeconomic backgrounds report even stronger benefits from outdoor experiences.

> "It was my first time on the water, in a lake. I was scared at first but when I started to paddle I got the hang of it. I really loved it."
>
> 10-year-old Girl Scout, Missouri

Because of Girl Scouts…

71% of girls tried an outdoor activity for the first time.

71% of girls improved an outdoor skill.

48% of girls helped other girls do an outdoor activity.

29% of girls overcame a fear of an outdoor activity.

More than S'mores

Start the fun now!

girlscouts.org/join

*More Than S'mores, a 2014 study by the Girl Scout Research Institute, talked to nearly 3,000 Girl Scouts in fourth-through-eighth-grade.

I Can't Wait To

I Can't Wait To is a multi-year campaign that focuses on getting the fun of Girl Scouts into the lives of young girls (K–5), their parents and caregivers, and you, the volunteer. We are heading into the third year of I Can't Wait To, and the promotions, games, and contests keep coming.

Your council will be in touch with you and other volunteers about what is happening locally with this campaign, so keep an eye out!

ToGetHerThere

At Girl Scouts, we know that when girls are given the opportunity, they change their world. Every girl has an important role to play, and every girl deserves the confidence to achieve anything she sets her sight on. But we need help to ensure that girls in every U.S. zip code develop the confidence that Girl Scouts nurtures. That's why we've launched ToGetHerThere, the largest fundraising campaign for girls in history.

ToGetHerThere is a Movement wide fundraising campaign with the goal of raising $1 Billion for girls by 2020. Every gift to every Girl Scout Council counts toward the goal. Together, we will get her there - to help lead her troop, her family, her community, her company, her country, and her world. To learn more about joining the largest campaign for girls visit girlscouts.org/invest.

Fun with Purpose

Girl Scouting isn't just about what we do; it's also about how we do it. Over time, we've noticed that girls will give almost any activity a try, as long as the adults guiding them take the right approach. Girl Scout activities ask adult volunteers to engage girls in three ways that make Girl Scouting unique from school and other extracurricular activities:

- **Girl-led:** Girls of every grade level take an active role in determining what, where, when, why, and how they'll structure activities. Of course, you'll provide guidance appropriate to the age of the girls. Plus, you'll encourage them to bring their ideas and imaginations into the experiences, make choices, and lead the way as much as they can.

- **Learning by doing:** This means that girls have active, hands-on experiences. It also means they have a chance to think and talk about what they are learning as a result of the activities. This kind of reflection is what helps girls gain self-awareness and confidence to dive into new challenges. So make sure girls always have a chance to talk with each other—and you—after an activity. It doesn't have to be formal, just get them talking and see what happens.

- **Cooperative learning:** Girls learn so much about themselves and each other when they team up on common goals. Plus, great teamwork helps girls in school now and on the job later. Look

for ways to help each girl contribute her unique talents and ideas to the team, help all girls see how their differences are valuable to the team, and coach girls to resolve their conflicts productively.

We call these three methods "processes." You might be wondering how to put these processes into action with the girls in your group. These steps should help you get started:

1. After you help girls choose a National Leadership Journey (there's more information about those later in this chapter), make sure you get the adult guide that accompanies the Journey. As you read through that guide, look at how the activities, conversations, and choice-making options are set up using the three processes. Once you start practicing the processes, you'll probably find that they become second nature when you're with girls.
2. If you haven't already, watch Girl Scouting 101, our online introduction to volunteering with Girl Scouts. (Contact your council for the password.) If you've already watched Girl Scouting 101, you may want to review its "What Girl Scouts Do" section to brush up on the processes.
3. Want more detail about the processes? Take a look at the examples in *Transforming Leadership Continued*, available online at www.girlscouts.org/research/publications/gsoutcomes/transforming_leadership_continued.asp.

One last tip about using the processes: The girls' time in Girl Scouting isn't a to-do list, so please don't ever feel that checking activities off a list is more important than tuning in to what interests and excites girls and sparks their imaginations. Projects don't have to come out perfectly, and girls don't have to fill their vests and sashes with badges: what matters most is the fun and learning that happens as girls make experiences their own.

The National Program Portfolio

You'll use several books, awards, and online resources to bring the Girl Scout Leadership Experience to life with girls. We strongly recommend that each girl has her own books from the National Program Portfolio. These books—the Journeys and *The Girl's Guide to Girl Scouting*—and national program awards—like badges and pins—are an important part of how Girl Scouting helps girls experience the power of millions of girls changing the world together.

As you use the National Program Portfolio with girls, keep in mind that Girl Scouts of the USA (GSUSA) creates materials to serve our vast and diverse community of girls. To help bring topics off the page and into life, we sometimes provide girls and volunteers with suggestions about what people across the country and around the world are doing. We also sometimes make suggestions about movies, books, music, websites, and more that might spark girls' interests.

At GSUSA, we know that not every example or suggestion we provide will work for every girl, family, volunteer, or community. In partnership with those who assist you with your Girl Scout group—including parents, faith groups, schools, and community organizations—we trust you to choose real-life topic experts from your community as well as movies, books, music, websites, and other opportunities that are most appropriate for the girls in your area to enrich their Girl Scout activities.

We are proud to be the premier leadership organization for girls. While girls and their families may have questions or interest in programming relevant to other aspects of girls' lives, we are not always the organization best suited to offer such information. Your council can recommend local organizations or resources that are best suited to do so.

Also note that GSUSA continuously reviews national program content to guarantee that all our resources are relevant and age appropriate, and that their content doesn't include violence, sex, inappropriate language, or risky behavior. We value your input and hope that you will bring to your council's attention any content that concerns you.

National Leadership Journeys

National Leadership Journeys help Girl Scouts learn and practice the Three Keys, aid their communities, and earn leadership awards, progressing up Girl Scouting's Ladder of Leadership as they do so. There are three series of Leadership Journeys, each about a different theme; the girls in your group can choose the theme that interests them most.

After the girls choose a Journey, spend an hour or two reading the companion adult guide. It'll give you a feel for how to bring the Journey to life, and you'll get ideas for the steps girls will take (with your support) to earn their leadership awards. Don't worry; you don't have to be any kind of expert to do a Leadership Journey with girls. You just need to be willing to dive in and enjoy the learning-by-doing experience with them.

Each Journey adult guide contains sample plans that you can customize to fit the needs of your group, whether you guide a troop, volunteer at a Girl Scout camp, mentor girls on a travel adventure, or engage with girls in a series or at an event. Each Journey also offers opportunities to enjoy the longstanding traditions of Girl Scouting, from ceremonies and songs to earning awards and skill badges.

The Girl's Guide to Girl Scouting and National Proficiency Badges

In addition to the Leadership Journeys, girls at each Girl Scout grade level have their own edition of *The Girl's Guide to Girl Scouting*—a binder full of information about being a Girl Scout and how to earn certain badges, including ones about financial literacy and the Girl Scout Cookie Program. Girls who want to earn more badges can add a Skill Building Badge Set tied to the theme of the Journey they've chosen.

When a Girl Scout earns a badge, it shows that she's learned a new skill, such as how to make a healthy snack or take great digital photos. It may even spark an interest at school or plant the seed for a future career. Please remember that we don't expect you to be an expert in the badge topics; just have fun learning by doing with the girls!

While you're having fun, keep in mind: Badges are for educating girls, not for decorating their sashes and vests. The quality of a girl's experience—and the skills and pride she gains from earning leadership awards and skill-building badges—far outweigh the quantity of badges she earns.

If you're working with Girl Scout Daisies, please note that they earn Petals and Leaves (which form a flower) instead of badges.

There are several ways to supplement the National Program Portfolio and enhance girls' time as Girl Scouts—and have fun while you're doing it! A few of them are outlined below.

Digital Programming

The For Girls section of girlscouts.org features a variety of videos, games, blogs, and other fun ways to enrich the GSLE. Girls will find opportunities to post their ideas for public service announcements on topics that matter to them and get inspired by watching short videos that tell the stories of

women from all walks of life. If you work with Girl Scout Daisies and Brownies, you might like the site's print-and-play coloring and game pages—great for having on hand when energetic girls get together! Both girls and volunteers will have fun with Badge Explorer, an overview of all of the badges girls can earn. For Girls is updated frequently, so check back often—and invite girls to do the same!

Make Your Own Badge

Girls are welcome to develop and complete activities to make their own badge—a great way to explore a topic of personal interest. (In addition, girls who make their own badge will learn *how* to learn, which is an important skill to have in school, on the job, and in life!) Once girls check the Awards Log in *The Girl's Guide to Girl Scouting* to make sure there's not already a badge on the topic they want to explore, they'll follow steps outlined in that handbook to complete the requirements for their very own badge. Even better, they can go online to design and purchase a badge that later arrives in the mail! For more information, check out the Make Your Own Badge website.

My Promise, My Faith Pin

The Girl Scout Law includes many of the principles and values common to most faiths. And even though Girl Scouts is a secular organization, we've always encouraged girls to explore spirituality via their own faiths. Girls of all grade levels can now earn the My Promise, My Faith pin. By carefully examining the Girl Scout Law and directly tying it to tenets of her faith, a girl can earn the pin once each year she participates in Girl Scouting. You can find more about the requirements for this pin in *The Girl's Guide to Girl Scouting*.

The Girl Scout Cookie Program

In addition to giving girls an opportunity to earn money to fund their Girl Scouting goals, taking part in the Girl Scout Cookie Program teaches girls five important skills that serve them throughout their lives: goal setting, money management, people skills, decision making, and business ethics. For more on everything involved in the Girl Scout Cookie Program, flip to the "Managing Group Finances" chapter of this handbook.

Outdoor Adventures

Being outside is a great way for girls to explore leadership, build skills, and develop a deep appreciation for nature. Whether they spend an afternoon exploring a local hiking trail or a week at camp, being outside gives girls an opportunity to grow, explore, and have fun in a whole new environment. For more information, visit www.girlscouts.org/program/basics/camping.

Spanish-language Resources

Two of the Journey series—It's Your World—Change It! *and* It's Your Planet—Love It!—*are available in Spanish, as are two new supporting books for Spanish-speaking volunteers to use with Spanish-speaking and bilingual Girl Scout Brownies and Juniors :*¡Las Girl Scouts Brownies Cambian El Mundo! *(*Girl Scout Brownies Change the World!*) and* ¡Las Girl Scouts Juniors Apuntan a las Estrellas! *(*Girl Scout Juniors Reach for the Stars!*). The books, which introduce the Girl Scout movement to these girls and their families, provide everything you need for a fun-filled year in Girl Scouting. For more information on these resources, contact your council.*

Putting It All Together

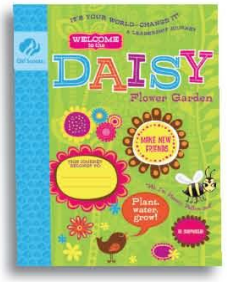
All of this may seem overwhelming, but don't worry. The next few pages give you an idea of what's involved when you use the National Program Portfolio with girls at each Girl Scout grade level.

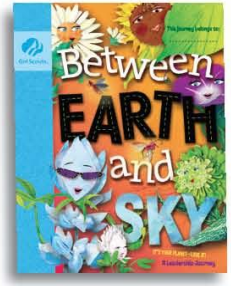
NATIONAL PROGRAM

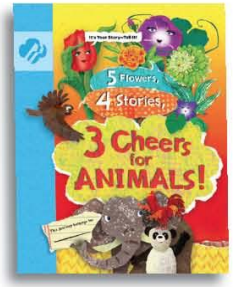
What Daisies Do*

KINDERGARTEN - 1ST GRADE

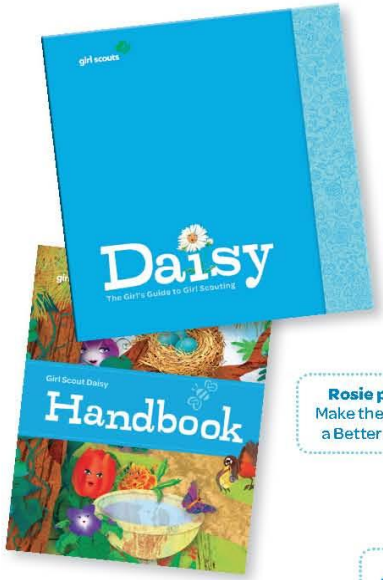
Choose a Journey

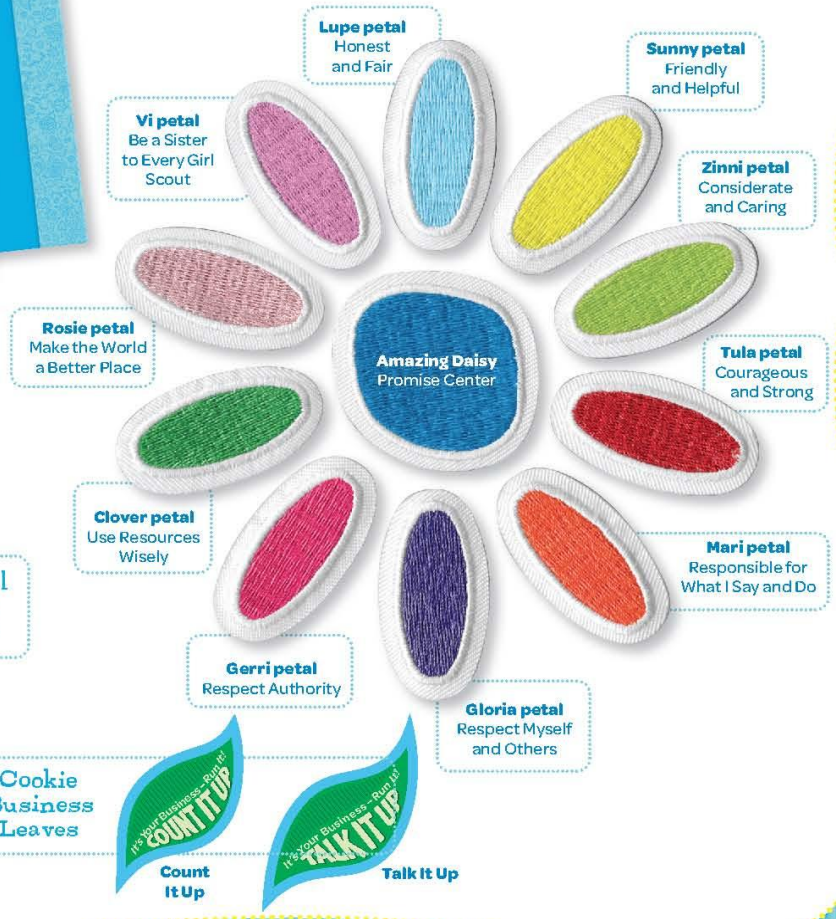


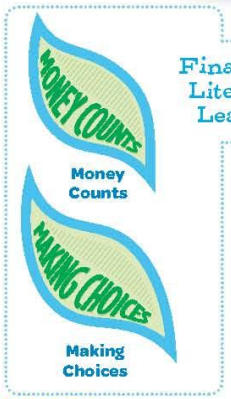




Use The Girl's Guide to Girl Scouting







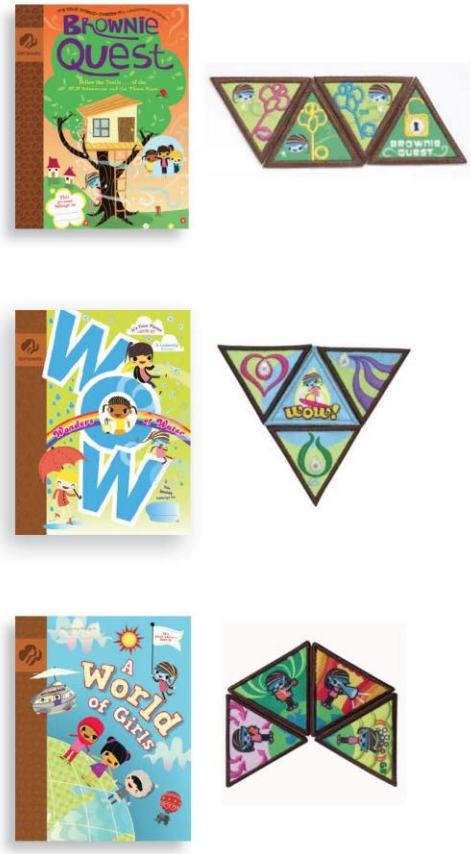
*Remember to add in trips, outdoor adventures, the cookie sale and more! See ideas in all the girl's books.

NATIONAL PROGRAM PORTFOLIO

What Brownies Do*

2ND - 3RD GRADE

Choose a Journey and earn the awards



Want to earn more Badges? Add the Badge sets

Brownie Quest

WOW! Wonders of Water

A World of Girls

Use them all with The Girl's Guide to Girl Scouting

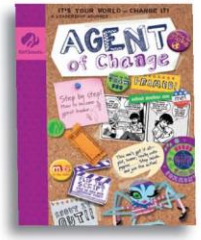
* Remember to add in trips, outdoor adventures, the cookie sale and more! See ideas in all the girl's books.

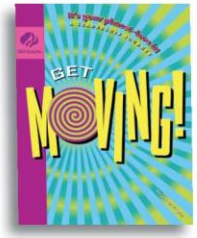
NATIONAL PROGRAM PORTFOLIO

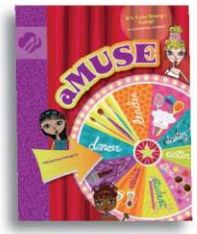
What Juniors Do*

4TH - 5TH GRADE

Choose a Journey and earn the awards







* Remember to add in trips, outdoor adventures, the cookie sale and more! See ideas in all the girl's books.

Want to earn more Badges? Add the Badge sets

Agent of Change

GET MOVING!

aMUSE

Use them all with The Girl's Guide to Girl Scouting

Financial Literacy

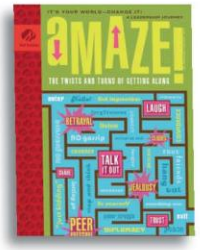
Cookie Business

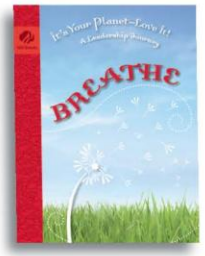
NATIONAL PROGRAM PORTFOLIO

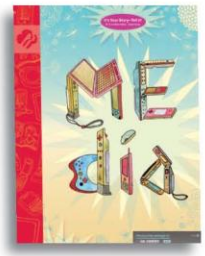
What Cadettes Do*

6TH - 8TH GRADE

Choose a Journey and earn the awards







* Remember to add in trips, outdoor adventures, the cookie sale and more! See ideas in all the girl's books.

Want to earn more Badges? Add the Badge sets

aMAZE!

Breathe

MEdia

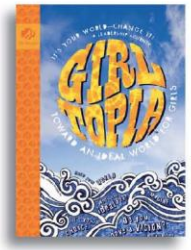
Use them all with The Girl's Guide to Girl Scouting

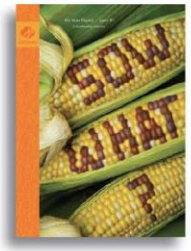
NATIONAL PROGRAM PORTFOLIO

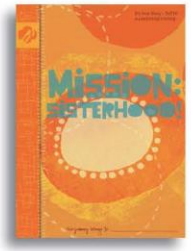
What Seniors Do*

9TH - 10TH GRADE

Choose a Journey and earn the awards







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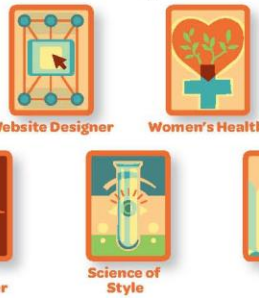
Want to earn more Badges? Add the Badge sets

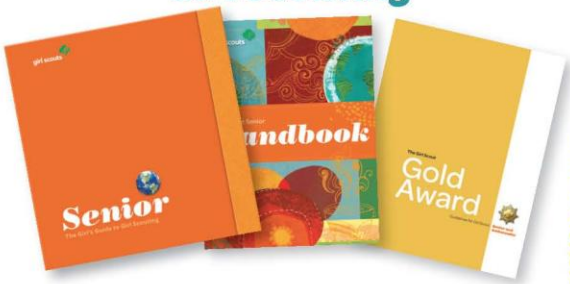
GIRLtopia



Sow What?

MISSION: SISTERHOOD!

Use them all with The Girl's Guide to Girl Scouting



Financial Literacy

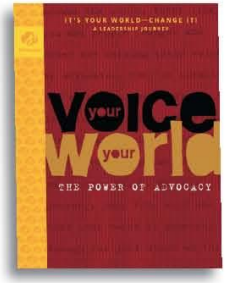
Cookie Business

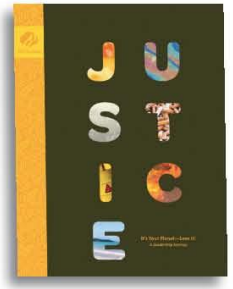
NATIONAL PROGRAM PORTFOLIO

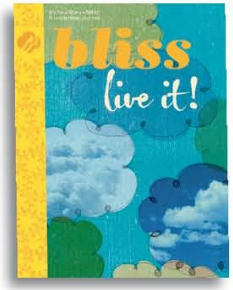
What Ambassadors Do*

11TH - 12TH GRADE

Choose a Journey







* Remember to add in trips, outdoor adventures, the cookie sale and more! See ideas in all the girl's books.

Use The Girl's Guide to Girl Scouting

Photographer

Coaching

Public Policy

Dinner Party

Ambassador First Aid

Ambassador Girl Scout Way

Water

Financial Literacy

On My Own

Good Credit

Cookie Business

Research & Development

P & L

Emblems and Patches

In addition to the leadership awards tied to the Journeys and the National Proficiency badges, girls can show they belong by adding emblems to the front of their vests or sashes and participation patches on the back.

- **Emblems** show membership in Girl Scouts, a particular council, a particular troop, or in some other Girl Scout group. These can be worn on the front of a sash or vest (see the diagram in the handbook section of *The Girl's Guide to Girl Scouting* to see where these are placed).
- **Participation patches** represent activities girls have tried and are fun ways for girls to remember special events they've attended. Since these patches and pins aren't tied to skill-building activities, they are worn on the back of a girl's sash or vest.

You can purchase emblems and patches—along with badges and leadership awards—at your council's Girl Scout shop www.gssc-mm.org/girlzgear or by visiting the GSUSA online shop. There, you'll find a cool list of the earned awards for each grade level and a link that shows you exactly **where** girls can place their emblems, awards, badges, pins, and patches on their vests and sashes.

Girl Scout Bronze, Silver, and Gold Awards

The Girl Scout Bronze, Silver, and Gold Awards are Girl Scouting's highest awards. These awards offer girls relevant, grade-level-appropriate challenges related to teamwork, goal setting, and community networking and leadership. They also engage girls in building networks that not only support them in their award projects, but in new educational and career opportunities.

Like everything girls do in Girl Scouting, the steps to earning these awards are rooted in the GSLE. This is why, to earn each of these awards, girls first complete a grade-level Journey (two Journeys for the Gold Award or a Silver Award and one Journey). With Journeys, girls experience the keys to leadership and learn to identify community needs, work in partnership with their communities, and carry out Take Action projects that make a lasting difference. They can then use the skills they developed during a Journey to develop and execute projects for their Girl Scout Bronze, Silver, and Gold Awards. Girl Scouts has just introduced a web app that takes girls step-by-step through the Gold Award requirements. Visit http://www.girlscouts.org/program/highest_awards/gold_award.asp to take a peek.

Did you know that a Girl Scout who has earned her Gold Award immediately raises one rank in all four branches of the U.S. Military? A number of college-scholarship opportunities also await Gold Award designees. A girl does not, however, have to earn a Bronze or Silver Award before earning the Girl Scout Gold Award. She is eligible to earn any recognition at the grade level in which she is registered.

As a Girl Scout volunteer, encourage girls to go for it by earning these awards at the Junior through Ambassador levels. Check out some of the award projects girls in your council are doing and talk to a few past recipients of the Girl Scout Gold Award. You'll be inspired when you see and hear what girls can accomplish as leaders—and by the confidence, values, and team-building expertise they gain while doing so. And imagine the impact girls have on their communities, country, and even the world as they identify problems they care about, team with others, and act to make change happen!

All this, of course, starts with you—a Girl Scout volunteer! Encourage girls to go after Girl Scouting's highest awards—information on the awards and guidelines for you to use when helping girls earn their awards are also available online. Or www.gssc-mm.org, Program – Gold/Silver/Bronze Awards.

A Tradition of Honoring Girls

From the beginning of Girl Scouts, one prestigious award has recognized the girls who make a difference in their communities and in their own lives. The first of these awards, in 1916, was the Golden Eagle of Merit. In 1919, the name changed to The Golden Eaglet, and in 1920, the requirements for The Golden Eaglet were updated. The First Class Award existed for only two years, from 1938–1940, and was replaced in 1940 with The Curved Bar Award, the requirements for which were updated in 1947. In 1963, GSUSA re-introduced the First Class Award, for a girl who was an "all-around" person, with skills in many fields and a proficiency in one. Today's highest award, the Girl Scout Gold Award, was introduced in 1980.

Other Initiatives and Opportunities

Other exciting initiatives and opportunities exist to support the GSLE. In the past, these have covered topics like the environment, robotics, and space exploration. You can find out how to engage your group in opportunities like these by contacting your council, referring to the ***FOCALP****oint* publication, or by visiting www.girlscouts.org/program/basics and clicking on "Program Basics" on the left side of the screen. Note that councils may offer different experiences, based on availability of resources and partners in your area.

Girl Scout Traditions and Celebrations

Throughout the long history of Girl Scouts, certain traditions remain meaningful and important and are still practiced today. This section gives you an overview of annual celebrations in the Girl Scout year, as well as other revered Girl Scout traditions. Be sure to look in *The Girl's Guide to Girl Scouting* and Leadership Journeys for more information on songs, outdoor activities, historical anecdotes, traditions, and ceremonies.

Girl Scout Calendar

Girl Scouts celebrate several special days each year, which you're encouraged to include in your group planning.

- **February 22:** World Thinking Day (the birthday of both Lord Baden-Powell and Lady Olave Baden-Powell, the originators of Boy Scouts and the Scouting Movement worldwide).
- **March 12:** The birthday of Girl Scouting in the USA. The first troop meeting was held in Savannah, Georgia, on this date in 1912. Note that Girl Scout Week begins the Sunday before March 12 (a day known as "Girl Scout Sunday") and extends through the Saturday following March 12 (a day known as "Girl Scout Sabbath").
- **Third week in April:** Volunteer Appreciation Week centers on the long-standing National Girl Scout Leaders' Day (April 22), but expands the definition of volunteers beyond troop leaders to include all the volunteers who work in so many ways on behalf of girls in Girl Scouting.

October 31: Founder's Day (Juliette Gordon Low's birthday).

World Thinking Day: February 22

World Thinking Day, first created in 1926, offers a special day for Girl Scouts and Girl Guides from around the world to "think" of each other and give thanks and appreciation to their sister Girl Scouts. February 22 is the mutual birthday of Lord Baden-Powell, founder of the Boy Scout movement, and his wife, Olave, who served as World Chief Guide.

Today, girls honor World Thinking Day by earning the World Thinking Day award, which focuses on an annual theme selected by the World Association of Girl Guides and Girl Scouts. They also show their appreciation and friendship on World Thinking Day not only by extending warm wishes but also by contributing to the Juliette Low World Friendship Fund, which helps offer Girl Guiding/Girl Scouting to more girls and young women worldwide.

Time-Honored Ceremonies

Ceremonies play an important part in Girl Scouts and are used not only to celebrate accomplishments, experience time-honored traditions, and reinforce the values of the Girl Scout Promise and Law, but also to encourage girls to take a short pause in their busy lives and connect with their fellow Girl Scouts in fun and meaningful ways. Many examples of ceremonies—for awards, meeting openings and closings, and so on—are sewn right into the Journeys, including ideas for new ceremonies girls can create.

Girls use ceremonies for all sorts of reasons. Here's a brief list, in alphabetical order, so that you can become familiar with the most common Girl Scout ceremonies:

- **Bridging** ceremonies mark a girl's move from one grade level of Girl Scouting to another, such as from Junior to Cadette. (Note that **Fly-Up** is a special bridging ceremony for Girl Scout Brownies who are bridging to Juniors.)
- **Closing** ceremonies finalize the meeting, with expectations for the next. A closing ceremony may be as simple as a hand squeeze while standing in a circle.
- **Court of Awards** is a time to recognize girls who have accomplished something spectacular during the Girl Scout year.
- **Flag** ceremonies can be part of any activity that honors the American flag.
- **Girl Scout Bronze (or Silver or Gold) Award** ceremonies honor Girl Scout Juniors who have earned the Girl Scout Bronze Award (Cadettes who have earned the Silver Award; Seniors or Ambassadors who have earned the Gold Award), and are usually held for a group and combined with council recognition.
- **Girl Scouts' Own** is a girl-led program that allows girls to explore their feelings and beliefs around a topic (such as the importance of friendship or the personal meaning they get from the Girl Scout Promise and Law) using the spoken word, favorite songs, poetry, or other methods of expression. It is never a religious ceremony.
- **Investiture** welcomes new members, girls or adults, into the Girl Scout family for the first time. Girls receive their Girl Scout, Brownie Girl Scout, or Daisy Girl Scout pin at this time.
- **Opening** ceremonies start troop meetings and can also begin other group meetings.
- **Pinning** ceremonies help celebrate when girls receive grade-level Girl Scout pins.
- **Rededication** ceremonies are opportunities for girls and adults to renew their commitment to the Girl Scout Promise and Law.

Hosting a Girl-Led Event

If you're working with girls who want to host an event—large or small—be sure girls are leading the event-planning, instead of sitting by passively while you or another adult plans the event. To get girls started, ask them to think about the following questions:

- What sort of event do we have in mind?
- Who is our intended audience?
- Will it be outdoors?
- Does the audience have to be invited, or can anyone come?
- What's our main topic or focus?
- What's our objective—what do we hope to accomplish at the end of the day?
- Will one or more speakers need to be invited? If so, who? How do we find speakers?
- Where will the event take place?
- Is there a charge for this venue?
- Is the venue large enough to accommodate the audience?
- Do we have to obtain permission to use this venue? If so, from whom?
- Are there adequate facilities for the audience? If not, how much will extra portable toilets cost, and how many do we need?
- Is there adequate parking or a drop-off point for girls?
- Do we need tables? chairs? podiums? microphones? speakers?
- What sort of entertainment will we provide?
- Will we provide or sell refreshments? If so, what kinds?
- How many chaperones will we need? Who will we ask?
- What emergency care do we need to plan for? Is the event large enough that local police and fire departments need to be notified?
- Do we need to purchase additional insurance for non–Girl Scouts?
- How will we advertise the event?
- What decorations will we use?
- Will we give away any keepsakes?
- Will we charge for the event?
- Who will set up the event?
- Who will clean up after the event?
- How will we determine whether the event was a success?

Ideas for girl-led events with family, friends, and community experts are also available in the Leadership Journey adult guides!

Signs, Songs, Handshake, and More!

Over time, any organization is going to develop a few common signals that everyone understands. Such is the case with Girl Scouts, which has developed a few unique ways to greet, acknowledge, and communicate, some of which are listed here.

Girl Scout Sign

The idea of the sign came from the days of chivalry, when armed knights greeted friendly knights by raising the right hand, palm open, as a sign of friendship. To give the sign, raise the three middle fingers of the right hand palm forward and shoulder high (the three extended fingers represent the three parts of the Girl Scout Promise). Girls give the sign when they:

- Say the Promise or Law.
- Are welcomed into Girl Scouts at an investiture ceremony that welcomes new members.
- Receive an award, patch, pin, or other recognition.
- Greet other Girl Scouts and Girl Guides.

Girl Scout Handshake

The handshake is a more formal way of greeting other Girl Scouts, and is also an appropriate way to receive an award. Shake left hands and give the Girl Scout Sign with your right hand.

Quiet Sign

The quiet sign can be extremely useful to you as a volunteer, so teach it to girls during your first meeting. Raise your right hand high with an open palm. As girls in the group see the sign, they stop talking and also raise their hands. Once everyone is silent, the meeting can begin.

Girl Scout Slogan and Motto

The Girl Scout slogan is, “Do a good turn daily.” The Girl Scout motto is, “Be prepared.”

Songs

Whether singing around a campfire or joining a chorus of voices on the Mall in Washington, D.C., Girl Scouts have always enjoyed the fun and fellowship of music. In fact, the first *Girl Scout Song Book*, a collection of songs put together by girl members, was published in 1925.

Songs can be used to open or close meetings, enhance ceremonies, lighten a load while hiking, or share a special moment with other Girl Scouts. For tips on choosing and leading songs, go to http://www.girlscouts.org/program/gs_central/activity_ideas/songleading.asp. A variety of songbooks are also available for purchase. Check out your Girlz Gear council shop or visit the GSUSA online shop.

Chapter 3: Engaging Girls at All Grade Levels

As a Girl Scout volunteer, you'll have the opportunity to guide girls of all backgrounds, behaviors, skills, and abilities. You'll help her develop leadership skills she can use now and as she grows—all in a safe and accepting environment. This chapter gives you tips for doing just that.

Arranging a Time and Place for Girl-Led Meetings

When and how often to meet is up to you, your co-volunteers, parents, and girls: it may just be one time for this particular group of girls. Or, if you meet regularly, what day and time work best for the girls, for you, for your co-volunteers, and for other adults who will be presenting or mentoring? Once per week, twice a month, once a month? Is after-school best? Can your co-volunteers meet at that time, or will meetings work better in the evenings or on the weekends?

Where to meet can be a bit trickier: a meeting place needs to provide a safe, clean, and secure environment that allows for the participation of all girls. You might consider using meeting rooms at schools, libraries, houses or worship, community buildings, childcare facilities, and local businesses. For teens, you can also rotate meetings at coffee shops, bookstores, and other places girls enjoy spending time.

Here are a few points to keep in mind as you consider meeting locations:

- **Cost:** The space should be free to use.
- **Size:** Make sure the space is large enough accommodate the whole group and all planned activities.
- **Availability:** Be sure the space is available for the day and the entire length of time you want to meet.
- **Resources:** Determine what types of furnishings (table? chairs?) come with the room and ensure that the lighting is adequate. A bonus would be a cubby of some sort, where you can store supplies or a safe outdoor space for activities.
- **Safety:** Ensure that the space is safe, secure, clean, properly ventilated, heated (or cooled, depending on your location), free from hazards, and has at least two exits that are well-marked and fully functional. Also be sure first-aid equipment is on hand.
- **Facilities:** Sanitary and accessible toilets are critical.
- **Communication-friendly:** Be sure your cell phone works in the meeting space.
- **Allergen-free:** Ensure that pet dander and other common allergens won't bother susceptible girls during meetings.
- **Accessibility:** Be sure the space can accommodate girls with disabilities, as well as parents with disabilities who may come to meetings.

If this is your first time asking for a Girl Scout meeting place, here are a few speaking points to get you started:

"I'm a Girl Scout volunteer, with a group of _____ girls. We're doing lots of great things for girls and for the community, like _____ and _____. We're all about leadership—the kind that girls use in their daily lives and the kind that makes our community better. We'd love to hold our meetings here because _____."

Understanding Healthy Development in Girls

Just being attentive to what girls are experiencing as they mature is a big help to girls. So take some time to understand the likes, needs, and abilities of girls at different ages.

As you listen and learn along with girls, you may find it useful to review the highlights of their development. What follows are the developmental abilities and needs of girls at various grade levels. You'll also find these listed in the adult guide of each Leadership Journey. Plus, the activities in the Journeys are set up with the following guidelines in mind! Of course, each girl is an individual, so these are only guidelines that help you get to know the girls.

GSRI reports in *More than 'Smores* that participating in casual outdoor activities in Girl Scouts, like playing, walking, or taking field trips in the outdoors made girls stronger problem solvers and challenge seekers. These outdoor experiences often place girls in new physical, psychological, and social situations that motivate curiosity and foster a sense of discovery. These challenges "require girls to become more self-aware and to cooperate, communicate, and solve problems." (2014, page. 5)

Girl Scout Daisies

At the Girl Scout Daisy level (kindergarten and first grade), girls . . .	**This means . . .**
Have loads of energy and need to run, walk, and play outside.	*They'll enjoy going on nature walks and outdoor scavenger hunts.*
Are great builders and budding artists, though they are still developing their fine motor skills.	*Encouraging them to express themselves and their creativity by making things with their hands. Girls may need assistance holding scissors, cutting in a straight line, and so on.*
Love to move and dance.	*They might especially enjoy marching like a penguin, dancing like a dolphin, or acting out how they might care for animals in the jungle.*
Are concrete thinkers and focused on the here and now.	*Showing instead of telling, for example, about how animals are cared for. Plan visits to animal shelters, farms, or zoos; meet care providers; or make a creative bird feeder.*
Are only beginning to learn about basic number concepts, time, and money.	*You'll want to take opportunities to count out supplies together—and, perhaps, the legs on a caterpillar!*
Are just beginning to write and spell, and they don't always have the words for what they're thinking or feeling.	*That having girls draw a picture of something they are trying to communicate is easier and more meaningful for them.*
Know how to follow simple directions and respond well to recognition for doing so.	*Being specific and offering only one direction at a time. Acknowledge when girls have followed directions well to increase their motivation to listen and follow again.*

Girl Scout Brownies

At the Girl Scout Brownie level (second and third grade), girls . . .	**This means . . .**
Have lots of energy and need to run, walk, and play outside.	*Taking your session activities outside whenever possible.*
Are social and enjoy working in groups.	*Allowing girls to team up in small or large groups for art projects and performances.*
Want to help others and appreciate being given individual responsibilities for a task.	*Letting girls lead, direct, and help out in activities whenever possible. Allow girls as a group to make decisions about individual roles and responsibilities.*
Are concrete thinkers and focused on the here and now.	*Doing more than just reading to girls about the Brownie Elf's adventures. Ask girls questions to gauge their understanding and allow them to role play their own pretend visit to a new country.*
Need clear directions and structure, and like knowing what to expect.	*Offering only one direction at a time. Also, have girls create the schedule and flow of your get-togethers and share it at the start.*
Are becoming comfortable with basic number concepts, time, money, and distance.	*Offering support only when needed. Allow girls to set schedules for meetings or performances, count out money for a trip, and so on.*
Are continuing to develop their fine motor skills and can tie shoes, use basic tools, begin to sew, etc.	*Encouraging girls to express themselves and their creativity by making things with their hands. Girls may need some assistance, however, holding scissors, threading needles, and so on.*
Love to act in plays, create music, and dance.	*Girls might like to create a play about welcoming a new girl to their school, or tell a story through dance or creative movement.*
Know how to follow rules, listen well, and appreciate recognition of a job done well.	*Acknowledging when the girls have listened or followed the directions well, which will increase their motivation to listen and follow again!*

Girl Scout Juniors

At the Girl Scout Junior level (fourth and fifth grades), girls . . .	This means . . .
Want to make decisions and express their opinions.	*Whenever possible, allowing girls to make decisions and express their opinions through guided discussion and active reflection activities. Also, have girls set rules for listening to others' opinions and offering assistance in decision making.*
Are social and enjoy doing things in groups.	*Allowing girls to team-up in small or large groups for art projects, performances, and written activities.*
Are aware of expectations and sensitive to the judgments of others.	*Although it's okay to have expectations, the expectation is not perfection! Share your own mistakes and what you learned from them, and be sure to create an environment where girls can be comfortable sharing theirs.*
Are concerned about equity and fairness.	*Not shying away from discussing why rules are in place, and having girls develop their own rules for their group*.
Are beginning to think abstractly and critically, and are capable of flexible thought. Juniors can consider more than one perspective, as well as the feelings and attitudes of another.	*Asking girls to explain why they made a decision, share their visions of their roles in the future, and challenge their own and others' perspectives.*
Have strong fine and gross motor skills and coordination.	*Engaging girls in moving their minds and their bodies. Allow girls to express themselves through written word, choreography, and so on.*
Love to act in plays, create music, and dance.	*Girls might like to tell a story through playwriting, playing an instrument, or choreographing a dance.*
May be starting puberty, which means beginning breast development, skin changes, and weight changes. Some may be getting their periods.	*Being sensitive to girls' changing bodies, possible discomfort over these changes, and their desire for more information. Create an environment that acknowledges and celebrates this transition as healthy and normal for girls.*

Girl Scout Cadettes

At the Girl Scout Cadette level (sixth, seventh, and eighth grades), girls . . .	**This means . . .**
Are going through puberty, including changes in their skin, body-shape, and weight. They're also starting their menstrual cycles and have occasional shifts in mood.	*Being sensitive to the many changes Cadettes are undergoing and acknowledging that these changes are as normal as growing taller! Girls need time to adapt to their changing bodies, and their feelings about their bodies may not keep up. Reinforce that, as with everything else, people go through puberty in different ways and at different times.*
Are starting to spend more time in peer groups than with their families and are very concerned about friends and relationships with others their age.	*That girls will enjoy teaming-up in small or large groups for art projects, performances, and written activities, as well as tackling relationship issues through both artistic endeavors and Take Action projects.*
Can be very self-conscious—wanting to be like everyone else, but fearing they are unique in their thoughts and feelings.	*Encouraging girls to share, but only when they are comfortable. At this age, they may be more comfortable sharing a piece of artwork or a fictional story than their own words. Throughout the activities, highlight and discuss differences as positive, interesting, and beautiful.*
Are beginning to navigate their increasing independence and expectations from adults—at school and at home.	*Trusting girls to plan and make key decisions, allowing them to experience what's known as "fun failure:" girls learn from trying something new and making mistakes.*

Girl Scout Seniors

At the Girl Scout Senior level (ninth and tenth grades), girls . . .	**This means . . .**
Are beginning to clarify their own values, consider alternative points of view on controversial issues, and see multiple aspects of a situation.	*Asking girls to explain the reasoning behind their decisions. Engage girls in role-play and performances, where others can watch and offer alternative solutions.*
Have strong problem-solving and critical thinking skills, and are able to plan and reflect on their own learning experiences.	*Girls are more than able to go beyond community service to develop projects that will create sustainable solutions in their communities. Be sure to have girls plan and follow up on these experiences through written and discussion-based reflective activities.*
Spend more time in peer groups than with their families and are very concerned about friends and relationships with others their age.	*That girls will enjoy teaming up in small or large groups for art projects, performances, and written activities. They'll also want to tackle relationship issues through both artistic endeavors and Take Action projects. Alter the makeup of groups with each activity so that girls interact with those they might not usually pair up with.*
Frequently enjoy expressing their individuality.	*Encouraging girls to express their individuality in their dress, creative expression, and thinking. Remind girls frequently that there isn't just one way to look, feel, think, or act. Assist girls in coming up with new ways of expressing their individuality.*
Feel they have lots of responsibilities and pressures—from home, school, peers, work, and so on.	*Acknowledging girls' pressures and sharing how stress can limit health, creativity, and productivity. Help girls release stress through creative expression, movement, and more traditional stress-reduction techniques.*
Are continuing to navigate their increasing independence and expectations from adults—at school and at home.	*Trusting girls to plan and make key decisions, allowing them to experience what's known as "fun failure:" girls learn from trying something new and making mistakes.*

Girl Scout Ambassadors

At the Girl Scout Ambassador level (eleventh and twelfth grades), girls . . .	This means . . .
Can see the complexity of situations and controversial issues—they understand that problems often have no clear solution and that varying points of view may each have merit.	*Inviting girls to develop stories as a group, and then individually create endings that they later discuss and share.*
Have strong problem-solving and critical-thinking skills, and can adapt logical thinking to real-life situations. Ambassadors recognize and incorporate practical limitations to solutions.	*Girls are more than able to go beyond community service to develop projects that will create sustainable solutions in their communities. Be sure to have girls plan and follow up on these experiences through written and discussion-based reflective activities.*
Spend more time with peers than with their families and are very concerned about friends and relationships with others their age.	*Girls will enjoy teaming up in small or large groups for art projects, performances, and written activities. They'll also want to tackle relationship issues through artistic endeavors and Take Action projects. Alter the makeup of groups with each activity so that girls interact with those they might not usually pair up with.*
Frequently enjoy expressing their individuality.	*Encouraging girls to express their individuality in their dress, creative expression, and thinking. Remind girls frequently that there isn't just one way to look, feel, think, or act. Assist girls in coming up with new ways of expressing their individuality.*
Feel they have lots of responsibilities and pressures—from home, school, peers, work, etc.	*Acknowledging girls' pressures and sharing how stress can limit health, creativity, and productivity. Help girls release stress through creative expression, movement, and more traditional stress-reduction techniques.*
Are continuing to navigate their increasing independence and expectations from adults—at school and at home—and are looking to their futures.	*Trusting girls to plan and make key decisions, allowing them to experience what's known as "fun failure." Girls learn from trying something new and making mistakes.*

Creating a Safe Space for Girls

A safe space is one in which girls feel as though they can be themselves, without explanation, judgment, or ridicule. Girl Scout research shows that girls are looking for an emotionally safe environment, where confidentiality is respected and they can express themselves without fear.

The environment you create is as important—maybe more—than the activities girls do; it's the key to developing the sort of group that girls want to be part of. The following sections share some tips on creating a warm, safe environment for girls.

Girl-Adult Partnership

Girl Scouting is for the enjoyment and benefit of the girls, so meetings are built around girls' ideas. When you put the girls first, you're helping develop a team relationship, making space for the development of leadership skills, and allowing girls to benefit from the guidance, mentoring, and coaching of caring adults.

The three Girl Scout processes (girl-led, learning by doing, and cooperative learning) are integral to the girl-adult partnership. Take time to read about processes and think about how to incorporate them into your group's experiences. (See the "Girl Scouting as a National Experience" chapter of this handbook for more about using the Journey adult guides.)

Recognizing and Supporting Each Girl

Girls look up to their volunteers. They need to know that you consider each of them an important person. They can survive a poor meeting place or an activity that flops, but they cannot endure being ignored or rejected. Recognize acts of trying as well as instances of clear success. Emphasize the positive qualities that make each girl worthy and unique. Be generous with praise and stingy with rebuke. Help girls find ways to show acceptance of and support for one another.

Promoting Fairness

Girls are sensitive to injustice. They forgive mistakes if they are sure you are trying to be fair. They look for fairness in the ways responsibilities are shared, in handling of disagreements and in responses to performance and accomplishment. When possible, consult girls as to what they think is fair before decisions are made. Explain your reasoning and show why you did something. Be willing to apologize if needed. Try to see that the responsibilities, as well as the chances for feeling important, are equally divided. Help girls explore and decide for themselves the fair ways of solving problems, carrying out activities, and responding to behavior and accomplishments.

Building Trust

Girls need your belief in them and your support when they try new things. They must be sure you will not betray a confidence. Show girls you trust them to think for themselves and use their own judgment. Help them make the important decisions in the group. Help them correct their own mistakes. Help girls give and show trust toward one another. Help them see how trust can be built, lost, regained, and strengthened.

Managing Conflict

Conflicts and disagreements are an inevitable part of life, and when handled constructively can actually enhance communication and relationships. At the very least, Girl Scouts are expected to practice self-control and diplomacy so that conflicts do not erupt into regrettable incidents. Shouting, verbal abuse, or physical confrontations are never warranted and cannot be tolerated in the Girl

Scout environment.

When a conflict arises between girls or a girl and a volunteer, get those involved to sit down together and talk calmly and in a nonjudgmental manner. (Each party may need some time—a few days or a week—to calm down before being able to do this.) Although talking in this way can be uncomfortable and difficult, it does lay the groundwork for working well together in the future. Whatever you do, **do not** spread your complaint around to others—that won't help the situation and causes only embarrassment and anger.

If a conflict persists, be sure you explain the matter to your volunteer support team. If the supervisor cannot resolve the issues satisfactorily (or if the problem involves the supervisor), the issue can be taken to the next level of supervision and, ultimately, contact your council if you need extra help.

Inspiring Open Communication

Girls want someone who will listen to what they think, feel, and want to do. They like having someone they can talk to about important things, including things that might not seem important to adults. Listen to the girls. Respond with words and actions. Speak your mind openly when you are happy or concerned about something, and encourage girls to do this, too. Leave the door open for girls to seek advice, share ideas and feelings, and propose plans or improvements. Help girls see how open communication can result in action, discovery, better understanding of self and others, and a more comfortable climate for fun and accomplishment.

Communicating Effectively with Girls of Any Age

When communicating with girls, consider the following tips:

- **Listen:** Listening to girls, as opposed to telling them what to think, feel, or do (not using "you should") is the first step in helping them take ownership of their program.
- **Be honest:** If you're not comfortable with a topic or activity, say so. No one expects you to be an expert on every topic. Ask for alternatives or seek out volunteers with the required expertise. (Owning up to mistakes—and apologizing for them—goes a long way with girls.)
- **Be open to real issues:** For girls, important topics are things like relationships, peer pressure, school, money, drugs, and other serious issues. (You'll also have plenty of time to discuss less weighty subjects.) When you don't know, listen. Also seek help from your council if you need assistance or more information than you currently have.
- **Show respect:** Girls often say that their best experiences were the ones where adults treated them as equal partners. Being spoken to as a young adult helps them grow.
- **Offer options:** Providing flexibility in changing needs and interests shows that you respect the girls and their busy lives. But whatever option is chosen, girls at every grade level also want guidance and parameters.
- **Stay current:** Be aware of the TV shows girls watch, movies they like, books and magazines they read, and music they listen to—not to pretend you have the same interests, but to show you're interested in their world.

One way to communicate with girls is through the LUTE method—listen, understand, tolerate, and empathize. Here is a breakdown of the acronym LUTE to remind you of how to respond when a girl is upset, angry, or confused.

- **L = Listen:** Hear her out, ask for details, and reflect back what you hear, such as, "What

happened next?" or "What did she say?"

- **U = Understand:** Try to be understanding of her feelings, with comments such as, "So what I hear you saying is . . ." "I'm sure that upset you," "I understand why you're unhappy," and "Your feelings are hurt; mine would be, too."
- **T = Tolerate:** You can tolerate the feelings that she just can't handle right now on her own. It signifies that you can listen and accept how she is feeling about the situation. Say something like: "Try talking to me about it. I'll listen," "I know you're mad—talking it out helps," and "I can handle it—say whatever you want to."
- **E = Empathize:** Let her know you can imagine feeling what she's feeling, with comments such as, "I'm sure that really hurts" or "I can imagine how painful this is for you."

Addressing the Needs of Older Girls

Consider the following tips when working with teenage girls:

- Think of yourself as a partner, and as a coach or mentor, as needed (not a "leader").
- Ask girls what rules they need for safety and what group agreements they need to be a good team.
- Understand that girls need time to talk, unwind, and have fun together.
- Ask what they think and what they want to do.
- Encourage girls to speak their minds.
- Provide structure, but don't micromanage.
- Give everyone a voice in the group.
- Treat girls like partners.
- Don't repeat what's said in the group to anyone outside of it (unless necessary for a girl's safety).

Girl Scout Research Institute

It's amazing what you can learn when you listen to girls.

Since its founding in 2000, the Girl Scout Research Institute has become an internationally recognized center for research and public policy information on the development and well-being of girls. Not just Girl Scouts, but **all** girls.

In addition to research staff, the GSRI draws on experts in child development, education, business, government, and the not-for-profit sector. We provide the youth development field with definitive research reviews that consolidate existing studies. And, by most measures, we are now the leading source of original research on the issues that girls face and the social trends that affect their lives. Visit www.girlscouts.org/research.

When Sensitive Topics Come Up

According to *Feeling Safe: What Girls Say,* a 2003 Girl Scout Research Institute study, girls are looking for groups that allow connection and a sense of close friendship. They want volunteers who are teen savvy and can help them with issues they face, such as bullying, peer pressure, dating, athletic and

academic performance, and more. Some of these issues may be considered "sensitive" by parents, and they may have opinions or input about how, and whether, Girl Scouts should cover these topics should be covered with their daughters.

Girl Scouts welcomes and serves girls and families from a wide spectrum of faiths and cultures. When girls wish to participate in discussions or activities that could be considered sensitive—even for some—put the topic on hold until you have spoken with parents and received guidance from your council. . For Girl Scouts of South Carolina – Mountains to Midlands information, please see Appendix D, Council Policies and Standards on Sensitive/Controversial Issues.

When Girl Scout activities involve sensitive issues, your role is that of a caring adult who can help girls acquire skills and knowledge in a supportive atmosphere, not someone who advocates a particular position.

You should know, GSUSA does not take a position or develop materials on issues relating to human sexuality, birth control, or abortion. We feel our role is to help girls develop self-confidence and good decision-making skills that will help them make wise choices in all areas of their lives. We believe parents and guardians, along with schools and faith communities, are the primary sources of information on these topics.

Parents/guardians make all decisions regarding their girl's participation in Girl Scout program that may be of a sensitive nature. As a volunteer leader, you must get written parental permission for any locally planned program offering that could be considered sensitive. Included on the permission form should be the topic of the activity, any specific content that might create controversy, and any action steps the girls will take when the activity is complete. Be sure to have a form for each girl, and keep the forms on hand in case a problem arises. For activities not sponsored by Girl Scouts, find out in advance (from organizers or other volunteers who may be familiar with the content) what will be presented, and follow your council's guidelines for obtaining written permission.

The council provides a Sensitive/High Risk Activity Approval Request Form and a Sensitive/Controversial Issues Permission Form template in the Forms Directory on the website.

Report concerns: There may be times when you worry about the health and well-being of girls in your group. Alcohol, drugs, sex, bullying, abuse, depression, and eating disorders are some of the issues girls may encounter. You are on the frontlines of girls' lives, and you are in a unique position to identify a situation in which a girl may need help. If you believe a girl is at risk of hurting herself or others, your role is to promptly bring that information to her parent/guardian or the council so she can get the expert assistance she needs. Your concern about a girl's well-being and safety is taken seriously, and your council will guide you in addressing these concerns.

- **Contact a staff member at your Girl Scout council and find out how to refer the girl and her parent/guardian to experts at school or in the community. Each regional director is also prepared to assist you.**
- **Share your concern with the girl's family, if this is feasible.**

Here are a few signs that could indicate a girl needs expert help:

- **Marked changes in behavior or personality (for example, unusual moodiness, aggressiveness, or sensitivity)**
- **Declining academic performance and/or inability to concentrate**
- **Withdrawal from school, family activities, or friendships**

- **Fatigue, apathy, or loss of interest in previously enjoyed activities**
- **Sleep disturbances**
- **Increased secretiveness**
- **Deterioration in appearance and personal hygiene.**
- **Eating extremes, unexplained weight loss, distorted body image**
- **Tendency toward perfectionism**
- **Giving away prized possessions; preoccupation with the subject of death**
- **Unexplained injuries such as bruises, burns, or fractures**
- **Avoidance of eye contact or physical contact**
- **Excessive fearfulness or distrust of adults**
- **Abusive behavior toward other children, especially younger ones]**

Working with Parents and Guardians

Most parents and guardians are helpful and supportive and sincerely appreciate your time and effort on behalf of their daughters. And you almost always have the same goal, which is to make Girl Scouting an enriching experience for their girls. Encourage them to check out www.girlscouts4girls.org to find out how to expand their roles as advocates for their daughters.

Advocating for Girls

The Girl Scouts Public Policy and Advocacy Office in Washington, D.C., builds relationships with members of Congress, White House officials, and other federal departments and agencies, continuously informing and educating them about issues important to girls and Girl Scouting. The office also supports Girl Scout councils, at the state and local levels, as they build capacity to be the voice for girls. These advocacy efforts help demonstrate to lawmakers that Girl Scouts is a resource and an authority on issues affecting girls. Visit the Advocacy office at www.girlscouts.org/who_we_are/advocacy.

Using "I" Statements

Perhaps the most important tip for communicating with parents/guardians is for you to use "I" statements instead of "you" statements. "I" statements, which are detailed in the *aMAZE* Journey for Girl Scout Cadettes, tell someone what you need from her or him, while "you" statements may make the person feel defensive.

Here are some examples of "you" statements:

- "Your daughter just isn't responsible."
- "You're not doing your share."

Now look at "I" statements:

- "I'd like to help your daughter learn to take more responsibility."
- "I'd really appreciate your help with registration."

If you need help with specific scenarios involving parents/guardians, try the following:

If a Parent or Guardian . . .	You Can Say . . .
Is uninvolved and asks how she can help but seems to have no idea of how to follow through or take leadership of even the smallest activity,	"I do need your help. Here are some written guidelines on how to prepare for our camping trip."
Constantly talks about all the ways you could make the group better,	"I need your leadership. Project ideas you would like to develop and lead can fit in well with our plan. Please put your ideas in writing, and perhaps I can help you carry them out."
Tells you things like, "Denise's mother is on welfare, and Denise really doesn't belong in this group,"	"I need your sensitivity. Girl Scouting is for all girls, and by teaching your daughter to be sensitive to others' feelings you help teach the whole group sensitivity."
Shifts parental responsibilities to you and is so busy with her own life that she allows no time to help,	"I love volunteering for Girl Scouts and want to make a difference. If you could take a few moments from your busy schedule to let me know what you value about what we're doing, I'd appreciate it. It would keep me going for another year."

Arranging Meetings with Parents/Guardians or a Friends-and-Family Network

A parent/guardian meeting, or a meeting of your friends-and-family network (as encouraged in many of the leadership Journeys), is a chance for you to get to know the families of the girls in your group. Before the meeting, be sure you and/or your co-volunteers have done the following:

- For younger girls, arranged for a parent, another volunteer, or a group of older girls to do activities with the girls in your group while you talk with their parents/guardians (if girls will attend the meeting, too)
- Practiced a discussion on the following: Girl Scout Mission, Promise, and Law; benefits of Girl Scouting for their daughters, including how the GSLE is a world-class system for developing girl leaders; all the fun the girls are going to have; expectations for girls and their parents/guardians; and ideas of how parents and other guardians can participate in and enrich their daughters' Girl Scout experiences
- Determined when product sales (including Girl Scout cookie activities) will happen in your council; parents/guardians will absolutely want to know
- Determined what information parents should bring to the meeting
- Used the Friends and Family pages provided in the adults guides for many of the Journeys, or created your own one-page information sheet (contact information for you and co-volunteers and helpers, the day and time of each meeting, location of and directions to the meeting place, what to bring with them, and information on how to get Journey resources—books, awards, and keepsakes—and other merchandise like sashes, vests, T-shirts, and so on)

- Gathered or created supplies, including a sign-in sheet, an information sheet, permission forms for parents/guardians (also available from your council), health history forms (as required by your council), and GSUSA registration forms
- Prepared yourself to ask parents and guardians for help, being as specific as you can about the kind of help you will need (the Journey's Friends and Family pages will come in handy here)

Registering Girls in Girl Scouting

Every participant (girl or adult) in Girl Scouting must register and become a member of Girl Scouts of the USA (GSUSA). GSUSA membership dues are valid for one year. Membership dues (currently $15) are sent by the council to GSUSA; no portion of the dues stays with the council. Membership dues may not be transferred to another member and is not refundable.

Pre-registration for the upcoming membership year begins in the spring. Girls are encouraged to register early to avoid the fall rush. Early registration helps ensure uninterrupted receipt of forms and materials from the council, helps girls and councils plan ahead, and gets girls excited about all the great stuff they want to do as Girl Scouts next year. Girl Scout grade level is determined by the current membership year beginning October 1.

Lifetime membership is available at a reduced rate. A lifetime member must be at least 18 years old (or a 17-year-old high-school graduate) and agree to the Girl Scout Promise and Law.

You're free to structure the parent/guardian meeting in whatever way works for you, but the following structure works for many new volunteers:

- As the girls and adults arrive, ask them to sign in. If the girls' parents/guardians haven't already registered them online, you'll want to email or hand out information so they can do so. If your council uses paper registration forms, you can pass them out at this time. Check with your council for its specific registration guidelines. You may also want to email or hand out a brief information sheet before or at this meeting
- Open the meeting by welcoming the girls and adults. Introduce yourself and other co-volunteers or helpers. Have adults and girls introduce themselves, discuss whether anyone in their families has been a Girl Scout, and talk about what Girl Scouting means to them. Welcome everyone, regardless of experience, and let them know they will be learning about Girl Scouts today. (If you're new to Girl Scouting, don't worry—just let everyone know you'll be learning about Girl Scouting together!)
- Ask the girls to go with the adult or teen in charge of their activity and begin the discussion.
- Discuss the information you prepared for this meeting:
    - All the fun girls are going to have!
    - When and where the group will meet and some examples of activities the girls might choose to do
    - That a parent/guardian permission form is used for activities outside the group's normal meeting time and place and the importance of completing and returning it
    - How you plan to keep in touch with parents/guardians (a Facebook page or group, Twitter,

email, text messaging, a phone tree, or fliers the girls take home are just some ideas)
  - The Girl Scout Mission, Promise, and Law
  - The Girl Scout program, especially what the GSLE is and what the program does for their daughters
  - When Girl Scout cookies (and other products) will go on sale and how participation in product sales teaches life skills and helps fund group activities
  - The cost of membership, which includes annual GSUSA dues, any group payments (ask your council), optional uniforms, and any resources parents/guardians will need to buy (such as a girl's book for a Journey)
  - The availability of financial assistance and how the Girl Scout Cookie Program and other product sales generate funds for the group treasury
  - That families can also make donations to the council—and why they might want to do that!
  - That you may be looking for additional volunteers, and in which areas you are looking (be as specific as possible!)

- If your council doesn't offer online registration and you've distributed paper registration forms, collect them.
- Remind the group of the next meeting (if you'll have one) and thank everyone for attending. Hold the next meeting when it makes sense for you and your co-volunteers—that may be in two months if face-to-face meetings are best, or not at all if you're diligent about keeping in touch with parents/guardians via Facebook, Twitter, text messages, email, phone calls, or some other form of communication.
- After the meeting, follow up with any parents/guardians who did not attend, to connect them with the group, inform them of decisions, and discuss how they can best help the girls.

Creating an Atmosphere of Acceptance and Inclusion

Girl Scouts embraces girls of all abilities, backgrounds, and heritage, with a specific and positive philosophy of inclusion that benefits everyone. Each girl—without regard to socioeconomic status, race, physical or cognitive ability, ethnicity, primary language, or religion—is an equal and valued member of the group, and groups reflect the diversity of the community.

Inclusion is an approach and an attitude, rather than a set of guidelines. Inclusion is about belonging, about all girls being offered the same opportunities, about respect and dignity, and about honoring the uniqueness of and differences among us all. You're accepting and inclusive when you:

- Welcome every girl and focus on building community.
- Emphasize cooperation instead of competition.
- Provide a safe and socially comfortable environment for girls.
- Teach respect for, understanding of, and dignity toward all girls and their families.
- Actively reach out to girls and families who are traditionally excluded or marginalized.
- Foster a sense of belonging to community as a respected and valued peer.
- Honor the intrinsic value of each person's life.

A Variety of Formats for Publications

The Hispanic population is the largest-growing in the United States, which is why Girls Scouts has translated many of its publications into Spanish. Over time, Girl Scouts will continue to identify members' needs and produce resources to support those needs, including translating publications into additional languages and formats.

As you think about where, when, and how often to meet with your group, you will find yourself considering the needs, resources, safety, and beliefs of all members and potential members. As you do this, include the special needs of any members who have disabilities, or whose parents or guardians have disabilities. But please don't rely on visual cues to inform you of a disability: Approximately 20 percent of the U.S. population has a disability—that's one in five people, of every socioeconomic status, race, ethnicity, and religion.

As a volunteer, your interactions with girls present an opportunity to improve the way society views girls (and their parents/guardians) with disabilities. Historically, disabilities have been looked at from a deficit viewpoint with a focus on how people with disabilities could be fixed. Today, the focus is on a person's abilities—on what she *can* do rather than on what she cannot.

If you want to find out what a girl with a disability needs to make her Girl Scout experience successful, simply ask her or her parent/guardian. If you are frank and accessible, it's likely they will respond in kind, creating an atmosphere that enriches everyone.

It's important for all girls to be rewarded based on their best efforts—not on the completion of a task. Give any girl the opportunity to do her best and she will. Sometimes that means changing a few rules or approaching an activity in a more creative way. Here are some examples of ways to modify activities:

- Invite a girl to complete an activity after she has observed others doing it.
- If you are visiting a museum to view sculpture, find out if a girl who is blind might be given permission to touch the pieces.
- If an activity requires running, a girl who is unable to run could be asked to walk or do another physical movement.

In addition, note that people-first language puts the person before the disability.

Say . . .	**Instead of . . .**
She has a learning disability.	She is learning disabled.
She has a developmental delay.	She is mentally retarded; she is slow.
She uses a wheelchair.	She is wheelchair-bound.

When interacting with a girl (or parent/guardian) with a disability, consider these final tips:

- When talking to a girl with a disability, speak directly to her, not through a parent/guardian or friend.
- It's okay to offer assistance to a girl with a disability, but wait until your offer is accepted before you begin to help. Listen closely to any instructions the person may have.

- Leaning on a girl's wheelchair is invading her space and is considered annoying and rude.
- When speaking to a girl who is deaf and using an interpreter, speak to the girl, not to the interpreter.
- When speaking for more than a few minutes to a girl who uses a wheelchair, place yourself at eye level.
- When greeting a girl with a visual disability, always identify yourself and others. You might say, "Hi, it's Sheryl. Tara is on my right, and Chris is on my left."

Registering Girls with Cognitive Disabilities

Girls with cognitive disabilities can be registered as closely as possible to their chronological ages. They wear the uniform of that grade level. Make any adaptations for the girl to ongoing activities of the grade level to which the group belongs. Young women with cognitive disorders may choose to retain their girl membership through their 21st year, and then move into an adult membership category.

Chapter 4: Safety-Wise

(Revised May 2015)

In Girl Scouting, the emotional and physical safety and well-being of girls is always a top priority. Here's what you need to know.

Knowing Your Responsibilities

You (the Volunteer), the parents/guardians of the girls in your group, and the girls themselves share the responsibility for staying safe. The next three sections provide more details on everyone's responsibilities.

Responsibilities of the Volunteer

Every adult in Girl Scouting is responsible for the physical and emotional safety of girls, and we all demonstrate that by agreeing to follow these guidelines at all times.

1. **Follow the Safety Activity Checkpoints.**

   Instructions for staying safe while participating in activities are detailed in the Safety Activity Checkpoints, available from your council. Read the checkpoints, follow them, and share them with other volunteers, parents and girls before engaging in activities with girls. ***Note:*** *You can find the complete guide of Safety Activity Checkpoints on our website, www.gssc-mm.org,/Volunteers/Manuals and Resources.*

2. **Points common to all Safety Activity Checkpoints include:**

   Girls plan the activity. Keeping their grade-level abilities in mind, encourage girls to take proactive leadership roles in organizing details of the activity.

   Arrange for proper adult supervision of girls. Your group must have at least two unrelated, approved adult volunteers present at all times, plus additional adult volunteers as necessary (this is dependent upon the size of the group and the ages and abilities of girls). Adult volunteers must be at least 18 years old (or the age of majority defined by your state, if it is older than 18), and must be screened by your council before volunteering. One lead volunteer in every group must be female.

   Get parent/guardian permission. When an activity takes place that is outside the normal time and place, advise each parent/guardian of the details of the activity and obtain permission for girls to participate.

   Communicate with council and parents. Follow council procedures for activity approval, certificates of insurance, and council guidelines about girls' general health examinations. Make arrangements in advance for all transportation and confirm plans before departure.

   Be prepared for emergencies and compile key contacts. Work with girls and other adults to establish and practice procedures for emergencies related to weather, fire, lost girls/adults and site security. Give an itinerary to a contact person at home; call the contact person upon departure and return. Create a list of girls' parents/guardian contact information, telephone numbers for emergency services and police, and council contacts—keep on hand or post in an

easily accessible location. Always keep handy a well-stocked first-aid kit, girl health histories and contact information for girls' families. Check Safety Activity Checkpoints to determine the type of first aider needed.

Get a weather report. On the morning of the activity, check weather.com or other reliable weather sources to determine if conditions are appropriate. If severe weather conditions prevent the activity, be prepared with a backup plan or alternate activity, and/or postpone the activity. Write, review, and practice evacuation and emergency plans for severe weather with girls. In the event of a storm, take shelter away from tall objects (including trees, buildings, and electrical poles). Find the lowest point in an open flat area. Squat low to the ground on the balls of the feet, and place hands on knees with head between them.

Use the buddy system. Using the buddy system, girls are divided into teams of two. Each girl is responsible for staying with her buddy at all times, warning her buddy of danger, giving her buddy immediate assistance if safe to do so, and seeking help when the situation warrants it. Girls are encouraged to stay near the group or buddy with another team of two, so in the event someone is injured, one person cares for the patient while two others seek help.

3. **Report abuse.** Sexual advances, improper touching and sexual activity of any kind with girl members, as well as physical, verbal and emotional abuse of girls is strictly forbidden. Follow your council's guidelines for reporting concerns about abuse or neglect that may be occurring inside or outside of Girl Scouting.

4. **Travel safely.** When transporting girls to planned Girl Scout field trips and other activities that are outside the normal time and place, every driver must be an approved adult volunteer and have a good driving record, a valid license and a registered/insured vehicle. Insist that everyone is in a legal seat and wears her seat belt at all times, and adhere to state laws regarding booster seats and requirements for children in rear seats.

5. **Ensure safe overnight outings.** Prepare girls to be away from home by involving them in planning, so they know what to expect. Avoid having men sleep in the same space as girls and women. During family or parent-daughter overnights, one family unit may sleep in the same sleeping quarters in program areas. When parents are staffing events, daughters should remain in quarters with other girls rather than in staff areas. Girls Scouts of SC-Mountains to Midlands requires at least one leader to have completed our council's "Sleep In" course, prior to an overnight outing with their troop(s).

6. **Role-model the right behavior.** Never use illegal drugs. Don't consume alcohol, smoke, or use foul language in the presence of girls. Do not carry ammunition or firearms in the presence of girls, unless given special permission by your council for group marksmanship activities.

7. **Create an emotionally safe space**. Adults are responsible for making Girl Scouting a place where girls are as safe emotionally as they are physically. Protect the emotional safety of girls by creating a team agreement and coaching girls to honor it. Agreements typically encourage behaviors like respecting a diversity of feelings and opinions; resolving conflicts constructively; and avoiding physical and verbal bullying, clique behavior and discrimination.

8. **Ensure that no girl is treated differently**. Girl Scouts welcomes all members, regardless of race, ethnicity, background, disability, family structure, religious beliefs and socioeconomic status. When scheduling, planning and carrying out activities, carefully consider the needs of all girls involved, including school schedules, family needs, financial constraints, religious

holidays and the accessibility of appropriate transportation and meeting places.

9. **Promote online safety.** Instruct girls never to put their full names or contact information online, engage in virtual conversation with strangers, or arrange in-person meetings with online contacts. On group websites, publish girls' first names only and never divulge their contact information. Teach girls the Girl Scout Internet Safety Pledge and have them commit to it.
10. **Keep girls safe during money-earning activities.** Girl Scout cookies and other council-sponsored product sales are an integral part of the program. During Girl Scout product sales, you are responsible for the safety of girls, money and products. In addition, a wide variety of organizations, causes and fundraisers may appeal to Girl Scouts to be their labor force. When representing Girl Scouts, girls cannot participate in money-earning activities that represent partisan politics or are not Girl Scout–approved product sales and efforts.
11. **Promote online safety.** Instruct girls never to put their full names or contact information online, engage in virtual conversation with strangers, or arrange in-person meetings with online contacts, other than to deliver cookies and only with the approval and accompaniment of a parent or designated adult. On group websites, publish girls' first names only and never divulge their contact information. Teach girls the Girl Scout Internet Safety Pledge and have them commit to it.
12. **Keep girls safe during money-earning activities.** Girl Scout cookies and other council-sponsored product sales are an integral part of the program. During Girl Scout product sales, you are responsible for the safety of girls, money and products. In addition, a wide variety of organizations, causes and fundraisers may appeal to Girl Scouts to be their labor force. When representing Girl Scouts, girls cannot participate in money-earning activities that represent partisan politics or are not Girl Scout–approved product sales and efforts.

CAUTION: When activities involve unpredictable safety variables, they are not recommended as Girl Scout program activities. These include but are not limited to:

- Bungee Jumping
- Flying in small private planes, helicopters or blimps
- Go-Carting
- Hang gliding
- Hot air ballooning
- Hunting
- Motor biking
- Parachuting
- Parasailing
- Riding all-terrain vehicles
- Riding motorized personal watercraft such as jet skis
- Skydiving
- Stunt skiing
- Outdoor trampolining
- Zorbing

Responsibilities of Parents and Guardians

You want to engage each parent or guardian to help you work toward ensuring the health, safety and well-being of girls. Clearly communicate to parents and guardians that they are expected to:

- Provide permission for their daughters to participate in Girl Scouting as well as provide additional consent for activities that take place outside the scheduled meeting place. This can include such activities as: product sales, including Digital Cookie; overnight travel; the use of special equipment; or sensitive issues.
- Make provisions for their daughters to get to and from meeting places or other designated sites in a safe and timely manner, and inform you if someone other than a parent or guardian will drop off or pick up their child.
- Provide their daughters with appropriate clothing and equipment for activities, or contact you before the activity to find sources for the necessary clothing and equipment.
- Follow Girl Scout safety guidelines and encourage their children to do the same.
- Assist you in planning and carrying out program activities as safely as possible.
- Participate in parent/guardian meetings.
- Understand what appropriate behavior is for their daughters, as determined by the council and you.
- Assist volunteers if their daughters have special needs or abilities and their help is solicited.

Responsibilities of Girls

Girls who learn about and practice safe and healthy behaviors are likely to establish lifelong habits of safety consciousness. For that reason, each Girl Scout is expected to:

- Assist you and other volunteers in safety planning.
- Listen to and follow your instructions and suggestions.
- Learn and practice safety skills.
- Learn to “think safety” at all times and to be prepared.
- Identify and evaluate an unsafe situation.
- Know how, when and where to get help when needed.

Knowing How Many Volunteers You Need

Whatever the activity, from camping to cookies sales, adult supervision is required regardless of the grade level of the girls. The table below has been developed to show the minimum number of adults needed to supervise a specific number of girls (councils may also establish **maximums** due to size or cost restrictions). These adult-to-girl supervision ratios were devised to ensure the safety and health of all girls taking part in the activity. For example, if one adult has to respond to an emergency, a second adult is always on hand for the rest of the girls. It may take you a minute to get used to the layout of this chart, but once you start to use it, you’ll find the chart extremely helpful.

	Group Meetings		Events, Travel, and Camping	
	Two unrelated adults (at least one of whom is female) for every:	additional adult to each additional:	***Two*** unrelated adults (at least one of whom is female) for this number of girls:	***Two*** unrelated adults (at least one of whom is female) for every:
Girl Scout Daisies (grades K–1)	12	1-6	6	1-4
Girl Scout Brownies (grades 2–3)	20	1-8	12	1-6
Girl Scout Juniors (grades 4–5)	25	1-10	16	1-8
Girl Scout Cadettes (grades 6–8)	25	1-12	20	1-10
Girl Scout Seniors (grades 9–10)	30	1-15	24	1-12
Girl Scout Ambassadors (grades 11–12)	30	1-15	24	1-12

Here are some examples on utilizing the chart: If you're meeting with 17 Daisies, you'll need three adults, at least two of whom are unrelated (in other words, you and someone who is not your sister, spouse, parent, or child), and at least one of whom is female. This is determined as follows: for up to 12 Daisies you need two adults, and one more adult for up to six additional girls. Since you have 17 Daisies, you need three adults (2+1). If, however, you have 17 Cadettes attending a group meeting you need only two unrelated adults, at least one of whom is female, since the chart shows that two adults can manage up to 25 Cadettes.

In addition to the adult-to-girl ratios, please remember that adult volunteers must be at least 18 years old, or the age of majority defined by your state if it is older than 18.

Adult supervision for all girls also extends to any online activity. For additional information on online safety, please consult:

- The "Computer/Online Use" Safety Activity Checkpoints
- Girl Scout Internet Safety Pledge
- Digital Cookie Terms & Conditions for Girls, Digital Cookie Terms & Conditions for Parents/Guardians and Digital Cookie Terms & Conditions for Volunteers

Transporting Girls

How parents decide to transport girls between their homes and Girl Scout meeting places is each parent's individual decision and responsibility.

For planned Girl Scout field trips and other activities (outside the normal meeting time and place) in which a group will be transported in private vehicles keep in mind the following:

- Every driver must be an approved volunteer at least 21 years old, and have a good driving record, a valid license and a registered/insured vehicle.
- Girls never drive other girls.
- If a group is traveling in one vehicle, there must be at least two unrelated, approved adult volunteers in the vehicle, one of whom is female. In addition, the girl-volunteer ratios in the "Knowing How Many Volunteers You Need" section must be followed.
- If a group is traveling in more than one vehicle, the entire group must consist of at least two unrelated, approved adult volunteers, one of whom is female, and the girl-volunteer ratios in the "Knowing How Many Volunteers You Need" section must be followed. Care should be taken so that a single car is not separated from the group for an extended length of time.

Private transportation includes private passenger vehicles, rental cars, privately owned or rented recreational vehicles and campers, chartered buses, chartered boats and chartered flights. Each driver of motorized private transportation must be at least **18** years old and hold a valid operator's license appropriate to the vehicle. In addition, state laws must be followed, even if they are more stringent than the guidelines here.

Anyone who is driving a vehicle with more than **15** passengers must be a professional driver who possesses a commercial driver's license (CDL). Note, you must check with your council to determine specific rules about renting large vehicles. Fifteen passenger vans are not recommended.

Please keep in mind the following non-negotiable points regarding private transportation:

- Even though written agreements are always required when renting or chartering, you are *not* authorized to sign an agreement or contract, **except for rental car agreements,** even if there is no cost associated with the rental. Such agreements must instead be signed by the person designated by your council.
- Check with your council to make sure you are following accepted practices when using private transportation. This ensures that both you and your council are protected by liability insurance in the event of an accident.
- If your council has given permission to use a rented car, read all rental agreements to be sure you comply with their terms and avoid surprises. For example, in many cases the minimum age of drivers is 25, and the maximum age is often under 70. In addition, make sure the car is adequately insured and you know who is responsible for damage to, or loss of, the vehicle. Finally, ensure you have a good paper trail that shows the vehicle rental is Girl Scout–related.
- Obtain parent/guardian permission for any use of transportation outside of the meeting place.

Checklist for Drivers

When driving a car, RV or camper, take the following precautions and ask all other drivers to do the same:

- Ensure all drivers are adults at least 21 years old
- Girls should not be transporting other girls.
- Never transport girls in flatbed or panel trucks, in the bed of a pickup, or in a camper-trailer.
- Keep directions and a road map in the car, along with a first-aid kit and a flashlight.
- Check your lights, signals, tires, windshield wipers, horns and fluid levels before each trip, and recheck them periodically on long trips.
- Keep all necessary papers up to date including, but not limited to: your driver's license; vehicle registration; any state or local inspections; and insurance coverage.
- Wear your seat belt at all times, and insist that all passengers do the same. Girls under 12 must ride in the back seats. **Remember:** South Carolina's Child Passenger Safety Law states that while riding in a vehicle, children under the age of six need to be properly restrained by an approved child safety seat
- Follow all the established rules of the road in your state, including the speed limit. Some additional guidelines include: keeping a two-car-length distance between you and the car ahead of you; not talking or texting on a cell phone or other personal electronic device while driving; not using ear buds or headphones while driving; and turning your lights on when your windshield wipers are on.
- Plan rest stops every few hours and avoid driving for extended periods at night. If traveling with others, prearrange stopping places along the way. When planning longer trips, arrange for relief drivers.
- Do NOT drive when you are tired or taking medication that makes you drowsy.

In Girl Scouts of South Carolina – Mountains to Midlands, there are four circumstances when council permission is required for trips:

- Trips more than a 75 mile radius from your normal meeting place
- Camping trips
- Trips lasting 3 nights or more
- Trips that involve chartering, borrowing, or renting a vehicle

In all these circumstances, a Trip, Travel or Camping Approval Request, which is on our website under Volunteers, Forms, should be submitted to your Community Development Manager four weeks prior to the trip. If you are going to a council-sponsored day event listed in ***FOCAL****Point*, you do not have to obtain council permission.

Product Sales Program Safety

Girl Scout council-sponsored product sales, which include magazines and nuts, as well as cookies, give girls proven opportunities to earn money and/or credits for their Girl Scout program activities. These sales also contribute significantly to the girls' local councils and communities through take-action projects. In order to ensure the emotional and physical safety and well-being of girls, which is always a top priority in any activity, you need to read and understand the following guidelines.

Prepare Early

Communicate with Parents

Ensure that the parents/guardians of all girls participating in product sales are fully informed about the activity including the:

- Safety precautions in place
- Need for appropriate clothing and/or supplies
- Need for advance arrangements for all transportation and confirmation of these plans
- Need for written permission from them in order for their daughter to participate
- Location of designated sale areas, which are also communicated to the Council

Communicate with Your Local Police Department

Establish a relationship with your local Police Department to determine any support they may be able to provide during product sales, especially those related to cookie booths, and any safety precautions they might suggest. While Police Departments vary from state to state and city to city, many of them have resources such as:

- School Resource Officers who have specific training for communicating with young people
- Community Volunteers who may be able to assist by being present during booth sales

Police departments can also provide information on areas and addresses to avoid, as well as access to known sex offender registries.

Prepare for Emergencies

Regardless of the type of activity, you need to be prepared for emergencies involving girls or other adults. This should include having a first aid kit always available and making sure that if someone is injured and needs help, that one adult cares for the injured person while another adult seeks help.

Arrange for Adult Supervision

Adults provide supervision and guidance for all grade levels, and must accompany Girl Scout Daisies, Brownies, and Juniors when they are selling, taking orders for or delivering products. Adults must be present at booth activities, regardless of the age of the girls (see also the section “Knowing How Many Volunteers You Need”).

Adults who oversee Girl Scout Cadettes, Seniors and Ambassadors must:

- Be aware of how, when and where the girls are selling products
- Be on call when girls are participating in product sales
- Be readily available to them should they need assistance.
- Help girls understand how to be safe in their surroundings, and always enforce the use of the buddy system

Adult supervision for all Girl Scouts extends to any online activity. Consult the “Computer/Online Use” Safety Activity Checkpoints for specific information about safe online practices for all activities, and to obtain a copy of the Girl Scout Internet Safety Pledge.

Plan for Safeguarding Money

Girls should always have a plan for safeguarding money, which includes such things as:

- Not walking around with large amounts of money
- Keeping the cash box against a wall or behind a barrier of cookie boxes
- Not keeping money at home or school
- Giving cookie money to supervising adults, who will deposit the money as soon as possible

Use the Buddy System

Using the buddy system, girls are divided into teams of two. Each girl is responsible for staying with her buddy at all times, warning her buddy of danger, giving her buddy immediate assistance if safe to do so, and seeking help when the situation warrants it. Girls are encouraged to stay near the group or buddy with another team of two, so in the event someone is injured, one person cares for the patient while two others seek help.

Be Streetwise and Follow Your Instincts

In order to ensure the safety of girls while selling door-to-door, you and the girls should become familiar with the areas and neighborhoods in which girls would like to sell. In addition, girls should:

- Participate in door-to-door sales only during daylight hours
- Wear a membership pin, uniform, or Girl Scout clothing (e.g., Girl Scout T-shirt) to clearly identify themselves as Girl Scouts.
- Avoid a house or person that makes them uncomfortable. They should walk away and find the next person/place that does not make them uncomfortable
- Call 9-1-1 if they see someone that seems to be acting in a way that makes them feel unsafe. This could include, but is not limited to, any person who is staring at them for long periods, seems to be following them for no apparent reason or takes pictures of the them
- Use safe pedestrian practices, such as crossing at corners and obeying walk signals
- Not enter the home or vehicle of a stranger, and to avoid selling to people in vehicles (except at drive-thru cookie booths) or going into alleys
- Should not carry large amounts of money (see “Plan for Safeguarding Money”, above)

Booth Sales

Cookie booths are a traditional and fun way of selling Girl Scout Cookies. Booth locations are approved by councils, facilitated within council jurisdiction and you must follow all council guidelines with regard to setting up, manning and taking down a booth.

. When setting up booth sales, it’s important that:

- Adults are present at all times
- There is adequate space at the booth for table, products and girls and to allow safe passage by pedestrians, bikes and cars.
- Girls are a safe distance from cars. If possible, set up a safety barrier between cars and the booth—perhaps a few volunteers could park their cars in spaces near the booth location
- The booth is not blocking a store entrance or exit
- Girls and adults do not confront or engage an irate customer, but call local authorities for assistance

While girls can receive cash from buyers and make change, they should hand the money to an adult for safekeeping**.** It is important that cash is kept safe and out of sight. This can be accomplished by:

- Keeping the cash box against a wall or behind a barrier of cookie boxes
- Having an adult volunteer keep the money by, for example, securing it in a front-facing pouch tied around her waist.

If someone takes money or cookies from your booth, **do not** attempt to physically recover the stolen items and **do not** allow the girls to do so. Instead, get a good description of the offender(s), call 911, and alert local security (if applicable). Make sure girls know what to do in case of theft. Report any incidents to your local council according to its guidelines.

For additional information about setting up a booth and safety and security suggestions, consult your council guidelines.

Computer/Online Safety

Understand the Girl Scout Internet Safety Pledge

In order to make sure that girls are aware of how to safely use the Internet, you should discuss online safety issues with the girls and distribute copies of the Girl Scout Internet Safety Pledge (the pledge is available at the end of this document and at www.girlscouts.org). The girls should also take a copy of the pledge home and go over it with their parents. Both the girl and her parent should sign the pledge.

Safeguard Information

Girls must understand that the Internet is an open means of communication that anyone can access. As such, websites will often attract people other than their intended users. It is therefore imperative that any information that could jeopardize the safety and security of girls and adults not be disclosed on a website. The following measures will help to ensure girls' online safety:

- Girl Scouts should only use their first names
- A Girl Scout's last name, address, phone number, or e-mail address should never be posted. For Digital Cookie a girl may post her unique Digital Cookie URL on her Facebook page and may email it to friends and family (for additional information please refer to Safety Activity Checkpoint for Online Product Sales, Digital Cookie Terms & Conditions for Volunteers and Digital Cookie Pledge for Girls)
- Always have a parent's or guardian's permission when using pictures of girls on a website. This is especially important if the girl is under 13 years old
- Do not post addresses of group meeting places, dates and times of meetings, events or trips on a website. Instead, an adult who wishes to communicate upcoming events with families of Girl Scouts should send an e-mail to the families
- Do not allow automatic posting of messages to a website. All postings to message boards, social media and guest books should have adult oversight, and be screened prior to posting live.
- Ensure that websites do not show personal e-mail addresses of girls, but use a troop, group or adult's e-mail.

Safety in Technology Based Sales

Girl Scouts use the Internet for a variety of reasons including the online marketing and sale of approved Girl Scout related products. Below are some key points to keep in mind for all online sales and marketing:

- Girls must read, understand and accept the Girl Scout Internet Safety Pledge, prior to conducting any online sales or marketing activities, which is available at the end of the Computer/Online Use: Safety Activity Checkpoints
- Girls may send e-mail messages to alert friends and relatives about product sales and accept customer commitments via email
- Social media sites may be used to market product, however, all applicable GSUSA and council guidelines must be followed
- Girls writing product e-mails or announcements online should sign with their first names only, their troop/group number or name and their council name.
- Personal e-mails or street addresses of girls should never be used. Instead, use one of the following:
    - A blind return address account where the girls' name or personal e-mail is not revealed to the customer and is instead hosted on a secure site
    - A group account, monitored by an adult
    - An adult's e-mail account, which is supervised by that adult
- . Girls should never arrange in-person meetings with online contacts, other than to deliver cookies and only with the approval and accompaniment of a parent or designated adult.

For **Digital Cookie** there are additional, specific guidelines, some of which are:

- Girls must read and accept the Girl Scout Digital Cookie Pledge before they can participate in Digital Cookie
- Volunteers must read and accept the Digital Cookie Terms and Conditions for Volunteers before they can participate in Digital Cookie
- Girls may only post about their participation on Digital Cookie on social media that allows them to restrict access to friends and family (e.g. Facebook).
- Parents/guardians must approve the content of a girls Digital Cookie web page before it goes live
- For girls under 13 years old, a parent/guardian must manage the girl's web site and be responsible for all content. In other words, girls under 13 are not allowed to post anything to their websites; it must be done by their parent/guardian.

For additional information and guidance please see the "Girl Scout Cookie/Council-Sponsored Product Sale: Safety Activity Checkpoints", "Computer/Online Use: Safety Activity Checkpoints", the Digital Cookie "Terms & Conditions for Girl Scouts", "Terms & Conditions for Parents/Guardians" and "Terms & Conditions for Volunteers".

Approaching Activities

How can you, as a Girl Scout volunteer, determine whether an activity is safe and appropriate for Girl Scouts? Good judgment and common sense often dictate the answer. What's safe in one circumstance may not be safe in another. An incoming storm, for example, might force you to assess

or discontinue an activity. If you are uncertain about the safety of an activity, call your council staff with full details and don't proceed without approval. Remember, the safety of girls is your most important consideration.

Prior to any activity, read the specific Safety Activity Checkpoints (available on your council's website or from your support team in some other format) related to any activity you plan to do with girls. If Safety Activity Checkpoints do not exist for an activity you and the girls are interested in, check with your council **before** making any definite plans with the girls. A few activities are allowed only with written council pre-approval and only for girls 12 and over, while some are off-limits completely:

- ***Caution:*** You must get written pre-approval from your council for girls ages 12 and older who will:
    - Use firearms for target shooting (see Sport Shooting Safety Activity Checkpoints)
    - Take trips on waterways that are highly changeable or uncontrollable (See Whitewater Rafting Safety Activity Checkpoints)

CAUTION: When activities involve unpredictable safety variables, they are not recommended as Girl Scout program activities. These include but are not limited to:

- Bungee Jumping
- Flying in small private planes, helicopters or blimps
- Go-Carting
- Hang gliding
- Hot air ballooning
- Hunting
- Motor biking
- Parachuting
- Parasailing
- Riding all-terrain vehicles
- Riding motorized personal watercraft such as jet skis
- Skydiving
- Stunt skiing
- Outdoor trampolining
- Zorbing

When planning activities with girls, note the abilities of each girl and carefully consider the progression of skills from the easiest part to the most difficult. Make sure the complexity of the activity does not exceed girls' individual skills. Bear in mind that skill levels decline when people are tired, hungry or under stress. Also use activities as opportunities for building teamwork, which is one of the outcomes for the Connect key in the Girl Scout Leadership Experience (GSLE).

Health Histories (Including Examinations and Immunizations)

Girl Scout health histories and records may be handled differently by each council. For example, the staff at your council office may take care of obtaining and storing girl health histories, including a physician's examination and list of required immunizations. In other councils, you may be asked to

maintain these records for your group. In our council, whenever a registration form is completed for a girl or adult member, it is also important to have a Girl or Adult Health History form completed. The original copy of the registration form goes to council, along with the registration fee. The second copy of the registration form and the Health History form are retained by the leader, to become part of the troop records. Either way, **keep in mind that information contained in a girl's health history is confidential** and protected by law. This information may only be shared with people who have a need to know this information such as the girl herself, her parent/guardian and a healthcare provider.

For various reasons, some parents/guardians may object to immunizations or medical examinations. Councils must attempt to make provisions for these girls to attend Girl Scout functions in a way that accommodates these concerns.

It is important for you to be aware of any medications a girl may take or allergies she may have. Keep in mind the following

- Medication, including over-the-counter products, must never be dispensed without prior written permission from a girl's custodial parent or guardian (your council can provide the necessary form).
- Some girls may need to carry and administer their own medications, such as bronchial inhalers, EpiPens or diabetes medication. You must have documentation from the girl's parent or guardian that it is acceptable for the girl to self-administer these medications
- Common food allergies include dairy products, eggs, soy, wheat, peanuts, tree nuts and seafood. This means that before serving any food (such as peanut butter and jelly sandwiches, cookies or chips), **ask** whether anyone is allergic to peanuts, dairy products or wheat. Do this even if you are aware of which girls have specific allergies! Even Girl Scout Daisies and Brownies should be aware of their allergies, but double-checking with them and their parents/guardians is always a good idea.

Girl Scout Activity Insurance

Every registered Girl Scout and registered adult member in the Girl Scout movement is automatically covered under the basic Mutual of Omaha Activity Insurance plan upon registration. The entire premium cost for this protection is borne by Girl Scouts of the USA, and the basic plan is effective during the regular **fiscal** year (October 1 to the following October 1). Up to 14 months of insurance coverage is provided for new members who register in the month of August.

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. This is one reason why all adults and girls should be registered members. It is important to remember that non-registered parents, tagalongs (brothers, sisters and friends) and other persons are **not** covered by the basic plan.

This insurance coverage is **not** intended to diminish the need for, or replace existing, family health insurance. When $130 in benefits has been paid under this plan for covered expenses, any subsequent benefits from the basic plan will be payable (up to the specified maximum) only for expenses incurred that aren't covered under another insurance policy. If there is no family insurance or healthcare program, a specified maximum of medical benefits is available under the basic plan.

An optional Activity Insurance plan is available for Girl Scouts taking extended trips (longer than three days and two nights) and for non-members who participate in Girl Scout activities. These optional

plans are secondary insurance that a council may offer to cover participants taking part in any council-approved, supervised Girl Scout activity. Contact your council to find out how to apply. In some cases, your council may make this insurance mandatory, particularly for overseas travel. Fill out the Additional Insurance Request Form available in the Forms section of our website. This form, along with a check made payable to the council, must be submitted to the receptionist at the service center, at least three working days prior to the travel or event.

Review the Girl Scouts insurance plan description here.

Review the Girl Scouts insurance plan at http://www.mutualofomaha.com//girl_scouts__of_the_usa/index.html.

Experts

The Safety Activity Checkpoints for most activities require having an expert on hand to help girls learn an activity. Please remember that **all experts must be approved by your council.** To make it a bit easier, many councils keep lists of local experts (such as sailing instructors) and facilities (such as roller skating rinks) they've already approved. If your council doesn't keep these lists, you'll have to present an expert for the council's consideration. Some things to keep in mind:

- **Does the person have documented training and experience?** She or he should have documented experience for the activity in question, such as course completion certificates or cards, records of previous training to instruct the activity and letters of reference.
- **What does she or he need to be able to do?** This person should have the knowledge and experience to make appropriate judgments concerning participants, equipment, facilities, safety considerations, supervision and procedures for the activity. At the very least, she or he should be able to give clear instructions to girls and adults, troubleshoot unexpected scenarios and respond appropriately in an emergency.

Girl Scouts Mountains to Midlands requires all expert candidates; to submit a copy of their activity experience resume and/or a detailed description of the qualifying skills possessed to lead the activity. Approval will be given, once instructional and safety qualifications for the position have been verified.

What to do if …

There is an Accident

Although you hope the worst never happens, you must observe council procedures for handling accidents and fatalities. At the scene of an accident, first provide all possible care for the injured person. Follow established council procedures for obtaining medical assistance and immediately reporting the emergency. To do this, you must always have on hand the names and telephone numbers of council staff, parents/guardians and emergency services such as the police, fire department or hospital. Check with your council for emergency contact information.

Girl Scouts of South Carolina – Mountains to Midlands Council emergency procedure cards are available from your Community Development Manager and at any service center.

During office hours, call toll free 800-849-4475 or council headquarters 864-770-1400.

After hours, call the toll free number 800-849-4475 and follow the emergency instructions.

After receiving a report of an accident, council staff will immediately arrange for additional assistance at the scene, if needed, and will notify parents/guardians, as appropriate. If a Girl Scout needs emergency medical care as the result of an accident or injury, first contact emergency medical services, and then follow council procedures for accidents and incidents. Your adherence to these procedures is critical, especially with regard to notifying parents or guardians. If the media is involved, let council-designated staff discuss the incident with media representatives.

In the event of a fatality or other serious accident, the police **must** be notified and a responsible adult must remain at the scene at all times. In the case of a fatality, do not disturb the victim or surroundings and follow police instructions. Do not share information about the accident with anyone but the police, your council and, if applicable, insurance representatives or legal counsel.

Girl Scouts of South Carolina – Mountains to Midlands Emergency Procedures

1. Give priority attention to the injured.
2. Remove uninjured girls and bystanders from the scene.
3. Secure help and wait for ambulance/EMT, fire truck, police, as appropriate.
4. In the event of a vehicle accident, the police must be contacted and a report filed.
5. In the event of hospitalization, obtain the name of the hospital and send an adult along with the member.
6. Assign a co-leader, parent, or other adult as a "recorder" to write down all information pertaining to the situation, including place, time, people involved, etc.
7. Immediately notify the council to report an emergency and secure assistance.
8. Make no statements to the media. Refer all inquiries to the council by stating, "We are still in the fact-finding stages. We will keep you informed as we learn more. We cannot say anything more at this time except that our concern is for the Girl Scout and her welfare. Any further questions and comments will be addressed by our Council Spokesperson."
9. Once the situation is assumed by the proper authorities, meet with your recorder to clarify written notes and await the arrival/directions of the council staff.
10. Provide follow-up to the situation as appropriate, such as:

- Other than the police, provide information only as instructed by the council representative with whom you made contact.
- Prepare a written, chronological report (see Accident/Injury Report Form in Forms section of our website). This report needs to include the following information:
  - **a**. exact time of each occurrence and who was involved in each step taken
  - **b**. exact statement(s) made, to whom, and by whom
  - **c**. statements which have been read, approved, and signed by all persons involved
  - **d**. a copy of the police report, or a sketch of the scene, including physical features and placement of people names, addresses, and phone numbers of all witnesses
- Attach to report and forward to the council representative all permission forms, medical report, and forward to the council representative all permission forms, medical report, and other pertinent data.

Someone Needs Emergency Care

As you know, emergencies can happen. Girls need to receive proper instruction in how to care for themselves and others in emergencies. They also need to learn the importance of reporting to adults any accidents, illnesses or unusual behaviors during Girl Scout activities. You can help girls by keeping in mind the following:

- **Know what to report.** See the "What To Do If There is an Accident" section earlier in this chapter.
- **Establish and practice procedures for weather emergencies.** Know the type of extreme weather to expect in your area (e.g. tornadoes, hurricanes and lightning). Please consult with your council for the most relevant information for you to share with girls.
- **Establish and practice procedures for such circumstances as fire evacuation, lost persons and building-security issues.** Every girl and adult must know how to act in these situations. For example, you and the girls, with the help of a fire department representative, should design a fire evacuation plan for meeting places used by the group.
- **Assemble a well-stocked first-aid kit that is always accessible.** First-aid administered in the first few minutes can make a significant difference in the severity of an injury. In an emergency, secure professional medical assistance as soon as possible, normally by calling 911, and then administer first aid, if appropriately trained.

First-Aid/CPR

Emergencies require prompt action and quick judgment. For many activities, Girl Scouts recommends that at least one adult volunteer be first-aid/CPR-certified. For that reason, if you have the opportunity to get trained in council-approved first-aid/CPR, do it! You can take advantage of first-aid/CPR training offered by chapters of the American Red Cross, National Safety Council, EMP America, American Heart Association or other sponsoring organizations approved by your council.

Caution: First-aid/CPR training that is available entirely online does not satisfy Girl Scouts' requirements. Such courses do not offer enough opportunities to practice and receive feedback on your technique. If you're taking a course not offered by one of the organizations listed in the previous paragraph, or any course that has online components, get approval from your support team or council prior to enrolling in the course.

First-Aider

A first-aider is an adult volunteer who has taken Girl Scout-approved first-aid and CPR training that includes specific instructions for child CPR. If, through the American Red Cross, National Safety Council, EMP America, or American Heart Association, you have a chance to be fully trained in first-aid and CPR, doing so may make your activity planning go a little more smoothly.

The Safety Activity Checkpoints always tell you when a first-aider needs to be present. Since activities can take place in a variety of locations, the presence of a first-aider and the qualifications they need to have are based on the remoteness of the activity. For example, if you take a two-mile hike in an area that has cell phone reception and service along the entire route and EMS (Emergency Medical Services) is no more than 30 minutes away at all times the first-aider will not need to have knowledge of wilderness first aid. If, on the other hand, you take the same two-mile hike in a more remote area with no cell phone service and where EMS is more than 30 minutes away, the first-aider must have knowledge of wilderness first aid (see the chart below).

Access to EMS	Minimum Level of First Aid Required
Less than 30 minutes	First Aid
More than 30 minutes	Wilderness First Aid (WFA) or Wilderness First Responder

**Although a WFR is not required, it is strongly recommended when traveling with groups in areas that are greater than 30 minutes from EMS.*

It is important to understand the differences between a first-aid course, and a wilderness-rated course. Although standard first-aid training provides basic incident response, wilderness-rated courses include training on remote-assessment skills, as well as emergency first-aid response, including evacuation techniques, to use when EMS is not readily available.

Note: The presence of a first-aider is required at resident camp. For large events—200 people or more—there should be one first-aider for every 200 participants. The following healthcare providers may also serve as first-aiders: physician; physician's assistant; nurse practitioner; registered nurse; licensed practical nurse; paramedic; military medic; and emergency medical technician.

First-Aid Kit

Make sure a general first-aid kit is available at your group meeting place and accompanies girls on any activity (including transportation to and from the activity). Please be aware that you may need to provide this kit if one is not available at your meeting place. You can purchase a Girl Scout first-aid kit, you can buy a commercial kit, or you and the girls can assemble a kit yourselves. The Red Cross offers a list of potential items in its Anatomy of a First Aid Kit (note that the Red Cross's suggested list includes aspirin, which you will not be at liberty to give to girls without direct parent/guardian permission). You can also customize a kit to cover your specific needs, including flares, treatments for frostbite or snake bites and the like.

In addition to standard materials, all kits should contain your council and emergency telephone numbers (which you can get from your council contact). Girl Scout activity insurance forms, parent consent forms and health histories may also be included.

You Witness or Experience Abuse

Sexual advances, improper touching, and sexual activity of any kind with girl members are forbidden. Physical, verbal and emotional abuse of girls is also forbidden. All states, the District of Columbia, American Samoa, Guam, the Northern Mariana Islands, Puerto Rico and the U.S. Virgin Islands have statues identifying persons who are **required** to report suspected child abuse to an appropriate agency. Therefore, if you witness or suspect child abuse or neglect, whether inside or outside of Girl Scouting, follow your council's guidelines for reporting your concerns to the proper agency within your state.

For additional information please check the following resources:

- U.S. Department of Health & Human Services, Child Welfare Information Gateway: https://www.childwelfare.gov/can/
- How to Report Suspected Child Maltreatment: https://www.childwelfare.gov/responding/how.cfm
- Mandatory Reporters of Child Abuse and Neglect: https://www.childwelfare.gov/systemwide/laws_policies/statutes/manda.cfm

Chapter 5: Managing Group Finances

Helping girls decide what they want to do, and coaching them as they earn and manage money to pursue their goals, is an integral part of the Girl Scout Leadership Experience (GSLE). Your Girl Scout group plans and finances its own activities, with your guidance. At the same time, the girls learn many valuable skills that serve them throughout their lives.

Girl Scout groups are funded by a share of money earned through council-sponsored product sale activities (such as Girl Scout cookie activities), group money-earning activities (council-approved, of course), and any your group may charge. (This is in addition to the $15 annual membership dues that go to the national organization.) This chapter gives you the ins and outs of establishing a group account and helping girls manage their group's finances, practice successful product-sales techniques, and understand how to collaborate with sponsors and causes.

For information and guidance on safety related to product sales see Chapter 4, Safety-Wise.

Establishing an Account

If your group is earning and spending money, the group needs to set up a bank account. If you're taking over an existing group, you may inherit a checking account, but with a new group, you'll want to open a new account. This usually happens when there is money to deposit, such as group dues or money from product sales or group money-earning activities. Consider these tips when working with a group account:

- Keep group funds in the bank before an activity or trip, paying for as many items as possible in advance of your departure.
- Use debit cards during the activity or trip.
- Make one person responsible for group funds and for keeping a daily account of expenditures.
- Have one or more back-up people who also have debit cards, in case the main card is lost.
- Handle a lost group debit card the same way you would a personal debit card: cancel it immediately

Follow your council's financial policies and procedures for setting up an account. Most council-sponsored product sale activities have specific banking and tracking procedures.

The form titled (Troop) Bank Account Authorization, found at www.gssc-mm.org in the Forms section, outlines the procedures for setting up a troop bank account.

See Appendix D for finance-related Council Policies and Standards. The council-sponsored product sales materials provide specific banking procedures.

Unused Girl Scout money left in accounts when groups disband becomes the property of the council. Prior to disbanding, the group may decide to donate any unused funds to a worthwhile organization, to another group, or for girl activities. As when closing a personal account, be sure all checks and other debits have cleared the account before you close it, and realize that you may have to close the account in person. Turn remaining funds over to a council staff member. Please see Disbanding Troop Report form available in the Forms section of the website and the Disbanded Troop Policy in Appendix D, Council Policies and Standards.

Understanding the Girl Scout Cookie Program

Did you know that the Girl Scout Cookie Program is the largest girl-led business in the country, with sales of more than $700 million per year for girls and their communities nationwide?

That's right. The Girl Scout Cookie sale is the leading entrepreneurial program for girls: no university has produced as many female business owners as the Girl Scout Cookie Program has.

If you have a moment, watch the latest Girl Scout *What Can a Cookie Do?* video for an inspiring look into just how powerful those treats—and the girls who sell them—can be.

Council-sponsored product sales are really the best way for girls to earn money to pursue their goals: the sales are beloved by the community and come with program, sales, and marketing materials and support that help girls run a great business. And they're an integral part of the GSLE. With every season of cookies, another generation of girls learns five important skills:

- Goal setting
- Decision making
- Money management
- People skills
- Business ethics

And most of all, girls gain a tremendous amount of confidence. It's not easy to ask people to buy something—you have to speak up, look them in the eye, and believe in what you're doing—all skills that help a girl succeed now and throughout the rest of her life.

In addition, this council offers the option for troops to participate in a fall product sale which includes nuts, candies, and magazines. Our early fall council product sale partners are Ashdon Farms and QSP/Time.

Before beginning any cookies or other product sales with your group, refer to the cookies section of Girl Scout Central and www.girlscoutcookies.org

A Sweet Tradition

It has been decades since Girl Scouts began selling home-baked cookies to raise money. The idea was so popular that, in 1936, Girl Scouts enlisted bakers to handle the growing demand. For more on Girl Scout Cookie History, visit http://www.girlscouts.org/program/gs_cookies/history.asp

Two commercial bakers are currently licensed by Girl Scouts of the USA to produce Girl Scout Cookies—Little Brownie Bakers and ABC/Interbake Foods—and each council selects the baker of its choice. Each baker gets to name its own cookies (which is why some cookies have two names) and gets to decide which flavors it will offer in a given year, besides the three mandatory flavors (Thin Mints, Do-Si-Dos®/Peanut Butter Sandwich, and Trefoils/Shortbread). For additional information on cookie varieties, including nutritional details, visit www.girlscoutcookies.org.

Your Council's Role

Each year, your council provides learning opportunities on the procedures to follow during each sale. Your council also establishes guidelines and procedures for conducting the sale and determines how the proceeds and girl reward system will be managed.

Knowing Where Proceeds Go

Your council will provide a breakdown of "how the cookie crumbles" in your council. Please share this information with girls and their parents/guardians so everyone's clear on how revenue raised through product sales makes it possible for your Girl Scout council to serve girls. Proceeds resulting from product sales support program activities—in fact, council-sponsored product sales are a primary way in which your council raises funds to support Girl Scouting. The percentage of money to be allocated to participating groups (like yours) is determined by your council and explained to girls and adults as part of the product sale activity orientation.

The income from product sales does not become the property of individual girl members. Girls, however, may be eligible for rewards and credits that they put toward Council sponsored camps, programs and programmatic materials.
Girls may earn official Girl Scout grade-appropriate rewards related to product sale activities, and each council may choose to provide items such as participation patches, rewards, and council credit for event fees, camp fees, grants for travel and Take Action projects, as well as materials and supplies for program activities. The council plan for rewards applies equally to all girls participating in the product sale activity.

One critical task for each troop/group, is to keep excellent records and establish a clear accounting system for all money earned and spent. As the group's volunteer, you're in charge of making sure money is spent wisely, excellent records are kept (keeping copies of all receipts in a binder or folder), and all income is tracked, too. For older girls, your job is to oversee their work, as they learn to keep impeccable records.

The Girl/Adult Partnership

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

During the Girl Scout Cookie Program the girl/adult partnership may look like this:

- An adult and girl working together to make plans and set goals.
- An adult 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.
- An adult guiding a girl in understanding the finances and letting her practice the skills.
- An adult advising a girl on how to market her cookies but allowing her to make her make her own decisions.
- An adult helping a girl understand her responsibility to support her local council but ensuring that her participation is voluntary.

Safely Selling Girl Scout Cookies Girl safety is the top priority while selling Girl Scout cookies and other products. Volunteers, parents and girls should be familiar with and practice the following:

Chapter 4 Safety Wise – Volunteer Essentials

Girl Scout Cookie/Council – Sponsored Product Sale Safety Activity Checkpoints

Safety Tips for Product Sales

Computer/Online Use: Safety Activity Checkpoints

Preparing for your Girl Scout Cookie Booths

Cookie booths, or temporary sales set-ups in areas with lots of foot traffic, are a popular way for girls to sell cookies as a team. Your council may have established cookie booth locations; contact your council/Service Unit Cookie Manager before planning a cookie booth of your own.

Once you've gotten council/Service Unit approval, check out the booth site before the day of the sale. Find out what security measures are in place—these may include lights for evening sales and whether a security camera watches the booth area—and where the nearest bathrooms are located. In addition, review the Girl Scout Cookie/Council-Sponsored Product Sale Safety Activity Checkpoints, as well as Chapter 4, Safety-Wise to make sure you and the girls are as prepared as possible.

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.
- Plan to have at least two adults and two to four girls at the booth at all times. From time to time, volunteers might want to take breaks or will have to accompany young girls to the bathroom, so make sure to have a few extra adults on hand.
- Girls make **all** sales, except in cases where adults 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.

Cookie Donation Programs

Your council may have a cookie donation program established where customers may purchase cookies for the sole purpose of having them donated to an organization coordinated by your council. This is a great talking point for girls to share with their customers and a great way to help teach girls that the cookie program can make a big impact in their community and to others.

Here are some things to remember about cookie donations:

- All cookie donation programs must be approved by your council
- Donated cookies must stay within the council jurisdiction unless your council has the approval from other council jurisdictions
- Donated products cannot be resold and must be used in a responsible and ethical way.
- Donated products are used in a way that does not undermine the work of councils or jeopardizes the integrity of the Girl Scout Brand

Handling Product Complaints

It has always been the practice of Girl Scout councils and the bakers to guarantee customer satisfaction with their cookies. If a customer for some reason is not satisfied with the quality of their cookies they can contact the baker via the number printed on the side of the box of cookies. Troops/group should notify their council if they are aware of any customer dissatisfaction.

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

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 sales. Girls under 13 cannot independently set up online marketing sites. Girls under 13 can use their parent or guardians online sites with their approval and supervision.

The following sections detail how girls can use electronic marketing, social media, and group websites to gather sale commitments from family, friends, and previous customers. But first, please keep in mind that girls:

- ***Can* market to and collect indications of interest from customers within their councils' zip codes.** Refer prospects that come from outside council jurisdiction to the council finder at www.girlscoutcookies.org. Family members and Digital Cookie sales are the exception to this rule.
- **Digital Cookie is the only approved online sales tool available for girls to use when selling cookies.** Outside of Digital Cookie, girls cannot set up online sites where cookies are sold and money is exchange via the Internet.
- ***Must* sign the Girl Scout Internet Safety Pledge** (available at http://www.girlscouts.org/help/internet_safety_pledge.asp) before doing any online activities, and all online activities must be under the supervision of adults.
- ***Cannot* expose their own or any other girl's email address, physical address, or phone number to the public.** When writing e-mail messages or online announcements, girls should sign with their first name only, along with their group number or name and their council name.

See Chapter 4, Safety-Wise for additional information and guidance regarding online product marketing and sales.

Setting Up a Troop/Group Website

Troops whose girls meet age criteria (13 years or older) and have parental permission may set up a website. This site must be approved by the council, yes, but it can be a fantastic way for girls to share information, market Girl Scout products, and talk about their Take Action projects.

Don't violate copyright law by using designs, text from magazines or books, poetry, music, lyrics, videos, graphics, or trademarked symbols without specific permission from the copyright or trademark holder (and, generally, this permission is pretty tough to get!). Girl Scout trademarks (such as the trefoil shape, Girl Scout pins, and badges and patches) can be used only in accordance with guidelines for their use. (The Girl Scout trefoil, for example, may not be animated or used as wallpaper for a website.) Check with your council's website for complete graphics guidelines and approvals.

It is important to remember the twofold purpose of the Girl Scout Cookie Program when selling cookies or other products. The primary purposes of these sales are to help girls grow and develop and to generate the revenue necessary to provide Girl Scouting to as many girls as possible. For this reason, girls should be directly involved in any sales that are made, whether in person or over the Internet.

Money-Earning Basics

Groups earn money for their troop in two distinct ways:

- **The Girl Scout Cookie Program and other sales** of Girl Scout–authorized products (such as Girl Scout cookies, magazines, or nuts and candy), organized by your council and open to all Girl Scouts. Girls can participate in two council-sponsored product sale activities each year: one of which may be the cookie sale and one other council-authorized product sale. All girl members who take part in any way of Girl Scouting (troop, camp, travel, etc.), including Daisies, are eligible to participate in council-sponsored product-sale activities, with volunteer supervision. Please remember: volunteers and Girl Scout council staff don't sell cookies and other products—girls do.

- **"Group money-earning"** refers to activities organized by the group (not by the council) that are planned and carried out by girls (in partnership with adults) and that earn money for the group.

Girls' participation in both council-sponsored product sale activities and group money-earning projects is based upon the following:

- Voluntary participation
- Written permission of each girl's parent or guardian
- An understanding of (and ability to explain clearly to others) why the money is needed
- An understanding that money-earning should not exceed what the group needs to support its activities
- Observance of local ordinances related to involvement of children in money-earning activities, as well as health and safety laws
- Vigilance in protecting the personal safety of each girl (see Chapter 4 for guidance)
- Arrangements for safeguarding the money

There are a few specific guidelines—some required by the Internal Revenue Service—that ensure that sales are conducted with legal and financial integrity. To that end, consider the following reminders and cautions:

- All rewards earned by girls through the product-sale activities must support Girl Scout program experiences (such as camp, travel, and program events, but not scholarships or financial credits toward outside organizations).
- Rewards are based on sales ranges set by councils and may not be based on a dollar-per-dollar calculation.
- Troops and Groups are encouraged to participate in council product sales as their primary money-earning activity; any group money-earning shouldn't compete with the Girl Scout Cookie Program or other council product sales.
- Obtain written approval from your council before a group money-earning event; most councils

ask that you submit a request for approval. Our Money-Earning Activity Approval Request Form is located in the Forms section of our website.

- Girl Scouts discourages the use of games of chance. Any activity which could be considered a game of chance (raffles, contests, bingo) must be approved by the local Girl Scout Council and be conducted in compliance with all local and state laws.
- Girl Scout Blue Book policy forbids girls from the direct solicitation of cash. Girls can collect partial payment towards the purchase of a package of Girl Scout Cookies and Girl Scout Fall Product Program products through participation in Council approved product sale donation programs.
- Girl Scouts forbids product demonstration parties where the use ~~to~~ of the Girl Scout trademark increases revenue for another business (For example: In home product parties). Any business using the Girl Scout trademark must seek authorization from GSUSA
- Group money-earning activities need to be suited to the age and abilities of the girls and consistent with the principles of the GSLE.
- Money earned is for Girl Scout activities and is not to be retained by individuals. Girls can, however, be awarded incentives and/or may earn credits from their Girl Scout product sales. Funds acquired through group money-earning projects must be reported and accounted for by the group, while following council procedures.

Other money earning activities may include:

Collections/Drives:

- Cell phones for refurbishment
- Used ink cartridges turned in for money
- Christmas tree recycling

Food/Meal Events:

- Lunch box auction (prepared lunch or meal auctioned off)
- Themed meals, like high tea, Indian meal, Mexican dinner (if girls are earning money for travel, tie the meal to their destination)

Service(s):

- Service-a-thon (people sponsor a girl doing service; funds go to support trip)
- Babysitting for holiday (New Year's Eve) or council events
- Raking leaves, weeding, cutting grass, shoveling snow, walking pets
- Cooking class or other specialty class

The best way to earn money for your group is to start with Girl Scout cookie activities and other council-sponsored product sales. From there, your group may decide to earn additional funds on its own.

If your troop does decide to plan an additional money earning activity, you will need to complete the Money-Earning Activity Approval Request Form located in the Forms section of our website. Submit the completed form to your Community Development Manager at least one month prior to your proposed activity.

Collaborating with Sponsors and Other Organizations

Sponsors help Girl Scout councils ensure that all girls in the community have an opportunity to participate in Girl Scouting. Community organizations, businesses, religious organizations, and individuals may be sponsors and may provide group meeting places, volunteer their time, offer in-kind donations, provide activity materials, or loan equipment. The sponsor's contribution can then be recognized by arranging for the girls to send thank-you cards, inviting the sponsor to a meeting or ceremony, or working together on a Take Action project.

For information on working with a sponsor, consult your council; it can give you guidance on the availability of sponsors, recruiting responsibility, and any council policies or practices that must be followed. Sponsors will need to fill out a Troop Sponsorship Agreement which you can get from your Community Development Manager, any service center, or the Forms section of the website. Your council may already have relationships with certain organizations, or may know of some reasons **not** to collaborate with certain organizations.

Helping Girls Reach Their Financial Goals

The Girl Scout Cookie Program is so well known in communities, it's likely that your girls will already know a bit about it and want to get out there to start selling as soon as possible. But it's important that the girls have a clear plan and purpose for their product-sale activities. One of your opportunities as a volunteer is to facilitate girl-led financial planning, which may include the following steps for the girls:

1. **Set goals for money-earning activities.** What do girls hope to accomplish through this activity? In addition to earning money, what skills do they hope to build? What leadership opportunities exist?
2. **Create a budget.** Use a budget worksheet that includes both expenses (the cost of supplies, admission to events, travel, and so on) and available income (the group's account balance, projected cookie proceeds, and so on).
3. **Determine how much the group needs to earn.** Subtract expenses from available income to determine how much money your group needs to earn.
4. **Make a plan.** The group can brainstorm and make decisions about its financial plans. Will cookie and other product sales—if approached proactively and energetically—earn enough money to meet the group's goals? If not, which group money-earning activities might offset the difference in anticipated expense and anticipated income? Will more than one group money-earning activity be necessary to achieve the group's financial goals? In this planning stage, engage the girls through the Girl Scout processes (girl-led, learning by doing, and cooperative learning) and consider the value of any potential activity. Have them weigh feasibility, implementation, and safety factors.
5. **Write it out.** Once the group has decided on its financial plan, describe it in writing. If the plan involves a group money-earning activity, fill out an application for approval from your council and submit it along with the budget worksheet the girls created.

Remember: It's great for girls to have opportunities, like the Girl Scout Cookie Program, to earn funds that help them fulfill their goals as part of the GSLE. As a volunteer, try to help girls balance the money-earning they do with opportunities to enjoy other activities that have less emphasis on earning and spending money. Take Action projects, for example, may not always require girls to spend a lot of money!

Reviewing Financial and Sales Abilities by Grade Level

As with other activities, girls progress in their financial and sales abilities as they get older. This section gives you some examples of the abilities of girls at each grade level.

Girl Scout Daisies

The group volunteer handles money, keeps financial records, and does all group budgeting.
Parents/guardians may decide they will contribute to the cost of activities.
Girls can participate in Girl Scout cookie activities and other council-sponsored product sales.
Daisies are always paired with an adult when selling anything. Girls do the asking and deliver the product, but adults handle the money and keep the girls secure.

Girl Scout Brownies

The group volunteer handles money, keeps financial records, and shares some of the group-budgeting responsibilities.
Girls discuss the cost of activities (supplies, fees, transportation, rentals, and so on).
Girls set goals for and participate in council-sponsored product sales.
Girls may decide to pay dues.

Girl Scout Juniors

The group volunteer retains overall responsibility for long-term budgeting and record-keeping, but shares or delegates all other financial responsibilities.
Girls set goals for and participate in council-sponsored product sales.
Girls decide on group dues, if any. Dues are collected by girls and recorded by a group treasurer (selected by the girls).
Girls budget for the short-term needs of the group, on the basis of plans and income from the group dues.
Girls budget for more long-term activities, such as overnight trips, group camping, and special events.
Girls budget for Take Action projects, including the Girl Scout Bronze Award, if they are pursuing it.

Girl Scout Cadettes, Seniors, and Ambassadors
Girls estimate costs based on plans.
Girls determine the amount of group dues (if any) and the scope of money-earning projects.
Girls set goals for and participate in council-sponsored product sales.
Girls carry out budgeting, planning, and group money-earning projects.
Girls budget for extended travel, Take Action projects, and leadership projects.
Girls may be involved in seeking donations for Take Action projects, with council approval.
Girls keep their own financial records and give reports to parents and group volunteers.
Girls budget for Take Action projects, including the Girl Scout Silver or Gold Awards, if they are pursuing them.

When collaborating with any other organization, keep these additional guidelines in mind:

- **Avoiding fundraising for other organizations:** Girl Scouts are not allowed, when identifying ourselves as Girl Scouts (such as wearing a uniform, a sash or vest, official pins, and so on), to solicit money on behalf of another organization. This includes participating in a walkathon or telethon while in uniform. You and your group can, however, support another organization through take-action projects or by making a donation from your group's account. And Girl Scouts as individuals are able to participate in whatever events they choose, as long as they're not wearing anything that officially identifies them as "Girl Scouts."
- **Steering clear of political fundraisers:** When in an official Girl Scout capacity or in any way identifying yourselves as Girl Scouts, your group may not participate (directly or indirectly) in any political campaign or work on behalf of or in opposition to a candidate for public office. Letter-writing campaigns are not allowed, nor is participating in a political rally, circulating a petition, or carrying a political banner.
- **Being respectful when collaborating with religious organizations:** Girl Scout groups must respect the opinions and practices of religious partners, but no girl should be required to take part in any religious observance or practice of the sponsoring group.
- **Avoiding selling or endorsing commercial products:** "Commercial products" is any product sold at retail. Since 1939, girls and volunteers have not been allowed to endorse, provide a testimonial for, or sell such products.

Appendix A: For Troop Volunteers

Girls and adults participating in troops can meet once a week, once a month, or twice a month for several months—how often is up to you and the girls. Troops can meet just about anywhere, as long as the location is safe, easily accessible to girls and adults, and within a reasonable commute ("reasonable" having different definitions in different areas: In rural areas, a two-hour drive may be acceptable; in an urban area, a 30-minute subway ride may be too long). In each meeting, girls participate in fun activities that engage them in the Girl Scout Leadership Experience (GSLE).

Troops provide a flexible way for girls to meet. Some ideas include:

- Fourteen Girl Scout Brownies who meet twice a month from November through March at a local community center
- Seven girls who are homeschooled and meet weekly as a Girl Scout Cadette troop
- Girls who meet together once a week at their juvenile detention center to participate in Girl Scout activities

Forming a Troop Committee

You'll want to involve other adults in the troop—there's no need to go it alone or depend on too few adults! Many hands make light work, and the role is more fun when it's shared. Think about the people you know whom you admire, who can connect with girls, who are dependable and responsible, and who realistically have time to spend volunteering. (Remember that these adults will need to register as Girl Scout members, fill out volunteer application forms, take online learning sessions, and review written resources.) Consider business associates, neighbors, former classmates, friends, and so on. If you have trouble finding reliable, quality volunteers to assist, talk to your volunteer support team for advice and support. And feel free to use the sample welcome letter and friends/family checklist in the Girl Scout Daisy, Brownie, and Junior Leadership Journeys to assist you in expanding your troop's adult network.

Remember: Be sure every volunteer reviews and follows the 12 Girl Scout Safety Guidelines, available both in the Quick-Start Guide to this handbook and in the "Safety-Wise" chapter.

Your troop committee members might help by:

- Filling in for you
- Arranging meeting places
- Locating adults with expertise on a topic of special interest to girls
- Assisting with trips and chaperoning
- Managing troop records

A troop committee may be made up of general members or may include specific positions, such as:

- **Cookie Manager:** A volunteer who would manage all aspects of Girl Scout cookie activities
- **Transportation Coordinator:** The volunteer you'd look to whenever you need to transport girls for any reason; this person would have volunteers available to drive and chaperone
- **Record Keeper:** A treasurer/secretary rolled into one person—someone to keep track of the money and keep the books

Set up roles that work for you, and draw on other volunteers who possess skill sets that you may lack. When you're ready to invite parents, neighbors, friends, colleagues, and other respected adults to partner with you, send them a letter and invite them to their first troop committee meeting.

Holding Troop Meetings

The sample sessions in the Leadership Journey adult guides will give you ideas about how to plan and hold successful troop meetings that allow girls to Discover, Connect, and Take Action as they have fun with a purpose. (See the "Girl Scouting as a National Experience" chapter of this handbook for more on the three processes.) Many volunteers find it helpful to think of meetings having six parts, as outlined below, but feel free to structure the meeting in a way that makes sense for you and the girls.

As Girls Arrive	Start-up activities are planned so that when girls arrive at the meeting they have something to do until the meeting begins. For younger girls, it could be coloring pages; teen girls might jot down a journal entry or just enjoy a little time to talk.
Opening	The opening focuses the meeting and allows girls to start the meeting. Each troop decides how to open their own meeting—most begin with the Girl Scout Promise and Law, and then add a simple flag ceremony, song, game, story, or other ceremony designed by the girls. Girl Scout Brownies, for example, might create a new tradition by skipping in a circle while singing a song. Ceremonies, even when brief or humorous, make Girl Scout time special. The Journey adult guides contain ideas about openings that correspond to Journey themes.
Business	Troop business may include taking attendance, collecting dues, making announcements, and planning an upcoming event or trip. This is a good time for girls to take turns leading, especially as they grow up! (Some troops may move the business portion of the meeting to an earlier or later slot.)
Activities	Activities will depend on what the girls want to do in their troop and how they want to spend their collective time. Outdoor time is important, so encourage the girls to do an activity in a park or forest. If girls are interested in animals, encourage the girls to plan a visit to a zoo or animal shelter. As you engage in one of the three National Leadership Journeys, review the "Sample Sessions at a Glance" in the adult guide for Journey activity ideas. Treats are an option some troops decide to include in their meetings and range from a bottle of soap bubbles or a jump rope to a food snack. If girls choose to include snacks, guide them to consider the health of a potential snack, as well as possible food allergies. Enlist the help of parents or guardians by asking them to sign up and bring a treat. You'll also find plenty of snack ideas and signup forms in the adult guide of most Leadership Journeys.
Clean-up	Clean-up is a great habit for girls to get their meeting space back to the way it was when they arrived—maybe even cleaner! Girls can also take leadership of the cleaning themselves, deciding who does what. They might even enjoy the tradition of a kaper chart (a chore chart that lists all the chores and assigns girls' names to each), so that everyone takes turns at each responsibility.
Closing	The closing lets the girls know that the troop meeting is ending. Many girls close with the friendship circle, in which each girl stands in a circle, puts her right arm over her left, and holds the hand of the girl standing next to her. The friendship squeeze is started by one girl, and then passed around the circle until it comes back to the girl who started it. When the squeeze is finished, girls twist clockwise out of the circle lifting their arms and turning around and out of the circle. In addition, you may find some helpful, Journey-related closing ceremony ideas in the Journey's adult guide.

You help each troop member do her part to ensure the meeting and activities are enriching and fun. Based on their grade levels and abilities, girls may decide and plan opening and closing activities, bring and prepare treats, teach songs or games, and clean up. As girls grow, they can show and teach younger members about Girl Scouting. They can also assist you in preparing materials for activities. For trips, campouts, parent meetings, and multi-troop events, girls may be responsible for shopping, packing equipment, handing out programs, cleaning up, gathering wood, and so on. As long as you pay attention to grade level and maturity, what girls can do is endless!

Letting Girls Lead

Many troops employ a democratic system of governance so that all members have the opportunity to express their interests and feelings and share in the planning and coordination of activities. Girls partner with you and other adults, and you facilitate, act as a sounding board, and ask and answer questions. Girls from Daisies through Ambassadors will gain confidence and leadership skills when given the opportunity to lead their activities, learn cooperatively as a group, and learn by doing instead of by observing.

The following are some traditions troops have used for girl-led governance, but these are just examples. National Leadership Journeys offer examples of team decision-making, too.

- **Daisy/Brownie Circle:** While sitting in a circle (sometimes called a ring), girls create a formal group decision-making body. The circle is an organized time for girls to express their ideas and talk about activities they enjoy, and you play an active role in facilitating discussion and helping them plan. Girls often vote to finalize decisions. If girls are talking over each other, consider passing an object, such as a talking stick, that entitles one girl to speak at a time.
- **Junior/Cadette/Senior/Ambassador Patrol or Team System:** In this system, large troops divide into small groups, with every member playing a role. Teams of four to six girls are recommended so that each girl gets a chance to participate and express her opinions. Patrols may be organized by interests or activities that feed into a Take Action project, with each team taking responsibility for some part of the total project; girls may even enjoy coming up with names for their teams.
- **Junior/Cadette/Senior/Ambassador Executive Board:** In the executive board system (also called a steering committee), one leadership team makes decisions for the entire troop. The board's responsibility is to plan activities and assign jobs based on interests and needs, and the rest of the troop decides how to pass their ideas and suggestions to the executive board throughout the year. The executive board usually has a president, vice president, secretary, and treasurer and holds its own meetings to discuss troop matters. Limit the length of time each girl serves on the executive board so all troop members can participate during the year.
- **Junior/Cadette/Senior/Ambassador Town Meeting:** Under the town meeting system, business is discussed and decisions are made at meetings attended by all the girls in the troop. As in the patrol and executive board systems, everyone gets the chance to participate in decision-making and leadership. Your role is to act as a moderator, who makes sure everyone gets a chance to talk and that all ideas are considered.

Transporting Girls

How parents decide to transport girls between their homes and Girl Scout meeting places is each parent's decision and responsibility.

For planned Girl Scout field trips and other activities—outside the normal time and place—in which a group will be transported in private vehicles:

- Every driver must be an approved adult* volunteer and have a good driving record, a valid license, and a registered/insured vehicle.
- Girls never drive other girls.
- If a group is traveling in one vehicle, there must be at least two unrelated, approved adult volunteers in the vehicle, one of whom is female, and the girl-volunteer ratios in *Volunteer Essentials* must be followed.
- If a group is traveling in more than one vehicle, the entire group must consist of at least two unrelated, approved adult volunteers, one of whom is female, and the girl-volunteer ratios in *Volunteer Essentials* must be followed. Care should be taken so that a single car (with a single adult driver) is not separated from the group for an extended length of time.

*"Adult" is defined by the age of majority in each state.

For more about driving, see the "Transporting Girls" section of the "Safety-Wise" chapter of this handbook.

In Girl Scouts of South Carolina – Mountains to Midlands, there are four circumstances when council permission is required for trips:

- Trips more than a 75 mile radius from your normal meeting place
- Camping trips
- Trips lasting 3 nights or more
- Trips that involve chartering, borrowing, or renting a vehicle

In all these circumstances, a Trip, Travel or Camping Approval Request, which is on our website in the Forms section, should be submitted to your Community Development Manager four weeks prior to the trip. If you are going to a council-sponsored day event listed in ***FOCAL****Point*, you do not have to obtain council permission.

Looking at a Sample Troop Year

Here is just one example of how you and the girls could set up your troop year.

- Hold a parent/guardian meeting.
- Open a checking account, if needed.
- Register all the girls in the troop.
- Meet together for the first time, allowing the girls to decide how they can learn each others' names and find out more about each other.

- Kick off a Leadership Journey with the opening ceremony recommended in the first sample session, or a trip or special event that fits the theme. Have the girls brainstorm and plan any trip or event.
- Enjoy the full Journey, including its Take Action project.
- Along the way, add in related badge activities that girls will enjoy and that will give them a well-rounded year.
- Have the girls plan, budget for, and "earn and learn" in the Girl Scout Cookie Program.
- Help girls plan a field trip or other travel opportunity.
- Encourage girls to plan a culminating ceremony for the Journey, including awards presentations, using ideas in the Journey girls' book and/or adult guide.
- Pre-register girls for next year.
- Camp out!
- Participate in a council-wide event with girls from around your region.
- Have the girls plan and hold a bridging ceremony for girls continuing on to the next Girl Scout grade level.

Reengaging Girls

The end of the troop year doesn't have to be the end of a girls' time with Girl Scouting, or the end of your time with girls. Some girls may no longer have time for a full-year commitment and will be unsure what's next for them. Others won't be able to imagine their lives without this same group of girls. Here's how you can best reengage your troop:

- Some girls may want other options besides troops. That's okay—Girl Scouts offers many ways to participate. Talk to girls about day and residence camp, travel opportunities, series offerings, and events your council may offer. Older girls, especially, enjoy these shorter-term, flexible ways to be Girl Scouts.
- Some girls will be excited to bridge to the next grade level in Girl Scouting, and will look to you for guidance on how to hold a bridging ceremony. Even if you're not sure of your continued participation with Girl Scouts (and we hope you will find lots of exciting ways to be involved, even if leading a troop no longer fits your life), be sure to capture their excitement and work with them to a plan a meaningful bridging ceremony.
- If you plan to stay with this troop, but some girls are bridging to the next grade level, talk to your council about helping them decide how they'd like to continue in Girl Scouting—perhaps in series, events, or travel!
- Talk to girls about earning their Girl Scout Bronze, Silver, or Gold Awards, which are opportunities for them to make a dramatic difference in their communities—and to have plenty to brag about with college admissions officers, too.

And what about you? If you want to stay with this troop, start working with them to plan their group activities next year. And if you're a little worn out but are interested in staying with Girl Scouts in other, flexible ways, be sure to let your council know how you'd like to be a part of girls' lives in the future. Are you ready to volunteer at camp? Help organize a series or event? Take a trip? The possibilities are endless.

Appendix B: For Travel Volunteers

Not only do some of the most memorable moments in a Girl Scout's life happen while taking trips, but travel also offers a wealth of opportunities for girls to develop leadership skills. This appendix helps you prepare girls for local, regional, or international travel of any scope and duration.

Juliette Low World Friendship Fund

To honor Juliette Gordon Low's love of travel, of experiencing different cultures, and of making friends, Girl Scouts created the Juliette Low World Friendship Fund in 1927. Today, this fund supports girls' international travel, participation in adult learning, and attendance at other international events—any event that fosters global friendships that connect Girl Scouts and Girl Guides from 145 nations. Click here to find out more or to donate to the fund.

Traveling with Girls

Girls love trips. And Girl Scouts is a great place for them to learn how to plan and take exciting trips, because travel is built on a progression of activities—that is, one activity leads to the next. Girl Scout Daisies, for example, can begin with a discovery walk. As girls grow in their travel skills and experience and can better manage the planning process, they progress to longer trips. Your Journey adult guide has a lot of other ideas about trips that bring the Journey to life. Here are some examples of the progression of events and trips in Girl Scouting's Ladder of Leadership:

- **Short trips to points of interest in the neighborhood (Daisies and older):** A walk to the nearby garden or a short ride by car or public transportation to the firehouse or courthouse is a great first step for Daisies.
- **Day trip (Brownies and older):** An all-day visit to a point of historical or natural interest (bringing their own lunch) or a day-long trip to a nearby city (stopping at a restaurant for a meal)—younger girls can select locations and do much of the trip-planning, while never being too far from home.
- **Overnight trips (Brownies and older):** One (or possibly two) nights away to a state or national park, historic city, or nearby city for sightseeing, staying in a hotel, motel, or campground. These short trips are just long enough to whet their appetites, but not long enough to generate homesickness. Girls Scouts of SC-Mountains to Midlands requires at least one leader to have completed our council's "Sleep In" course, prior to an overnight outing with their troop(s).
- **Extended overnight trips (Juniors and older):** Three or four nights camping or a stay in a hotel, motel, or hostel within the girls' home region (for example, New England, the Upper Midwest, the Southeast, the Pacific Northwest, and so on). Planning a trip to a large museum—and many offer unique opportunities for girls to actually spend the night on museum grounds—makes for an exciting experience for girls.
- **National trips (Cadettes and older):** Travel anywhere in the country, often lasting a week or more. Try to steer clear of trips girls might take with their families and consider those that offer some educational component—this often means no Disney and no cruises, but can incorporate

some incredible cities, historic sites, and museums around the country.

- **International trips (Cadettes, Seniors, and Ambassadors):** Travel around the world, often requiring one or two years of preparation; when girls show an interest in traveling abroad, contact your council to get permission to plan the trip and download the Global Travel Toolkit. Visiting one of the four World Centers is a great place to start, but also consider traveling with worldwide service organizations. Recently, girls have traveled to rural Costa Rica to volunteer at an elementary school, to Mexico to volunteer with Habitat for Humanity, and to India to work with girls living in poverty in urban slums.

Although some girls who are in a group (for example, a troop of Cadettes) may decide to travel together, opportunities exists for girls who are not otherwise involved in Girl Scouts to get together specifically for the purpose of traveling locally, regionally, and even internationally. Girls can travel regardless of how else they are—or aren't—participating in Girl Scouting.

Using Journeys and *The Girl's Guide to Girl Scouting* in Their Travels

Girl Scout travel is an ideal way to offer girls leadership opportunities. Encourage girls to choose one of the three series of National Leadership Journeys. The Journey's theme will give girls a way to explore leadership through their travels. Use the adult guide to incorporate activities and discussions that help girls explore the Three Keys to Leadership (Discover, Connect, and Take Action) as they plan their trip and eventually travel.

Tying your trip to the topic of a Leadership Journey is a cinch. For example, if Cadette girls have chosen *Media,* before their trip they can read online newspapers from the area to which they're traveling—and evaluate when they arrive how well the media reflects the realities there. If Senior girls are using *SOW WHAT,* they can plan to observe agricultural practices in other parts of the country or around the world. Ambassadors using *BLISS: Live It! Give It!* can build a trip around dreaming big—and empowering others in their community to dream big, too.

If girls also want to complete skill-building badge requirements as part of their trip, they can. The most obvious example is the Senior Traveler badge, which fits perfectly into planning a trip. In addition, girls can explore other badge topics, depending on the focus of their trip. For examples, Cadettes can explore the food in other regions or countries for their New Cuisines badge, Seniors can find out about international business customs as part of their Business Etiquette badge, and Ambassadors can work on their Photography badge while documenting their trip.

Be sure to visit the "Girl Scouting as a National Experience" chapter in this handbook to find out more about the three exciting series of Journeys and *The Girl's Guide to Girl Scouting.*

To ensure that any travel you do with girls infuses the Girl Scout Leadership Experience at every opportunity, limit your role to facilitating the girls' brainstorming and planning—but never doing the work for them. Allow the girls to lead, learn collaboratively, and learn by doing (and by making mistakes). All the while, however, provide ideas and insight, ask tough questions when you have to, and support all their decisions with enthusiasm and encouragement!

Travel Progression Checklist

If your group is thinking about travel, consider first whether the girls are mature enough to handle the trip. Determine a group's readiness for travel by assessing the girls':

- Ability to be away from their parents and their homes
- Ability to adapt to unfamiliar surroundings and situations
- Ability to make decisions well and easily
- Previous cross-cultural experiences
- Ability to get along with each other and handle challenges
- Ability to work well as a team
- Skills, interests, and language skills (where applicable)

Seeking Council Permission

Before most trips, you and the girls will need to obtain council permission, although your council may not require this information for trips of one day with no overnight stay. Check with your council for specifics, and also see whether specific forms must be filled out before traveling.

In Girl Scouts of South Carolina – Mountains to Midlands, there are four circumstances when council permission is required for trips:

- Trips more than a 75 mile radius from your normal meeting place
- Camping trips
- Trips lasting 3 nights or more
- Trips that involve chartering, borrowing, or renting a vehicle

In all these circumstances, a Trip, Travel or Camping Approval Request, which is on our website in the Forms section, should be submitted to your Community Development Manager four weeks prior to the trip. If you are going to a council-sponsored day event listed in ***FOCAL****Point*, you do not have to obtain council permission.

Encourage the girls to submit much of the information themselves, including the following:

- A detailed itinerary, including specific activities involved, mode of travel, and all dates and times
- Location and type of premises to be used
- Numbers of girls who will be participating (parental permissions must be obtained)
- Names and contact information for the adults participating
- Any other groups, organizations, consultants, or resource people who will be involved
- Participants' skill levels, if applicable (language skills, backpacking or camping experience, and so on)
- Any specialized equipment that will be used, if applicable
- Required agreements or contracts (for example, hiring a bus, use of premises)

From the Birth of Girl Scouting to the World Centers

The Juliette Gordon Low Birthplace in Savannah, Georgia, is a fantastic place for Girl Scout Juniors and older to visit. Reservations and council approval are required to take a group of girls to visit the birthplace, and most educational opportunities are booked at least a year in advance, so book early! Families and individuals, however, do not need to reserve a tour in advance.

In addition, four lodges are available in England, Mexico, Switzerland, and India for use by Girl Guides and Girl Scouts, each with hostel- or dormitory-style accommodations. The world centers are operated by WAGGGS (World Association of Girl Guides and Girl Scouts) and offer low-cost accommodations and special programs. They are also a great way to meet Girl Guides and Girl Scouts from around the world.

Closer to home, check with your council to see whether council-owned camps and other facilities can be rented out to the group of girls with which you're working.

Involving Chaperones

To determine how many volunteer chaperones the girls will need with them on the trip, see the adult-to-girl ratios. As you ask for chaperones, be sure to look for ones who are committed to:

- Being a positive role model
- Respecting all girls and adults equally, with no preferential treatment
- Creating a safe space for girls
- Prioritizing the safety of all girls
- Supporting and reinforcing a group agreement
- Handling pressure and stress by modeling flexibility and a sense of humor
- Creating an experience for and with girls
- Getting fit (appropriate to the trip)

Be sure every chaperone reviews and follows the 12 Girl Scout Safety Guidelines, available both in the Quick-Start Guide to this handbook and in the "Safety-Wise" chapter.

Transporting Girls

How parents decide to transport girls between their homes and Girl Scout meeting places is each parent's decision and responsibility.

For planned Girl Scout field trips and other activities—outside the normal time and place—in which a group will be transported in private vehicles:

- Every driver must be an approved adult* volunteer and have a good driving record, a valid license, and a registered/insured vehicle.
- Girls never drive other girls.
- If a group is traveling in one vehicle, there must be at least two unrelated, approved adult volunteers in the vehicle, one of whom is female, and the girl-volunteer ratios in *Volunteer Essentials* must be followed.
- If a group is traveling in more than one vehicle, the entire group must consist of at least two unrelated, approved adult volunteers, one of whom is female, and the girl-volunteer ratios in *Volunteer Essentials* must be followed. Care should be taken so that a single car (with a single adult driver) is not separated from the group for an extended length of time.

*"Adult" is defined by the age of majority in each state.

For more about driving, see the "Transporting Girls" section of the "Safety-Wise" chapter of this handbook.

Letting Girls Lead

Whether the trip is a day hike or a cross-country trek, the basic steps of trip planning are essentially the same. It's true that as the locale gets farther away, the itinerary more complex, and the trip of greater duration, the details become richer and more complex, but planning every trip—from a day-long event to an international trek—starts by asking the following:

- What do we hope to experience?
- Who will we want to talk to and meet? What will we ask?
- Where are we interested in going?
- When are we all available to go?
- Will everyone in our group be able to go?
- Are there physical barriers that cannot be accommodated?
- What are visiting hours and the need for advance reservations?
- What are our options for getting there?
- What's the least and most this trip could cost?
- What can we do now to get ourselves ready?
- How will we earn the money?
- What's the availability of drinking water, restrooms, and eating places?
- Where is emergency help available?
- What safety factors must we consider?
- What will we do as we travel?

- What will we do when we get there?
- How will we share the Take Action story?

As girls answer these questions, they begin the trip-planning process. In time, girls can make specific arrangements, attend to a myriad of details, create a budget and handle money, and accept responsibility for their personal conduct and safety. Later, after they've returned from an event or trip, girls also have the chance to evaluate their experiences and share them with others.

Tips for Girls Traveling Alone

If a Girl Scout Cadette, Senior, or Ambassador will be traveling alone during any part of a trip, use the opportunity to help her feel comfortable with and capable of being on her own. Always talk first with her parents to assess her maturity and ability to handle herself, and have them complete an emergency form. If she is flying, discuss the possibility of booking a nonstop flight to make her trip less stressful, and ask parents to contact the airline, which will make special arrangements for any unaccompanied minor. With the girl herself, develop a trip plan, discuss hotel security and safety, and talk about avoiding excess communication with strangers, **not** wearing a nametag, and avoiding exposing money or other items (such as smartphones, iPads, and iPods) that are attractive to pickpockets.

Staying Safe During the Trip

Be sure to discuss the following items with the girls and their parents before you leave on any trip (you may also want to put this information in writing and have girls sign it):

- Who her buddy is—and how the buddy system works
- What to do if she is separated from the group, whether by accident or because of a crime
- What to do if she loses something significant: money, passport, luggage
- How to report a crime
- What to do if emergency help is needed
- How to perform basic first-aid procedures
- How to deal with a large crowd (if applicable)
- What to do in the event of a crime
- What behaviors you expect—and what consequences exist for not living up to those behaviors

Travel Security and Safety Tips

Share these safety tips with girls before you leave on any trip that involves a stay at a hotel, motel, hostel, or dormitory:

- Always lock the door behind you, using the deadbolt and the chain or anchor.
- Do not open the door for strangers; if hotel staff claims to be at the door, call the front desk to confirm.
- Don't mention or display your room number when in the presence of strangers.
- Never leave jewelry, cameras, electronics, cash, or credit cards in your room.
- Never leave luggage unattended in the hotel lobby (or in an airport or train or bus station).
- When arriving at the hotel, locate emergency exits.
- Keep a small flashlight on your bedside table, along with a small bag with your room key, wallet, passport, and cell phone. Take the flashlight and bag with you if you have to leave the room in an emergency.
- If a fire alarm goes off, get out as quickly as possible. Don't stop to pack your suitcase.
- Before leaving your room, feel the door: If it is warm, do not open it. Stay in your room and stuff towels around the door. Call the hotel operator immediately. If the door is cool, proceed slowly out the door, looking for flames or smoke. Repeat these instructions for any door you encounter.
- Contact the front desk to make sure girls' rooms are cleared of any minibars or refrigerators. Also be sure the hotel doesn't provide access to inappropriate movies on TVs and does not allow long-distance calls. Alert the hotel management that underage girls are staying in the hotel, and ask them to contact you if any girls are seen out of their rooms after bedtime.

Reengaging Girls

The end of this trip doesn't have to be the end of a girls' time with Girl Scouting. Some girls participate in Girl Scouting in all sorts of ways; others are excited only about travel. What lies ahead for them—and for you?

- Girls who have never been involved in any other way besides travel may be looking for longer-term opportunities closer at home. Younger Cadettes may want to participate in resident camp, while Seniors and Ambassadors—as well as older Cadettes—will want to hear all about upcoming series and events at your council.
- Girls who have traveled once tend to want to travel again. Be sure girls are aware that other travel opportunities, such as destinations, will exist for them in the years ahead. The great experiences they had on this trip may have prepared them for longer and more global trips in the future.
- Girls may want to hear about the Girl Scout Silver and Gold Awards, which are opportunities for them to make a dramatic difference in their communities—and to have plenty to brag about with college admissions officers, too!

And what about you? If you're ready for more opportunities to work with girls, be sure to let your council know how you'd like to be a part of girls' lives in the future. Are you ready for a year-long volunteer opportunity with a troop? Help organize a series or event? Take another trip? The possibilities are endless.

Appendix C: Forms

These forms are located in the Forms directory on our Web site, www.gssc-mm.org

Volunteer Development Forms

Volunteer Application (may also complete online)
Background Check Authorization (may also complete online)
Troop Leader Position Description
Troop Leader Agreement
Volunteer Driver Application
Adult Learning Registration Form (can also complete online)
CPR/First Aid Course Fee Reimbursement Request
Training Record Card

Membership Registration Forms

Adult Membership Registration in English and Spanish
Girl Membership Registration in English and Spanish
Dues Summary in English and Spanish
Financial Assistance Request
Registration Instructions
On-Time Registration Incentive

Event/Facility Registration/Reservation Forms

Program Event Registration (can also register online if not redeeming Cookie Dough)
Troop Program Facility Reservation Request

Finance and Management Forms

(Troop) Bank Account Authorization
Annual Troop Financial Report – due June 15
Troop Sponsorship Agreement
New Troop Start Up Funds Request
Disbanding Troop Report
Donation Authorization Request
Troop Leader Summary – due June 15
Detailed Cash Record
Troop Attendance Record
Troop Dues Record
Troop Forecasting
Pin Assistance Request

Health and Safety Forms

Adult Health History
Girl Health History
Accident/Incident Report
Additional Insurance Request

Program Activity Approval Forms

Parent Permission (available as a word or PDF document)
Trip, Travel or Camping Approval Request
Sensitive/High Risk Activity Approval Request
Parent Permission for Sensitive/Controversial Issues
Intent to Travel (for international travel)
Money-Earning Activity Approval Request
Money-Earning Project Report

Appendix D: Council Policies and Standards

The Board of Directors of Girl Scouts of South Carolina – Mountains to Midlands has established the following operational policies and standards to protect girls and volunteers and assure legal protection for the organization. They provide the framework for the support and service our Girl Scout council provides to girls.

Our council's policies and standards supplement the Girl Scouts of the USA (GSUSA) policies, established by the national board of directors, which are found in *Leader's Digest: Blue Book of Basic Documents.* As a part of the charter agreement with Girl Scouts of the USA, Girl Scouts of South Carolina - Mountains to Midlands, Inc. agrees to adhere to the policies and be guided by the standards of Girl Scouts of the USA.

Policy: A required course of action that must be followed.

Standard/Guideline/Checkpoint: An established model or example

Related procedures can be found on the related form, as noted, or in the Council Policies, Standards and Procedures section of our website.

Can policies and standards ever be changed?

Yes, policies and standards can be changed. The policies and standards of Girl Scouts of South Carolina - Mountains to Midlands are reviewed at regular intervals, and the most recent comprehensive review and revisions occurred in July 2009.

FINANCE

TROOP/GROUP/SERVICE UNIT BANK ACCOUNTS

Rationale: All money and/or equipment received become the property of Girl Scouts of South Carolina – Mountains to Midlands, Inc., and not of individuals, troops or Service Units. Custodianship of funds shall be the responsibility of designated, registered adult members in conformity with council-established policies, standards and procedures.

Policy: Only authorized volunteers may open and maintain deposit accounts on behalf of a Girl Scout troop/group/service unit.

Bank Authorization Forms are available online by going to *www.gssc-mm.org,/Volunteers/Forms.* This form is not complete, unless it is properly signed by your Community Development Manager, or other authorized staff member. The account should read: "Girl Scouts of South Carolina – Mountains to Midlands, Inc., Troop Number ___ or Service Unit _____" and have at least two signatures of unrelated adults on the bank card. The account must use the council's IRS Tax Identification Number (57-0314433).

The designated signers are not authorized to conduct any other business on behalf of the council or to access any accounts the council may maintain at the bank except for those specific to their troop/group/service unit.

Standard: Troop/group/service unit funds in excess of $50 should be deposited in a bank.

Standard: Troop/groups with more than a $100 balance in their account at the time of submitting their troop/group financial report should outline their future program plans.

TROOP/GROUP/SERVICE UNIT REPORTS

Each troop/group and service unit must submit its financial report annually.

DISBANDED TROOP POLICY

Policy: Funds and equipment of disbanded troops/groups are the property of Girl Scouts of South Carolina – Mountains to Midlands and will be forwarded to the council. If reorganization of the troop/group does not take place within 12 months, the funds will be used to support the establishment of new troops and/or support to service units.

MONEY- EARNING PROJECTS

Policy: Individuals, groups and troops must have prior approval for all money- earning activities other than council-approved product sales.

Standard: Troops or groups requesting approval for an additional money- earning project should also participate in the Girl Scout cookie sale.

SOLICITATION

Policy: All solicitation of gifts must have approval in advance by the council.

Standard: Adults representing troops/groups, service units, or other authorized Girl Scout initiatives may solicit or accept cash and in-kind gifts up to $100 per gift.

Standard: All volunteers **s**oliciting or accepting cash or in-kind donations in excess of $100 must be authorized by the designated Advancement staff member to request and accept donations on behalf of Girl Scouts.

FUND RAISING FOR OTHER ORGANIZATIONS

Policy: Adult members in their Girl Scout capacity may not solicit financial contributions for purposes other than Girl Scouting. Girl members may not engage in any direct solicitation for money.

Standard: Though girls may not directly solicit funds, they may support the efforts of other organizations through service projects, such as handing out water at a walk-a-thon.

Standard: Girls may choose to donate monies from their troop funds to support organizations or projects they consider worthwhile.

DEBT COLLECTION

Policy: The council will take any administrative, civil, and/or criminal action necessary to collect funds due and owed to the council, service unit or troop.

Standard: When troops or service units are owed money the council will work in partnership with them to resolve the situation/ obtain restitution.

Standard: Adults who have caused legal action to be initiated by the council may not be reappointed to any volunteer position within the council. The CEO shall determine whether future involvement is possible.

HEALTH AND SAFETY

COUNCIL PROGRAM STANDARDS

Policy: Everyone who delivers the Girl Scout program will strive to meet the program, health, safety and security standards as written in Volunteer Essentials and Safety Activity Checkpoints.

TRAINED TROOP LEADERSHIP

Standard: Each group must have one qualified adult leader present at all troop/group functions.

Qualifications of adult leader (position code 01):

- Is a current Girl Scout member;
- Has an approved volunteer application on file;
- Has a cleared background check on file;
- Has completed the two initial volunteer learning courses:
    - Mountains to Midlands 101 and corresponding "Participant Guide".
    - Girl Scouting 101

The additional adults needed to meet the adult- to- girl ratio for supervision should meet these minimum qualifications for assistant leader (position code 02):

- Is a current Girl Scout member;
- Has an approved volunteer application on file
- Has a cleared background check on file; and
- Has completed Girl Scouting 101

GIRL SCOUT UNIFORMS AND MEMBERSHIP PINS

Although uniforms are not required, each Girl Scout grade level has one required element (tunic, sash or vest) for display of official pins and awards which will be requires when girls participate in ceremonies, or officially represent the Girl Scouts Movement. Members are encouraged to wear the Girl Scout membership pin when not in uniform.

For girls in kindergarten through 12th grade, the unifying look includes wearing a choice of tunic, sash, or vest for displaying official pins and awards, combined with their own solid white shirts and khaki pants or skirts. Girl Scout Daisies and Brownies continue to have a full collection of uniform components available as an alternative to wearing white shirts and khaki pants or skirts.

The adult uniform consists of a scarf for women and a tie for men, worn with navy blue business attire and the membership pins.

There is also a collection of casual wear for girls and adults to enjoy.

This information is based on GSUSA's Uniform Policy (10/08)

FIRST AID

Policy: An adult currently certified in CPR and First Aid must be present where indicated in *Safety* Activity Checkpoints.

Standard: It is strongly recommended that all troops have an adult who is currently certified in CPR

and First Aid present at all Girl Scout meetings and activities.

Standard: A First-Aid kit should be available at all Girl Scout activities.

NON-MEMBER PARTICIPTION

Standard: Non-members participating in Girl Scout program activities or services must be covered by an Extended Activity/Non-Member Insurance Plan.

Standard: There must be a sufficient ratio of adults- to-children to cover all children present. Adults attending to other children cannot be counted for the troop adult-to-girl ratio.

HIGH RISK ACTIVITIES

Policy: Approval for high-risk activities, as defined in Volunteer Essentials and *Safety Activity Checkpoints,* shall be obtained from the appropriate council representative before the event takes place.

SENSITIVE/CONTROVERSIAL ISSUES

Policy: Parents/guardians must give written permission before a girl participates in any program activity of a sensitive or controversial nature, as defined in *Volunteer Essentials.*

TRIP/ CAMPING/ INTERNATIONAL TRAVEL APPROVAL

Policy: At such time that a troop/group desires to travel outside the continental USA, the leader must notify their Community Development Manager at least 9-12 months before their anticipated departure and get council approval prior to submitting their Intent to Travel form to GSUSA.

Standard: Council approval needs to be granted for troop/group camping, trips further than a 75 mile radius of your regular meeting place, and trips lasting three nights or more.

TROOP REPORTS

Policy: Each troop leader must submit the troop's registration forms, financial report and program evaluation annually.

Standard: The annual troop/group program evaluation and financial report must be turned in by the dates designated on these reports. Troop/group leaders will not be reappointed and the troop will not receive troop start-up materials until the annual financial report has been submitted.

CONTRACTS

Policy: All contracts entered into on behalf of Girl Scouts shall be approved by the CEO, COO or Regional Directors.

Standard: Any hold harmless agreements required by program providers and service vendors should also be submitted to the council for approval.

VAN/BUS USAGE

Policy: Fifteen-passenger vans must not be used to transport girls and/or adults.

Standard: When chartering renting or borrowing a bus to transport Girl Scouts, the company needs to provide the council with a copy of their certificate of liability insurance that shows there is at least $1,000,000 coverage on the vehicle.

CONDUCT POLICIES

ALCOHOLIC BEVERAGES

Policy: Use of alcoholic beverages is prohibited at any girl-oriented activity/event. If girls are present at an adult function where alcohol is being served, adults who have the responsibility for the girls will refrain from use of the alcoholic beverages.

ILLEGAL SUBSTANCES

Policy: Use of illegal substances and abuse of over-the-counter and prescription drugs is prohibited at all times.

SMOKING

Policy: Smoking and the use of tobacco products is permitted in designated areas only and never in the presence of girls and other non-users.

WEAPONS

Rationale: The Girl Scouts of South Carolina – Mountains to Midlands, Inc. is committed to providing a safe environment and to fostering the well-being and health of its members. That commitment is jeopardized when members or other visitors enter onto the council properties or location of any Girl Scout activity carrying a weapon which is otherwise permissible pursuant to state law.

Policy: No person or group of persons may:

a) carry or have readily accessible to the person upon any council property, within any council building, or at any Girl Scout event/activity, any firearm, dangerous weapon, explosive or incendiary device;
b) discharge any firearm or explosive or use any dangerous weapon or ignite any incendiary device upon council grounds, within council buildings or at any Girl Scout event/activity; or
c) transport by any means upon any council property, within any council buildings, or at any Girl Scout event/activity any explosive or incendiary device, which includes fireworks.

Any volunteer who knows, or reasonably believes, that another Girl Scout volunteer or employee is in possession of a weapon in violation of this policy should immediately notify the Regional Director, the Chief Operating Officer, or Chief Executive Officer.

If a volunteer is found to have violated this policy, immediate and appropriate disciplinary action will be taken, up to and including termination of volunteer assignment and the involvement of appropriate law enforcement authorities, as needed.

Exceptions to this policy may be made for certain approved program activities only in the performance of specific responsibilities for the council. Any such exception will be made in advance and in writing by the Chief Executive Officer only.

Standard: If a troop or group wishes to conduct a program activity using a weapon or explosives, such as archery or fireworks, they must adhere to Safety Activity Checkpoints and follow the same procedures for a high-risk activity.

HARASSMENT

Policy: Girl Scouts of South Carolina-Mountains to Midlands is committed to an environment and climate in which relationships are characterized by dignity, respect, courtesy, and equitable treatment. It is the policy of the organization to provide all volunteers with an environment free from all forms of unlawful or unwelcome harassment, including implied or expressed forms of sexual harassment. Girl Scouts of South Carolina - Mountains to Midlands expressly prohibits any form of harassment on the basis of race, color, religion, sex, age, national origin, disability, marital status, citizenship, ancestry, veterans status, or any other characteristic protected by federal, state, or local law.

Any volunteer who feels that she or he has been subjected to harassment of any type, whether by another volunteer, staff member, or any agent of the organization, should promptly report the incident to the Regional Director, Chief Operating Officer or the Chief Executive Officer. Upon receiving such a complaint, the Chief Executive Officer will conduct an investigation and, depending on the findings, take appropriate corrective actions.

SEXUAL HARASSMENT

Policy: It is against the policies of Girl Scouts of South Carolina - Mountains to Midlands for any individual, male or female, to sexually harass another volunteer, employee, or Girl Scout member of the same or opposite sex. The council reserves the right to refuse membership endorsement or reappointment, and to dismiss or suspend from affiliation with Girl Scouts of South Carolina - Mountains to Midlands any volunteer who, in conducting Girl Scout program, sexually harasses another volunteer, employee, or Girl Scout member of the same or opposite sex.

Sexual harassment includes, but is not limited to, unwelcome sexual advances, requests for sexual acts or favors, abusing the dignity of another through insulting or degrading sexual remarks or conduct and threats or suggestions that a volunteer's status is conditioned upon toleration of or acquiescence to sexual advances. Some examples of sexual harassment that could create a hostile work environment include telling of sexual jokes or stories; the presence of sexually explicit photographs or other materials; touching of another person's clothing, hair or body; making sexual comments about another person's body; making sexual comments or innuendoes; asking personal questions about another person's social or sexual life; staring; leering; and making sexual gestures.

Any volunteer who feels that she or he has been sexually harassed should promptly report such behavior to the Regional Vice President, Chief Operating Officer or the Chief Executive officer. The Chief Executive Officer will conduct an investigation and, depending on the findings, take appropriate corrective action.

CHILD ABUSE

Policy: The Girl Scouts of South Carolina – Mountains to Midlands supports and maintains environments that are free of child abuse and neglect as defined by the Child Abuse Prevention and Treatment Act. Child abuse and neglect are unlawful acts, and it is against the policy of Girl Scouts of South Carolina - Mountains to Midlands for any volunteer, male or female, to physically, sexually, mentally, emotionally, or verbally abuse or neglect any girl member.

Girl Scouts of South Carolina - Mountains to Midlands reserves the right to refuse membership endorsement or reappointment, and to dismiss or to exclude from affiliation with the council, any

volunteer implementing Girl Scout program who is found guilty of child abuse and neglect or has been convicted of child abuse and neglect.

Position Statement: Girl Scouts of South Carolina-Mountains to Midlands supports and maintains environments that are free of child abuse and neglect. Child abuse and neglect are unlawful acts and will not be tolerated or condoned. We encourage anyone who has reason to suspect, or has witnessed, or has factual evidence to notify the Regional Vice President, Chief Operating Officer or Chief Executive Officer and make a report to the proper authority.

HOSTILITY

Policy: The Girl Scouts of South Carolina –Mountains to Midlands Council strictly prohibits hostility in any form against girl or adult members, volunteers, employees, visitors, and anyone else having some involvement with the council. Hostility under this policy is considered to include physical violence as well as harassment, intimidation, stalking, coercion, display of weapons, threats, and talking or joking about hostility whether in person or through some other means of communication such as writing, telephone, voice mail, or electronic mail.

This policy applies to everyone at all facilities occupied by the council or off premises if involved in activities for the council.

Individuals who feel this policy has been violated or who otherwise have a complaint or concern about this policy should consider telling the offending party that they object to that conduct. If the individual is not comfortable confronting the offending party or if the offending party's unwelcome conduct continues, the individual should bring the offensive conduct to the attention of the Regional Vice President, Chief Operating Officer, or Chief Executive Officer.

Allegations of harassment will be investigated thoroughly and information regarding any specific incident will be kept confidential to the extent possible within the confines of the fact-finding process. No reprisals against the individual reporting the allegation of harassment or of anyone participating in the investigation will be tolerated.

GIRL SCOUTS OF SOUTH CAROLINA – MOUNTAINS TO MIDLANDS VOLUNTEER MANAGEMENT POLICIES

AFFIRMATIVE ACTION FOR VOLUNTEERS

There shall be no discrimination against an otherwise qualified adult volunteer by reason of disability or on the basis of age. Furthermore, there shall be no discrimination on the basis of race, color, ethnicity, sex, creed, national origin, or socioeconomic status.

In addition, to ensure full equality of opportunity in all operations and activities of the organization, affirmative action policies and procedures shall be utilized in the recruitment, selection, training, placement, and recognition of volunteers. Special emphasis shall be placed upon securing representation of underrepresented population groups.

MEMBERSHIP REGISTRATION

All adults participating in the Girl Scout Movement shall be registered as members with Girl Scouts of the United States of America (GSUSA), agree to abide by the policies and principles of GSUSA and the Girl Scouts of South Carolina - Mountains to Midlands, Inc., and individually pay the annual membership dues, except those adults who are lifetime members or who are working in a temporary advisory or consultative capacity.

RECRUITMENT

Information about Girl Scouting and written position descriptions that define specific responsibilities, expectations and qualifications will be used.

SELECTION

Each volunteer is selected on the basis of ability to perform the volunteer position, volunteer and council need, ability and willingness to attend training, and qualifications for membership in the Girl Scouts. There shall be no discrimination against an otherwise qualified adult volunteer by reason of disability or on the basis of age. Furthermore, there shall be no discrimination on the basis of race, color, ethnicity, sex, creed, national origin, religion, citizenship, ancestry, marital status, veteran status, socioeconomic status, or other characteristics protected by federal, state, or local law.

To assist with placement, volunteers shall complete an application, provide references, undergo a background check (if working directly with girls and/or serving as a product sales manager, or any other position that includes a satisfactory background check as a qualification), and participate in an interview process.

The decision whether to exclude, or limit a volunteer's participation remains at all times within the discretion of the council. Factors that may be considered in making such determinations include, but are not limited to, the nature and severity of the criminal offense, length of time since the criminal conduct occurred, and the opinions of those the prospective volunteer offers as references.

PLACEMENT/APPOINTMENT

The council shall provide a position description/outline of expectations, and the term of appointment. When the volunteer accepts the appointment a written agreement confirming expectations between the council and the volunteer shall be signed.

TRAINING AND SUPPORT

All volunteers will receive orientation/basic training for their position. The council will provide additional coaching and adult learning opportunities (both formal and informal) to support volunteers in fulfilling their commitments.

UNIFORMS

A uniform is not required for participation in Girl Scouting. The adult uniform consists of a scarf for women and a tie for men, worn with navy blue business attire and the membership pins. Purchase of the uniform is at the volunteer's expense. Volunteers are encouraged to wear the membership pin when they are not in full uniform. Any past Girl Scout uniform is also appropriate attire.

RECOGNITION

Recognition and appreciation of volunteer service shall be provided in a variety of ways and consistent with Girl Scouts of the USA's adult recognition system.

PERFORMANCE APPRAISAL/REAPPOINTMENT

Each volunteer shall receive ongoing supervision and guidance while carrying out their position responsibilities. Volunteer evaluations shall include periodic verbal and/or written assessments of strengths, weaknesses and potential areas for improvement.

The evaluation, based on the agreed-upon position description, shall form the basis for reappointment for another term, appointment to another volunteer position, or retirement from the current position.

RESIGNATION/SEPARATION

A volunteer who is unable to fulfill her/his position responsibilities should submit a written resignation to her/his supervisor as soon as possible.

Generally, separation shall be initiated only after steps involving corrective action are not successful. Separation of a volunteer is the responsibility of the volunteer's immediate supervisor and shall be supported by appropriate documentation.

Reasons for separation may include, but are not limited to the following:

- Unwillingness or inability to perform the position's responsibilities.
- Inappropriate use of funds.
- Conduct inconsistent with the policies and practices of the council or Girl Scouts of the USA.

Release from the position does not automatically cancel Girl Scouts of the USA membership.

BENEFITS

Benefits to volunteers include support in their position, training, and other learning opportunities. Volunteers are encouraged to enhance and develop their skills while serving with the council. As appropriate, the council will assist volunteers in broadening their skills through assignment to new volunteer positions involving additional and/or greater responsibilities. Other advantages for volunteers include publications from both Girl Scouts of the USA and our council; tools for recording volunteer experience; references upon request; and supplemental insurance coverage. You also have access to a large network of other Girl Scout volunteers who are committed to making a difference in girls' lives.

INSURANCE

Drivers of motor vehicles used to transport Girl Scouts must be adults with valid driver's licenses for the type of vehicle used. The vehicle must also be registered and insured. We recommend that you consult your own auto insurance carrier to discuss whether your insurance coverage is sufficient, given your plans for transporting Girl Scouts

All registered members have limited protection (up to $15,000) under the Girl Scout Activity Accident Coverage for medical expenses resulting from accidents occurring during Girl Scout activities and traveling directly to or from covered activities.

The council lists leaders and all other volunteers as additional insured's in its General Liability and Business Auto policies.

The council does not assume responsibility for insuring a volunteer's personal effects.

CONFLICT RESOLUTION

When a volunteer feels that the Volunteer Management Policies are not being properly administered as related to her/his position, she/he should feel free to bring this to the attention of her/his immediate supervisor. If open discussion does not resolve the problem, the volunteer may initiate the council's formal conflict resolution procedure without fear of jeopardizing her/his volunteer status. The entire process will be kept as confidential as possible. (*Approved by the board of directors, 7/13/09)*

CONFLICT RESOLUTION/DISPUTE PROCEDURE

The conflict resolution process is based on the fundamental values of respect for the individual and

fairness. Every volunteer may expect a fair resolution of her or his dispute without fear of jeopardizing her or his volunteer status. A volunteer who believes that Girl Scout policies, standards and procedures as related to their position have been misapplied, misinterpreted or violated, or otherwise improperly applies, should discuss the conflict with her/his immediate supervisor/manager. If open, informal discussion does not resolve the conflict, follow the procedures below. The initiation of the conflict resolution procedure, however, will not restrict the council from taking immediate and appropriate action with respect to the volunteer.

Step 1. If an informal resolution is not possible and a further hearing is desired, the person filing the complaint must do so in writing, citing the issue. The signed and dated document must be specifically titled "Conflict Resolution/Dispute Request," identify the person with whom the conflict is registered, and cite the policy or procedure that has allegedly been misapplied. A copy should be sent to the identified person's supervisor. Within ten (10) working days, the supervisor will call a conference of all parties involved in the dispute and attempt to resolve the conflict. A written summary of the conference will be distributed to all parties.

Step 2. If the volunteer is not satisfied with the disposition of the conflict resolution, the council staff member or the council staff member's supervisor will meet with the volunteer within ten (10) working days following her or his initial conference.

Step 3. In the event that the dispute is not resolved in Step 2, the staff member prepares a written report on the situation, including recommendations, and sends a copy to the Chief Executive Officer.

OR

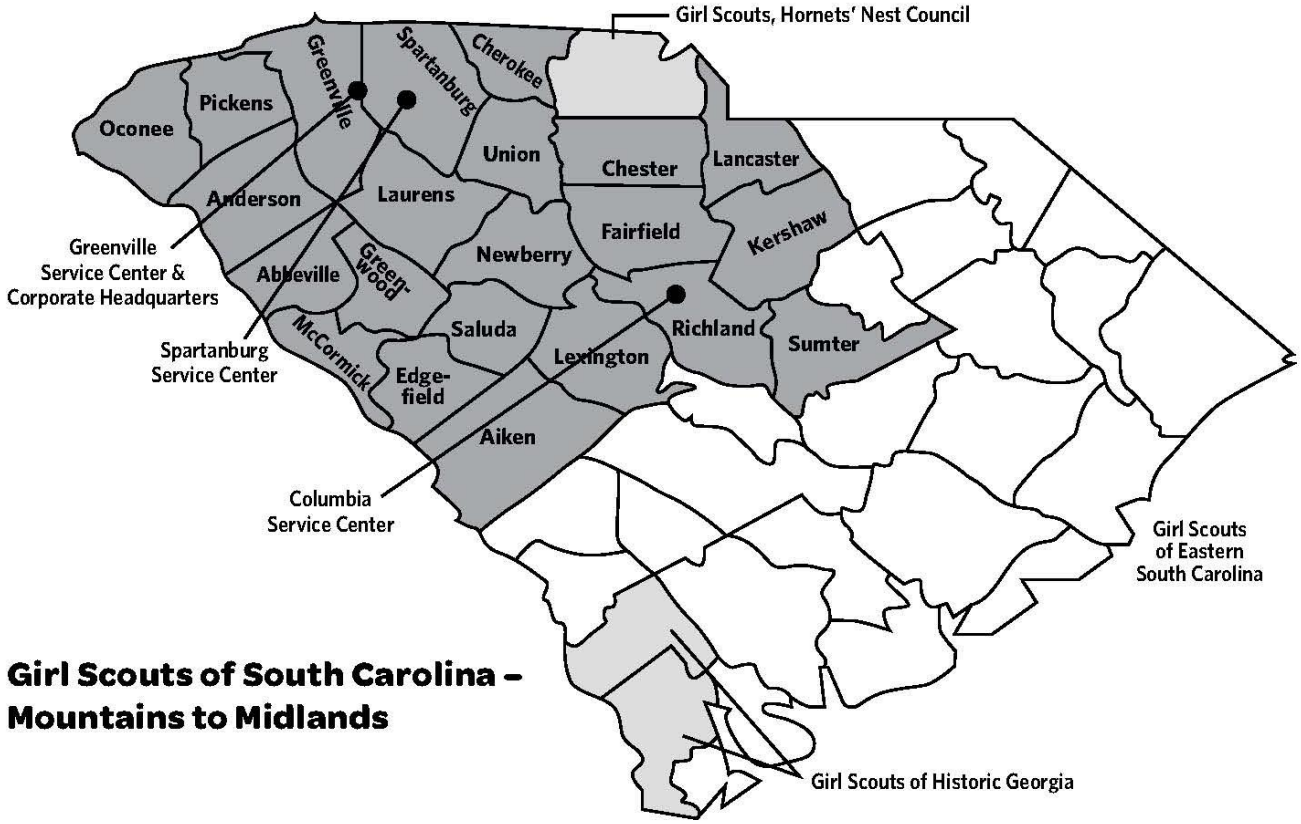
Step 4. The Chief Executive Officer will appoint a dispute/complaint resolution review team. (The review team will be comprised of a management representative, an employee not involved in the conflict resolution process, and a council volunteer selected by the complainant.) The dispute review team will review the documentation on file and meet with the individuals involved. The review team may seek additional information, if necessary, to aid it in making a final decision. The team will provide the chief executive officer/executive director with a written report of its findings and recommendations within ten (10) working days of the review hearing. Copies will also be issued to the volunteer and immediate supervisor.

If the recommended resolution is not acceptable to the volunteer or any of the supervisors involved, a request to submit the recommended resolution to the Chief Executive Officer for a final and binding decision will be made. The Chief Executive Officer may exercise the right to:

1. Accept the Dispute Resolution Team's recommended solution.
2. Provide an alternative final and binding decision.

This is Girl Scouts of South Carolina – Mountains to Midland's final decision. It is the responsibility of the Chief Executive Officer to implement the decision.

Appendix E: Council Overview



COUNCIL JURISDICTION

The Girl Scouts of South Carolina – Mountains to Midlands, Inc. serves the central and western counties of South Carolina. Our 22-county jurisdiction contains 35 service units to facilitate the delivery of services at the local level. While some services are accessed directly from one central or regional place or person, others are community-based. Each service unit is assigned to a staff Community Development Manager (CDM) who is responsible for leading the delivery and extension of the Girl Scout Leadership Experience and supporting services.

Each of our three service centers houses staff offices, volunteer resources, and Girlz Gear, our Girl Scout shop. They are designed to provide information and resources for volunteers, girls, and parents.

Our Corporate Headquarters is co-located with the Greenville Service Center. Specifically, the communications, information technology, human resources, and executive functions are housed in this facility.

Some of our staff are outbased, traveling from community to community and working out of their homes or community-based offices so that they are more accessible and involved in the areas they serve.

HISTORY OF GIRL SCOUTS OF SOUTH CAROLINA – MOUNTAINS TO MIDLANDS

Girl Scout Council of the Congaree Area, Girl Scouts of the Old 96 Council, and Girl Scouts of the Piedmont Area Council joined to form Girl Scouts of South Carolina – Mountains to Midlands, Inc., on May 1, 2007. On May 1, 2008, three additional South Carolina counties joined the council from Girl Scout Council of Central Savannah River Area when the State of Georgia realigned.

This council realignment was part of a national effort to transform the Girl Scout Movement in the United States. In 2005, Girl Scouts of the USA identified five key strategies to position the organization for the next century of leadership development for girls. Then, Girl Scouts in the State of South Carolina stepped forward to pilot and lead a nationwide jurisdictional realignment that was needed to establish a nation of high-capacity councils to achieve our mission more effectively and efficiently.

We are proud of the efforts and accomplishments of each of the legacy councils. We have a long, rich Girl Scout history thanks to the daring and inspirational women who started Girl Scouting in South Carolina around 1918.

ACCESSING GIRL SCOUT RESOURCES

In recognition of our Girl Scout volunteers' diverse learning, information seeking, and retrieval preferences, we are continuously working to improve our responsiveness in a variety of ways.

I & R DESK

1.800.849.4475 x 2720 864.208.2720 infodesk@gssc-mm.org

We have a centralized Information and Referral Desk that puts you in touch with an experienced Girl Scout staff member who can guide you to what you are seeking, answer your questions, and/or refer you to an appropriate person in or outside of our Girl Scout family. The Information and Referral Manager is up-to-date with the information posted on our online Community Resource Directory, as well as resource kits, and what's available for check-out in each of our Service Center resource areas.

Here are just some of the topics that our I&R Manager is ready to help you with:

- Camp/Program facility availability and reservations
- Girl Scout Bronze, Silver, and Gold Award requirements/forms
- Religious Awards
- Questions on Girl Scout policy, safety, and additional insurance
- Approved riding stables, bus companies, car rental companies, camp sites, etc.

WEBSITE & DIGITAL SUPPORT

Our website www.gssc-mm.org has the most up-to-date information on what's happening around the council. The Search feature, found on the top right of each page of our website, will lead you to information you are seeking. The highlighted features include:

- Online Volunteer Application
- Online Registration for Council-Sponsored Girl Events and Workshops
- Online Registration for Adult Learning Courses
- Forms Directory

- Girlz Gear, our council's Girl Scout shop
- PDF versions of our primary publications

Many of our service units also maintain a service unit website, hosted by and accessible through the council's website, that contains rosters and service unit specific information, photos and linkage to local activities.

In addition to the website, the council also can be found on social networks. Like us on Facebook (www.facebook.com/GSSCMM), follow us on Twitter (twitter.com/gsscmm) and YouTube (www.youtube.com/gsscmm).

RESOURCE AREA

Each Service Center has an area designed and maintained for our Girl Scout volunteers. Bulletin boards contain current information about upcoming Girl Scout events and community activities that are suitable as Girl Scout outings.

Self-service kiosks contain forms, help sheets and flyers. There's room to sit down and browse through resource materials, too. Resource materials, like books, videos and activity kits, are organized by subject. An assortment of equipment, flags, banners, ceremony props, and camping and sports equipment is available for troop/group use. Equipment and resource materials are available for check out. A copy machine is available at a nominal cost. A computer provides volunteers with access to the internet.

GIRLZ GEAR

Girlz Gear, our council shop, is your best source for official Girl Scout merchandise:

- Uniform components including vests, sashes, scarves, and official uniform components like troop numbers and membership pins and council ID strips
- Earned awards such as Journey awards, badges, charms and pins
- Journey books, Girls Guide to Girl Scouting and Badge Activity Sets and other resources for every grade level.
- Participation patches and fun patches
- Girl Scout branded products including T-shirts, sweatshirts, sweaters, pants and accessories like hats, jewelry, socks and headbands
- Council-specific merchandise that includes many items that are not available anywhere else
- Gifts such as tote bags, water bottles, mugs, jewelry, clipboards, magnets, key chains, writing instruments, and Bronze, Silver, and Gold Award gifts
- Gift Certificates are available in any amount – a great idea for any occasion!
- Monthly specials that are shared on-line and/or through your service unit meetings!

Purchases help support programs and services provided by our council. Girlz Gear accepts payment by cash, personal or troop checks, MasterCard, Visa, and Girlz Gear Gift Certificates.

SALES, CLOSINGS AND OTHER CURRENT INFORMATION

Check the website at www.gssc-mm.org or contact any Girlz Gear shop location for information regarding scheduled Saturday openings, promotions, coupons and any closings.

RETURN/EXCHANGE POLICY

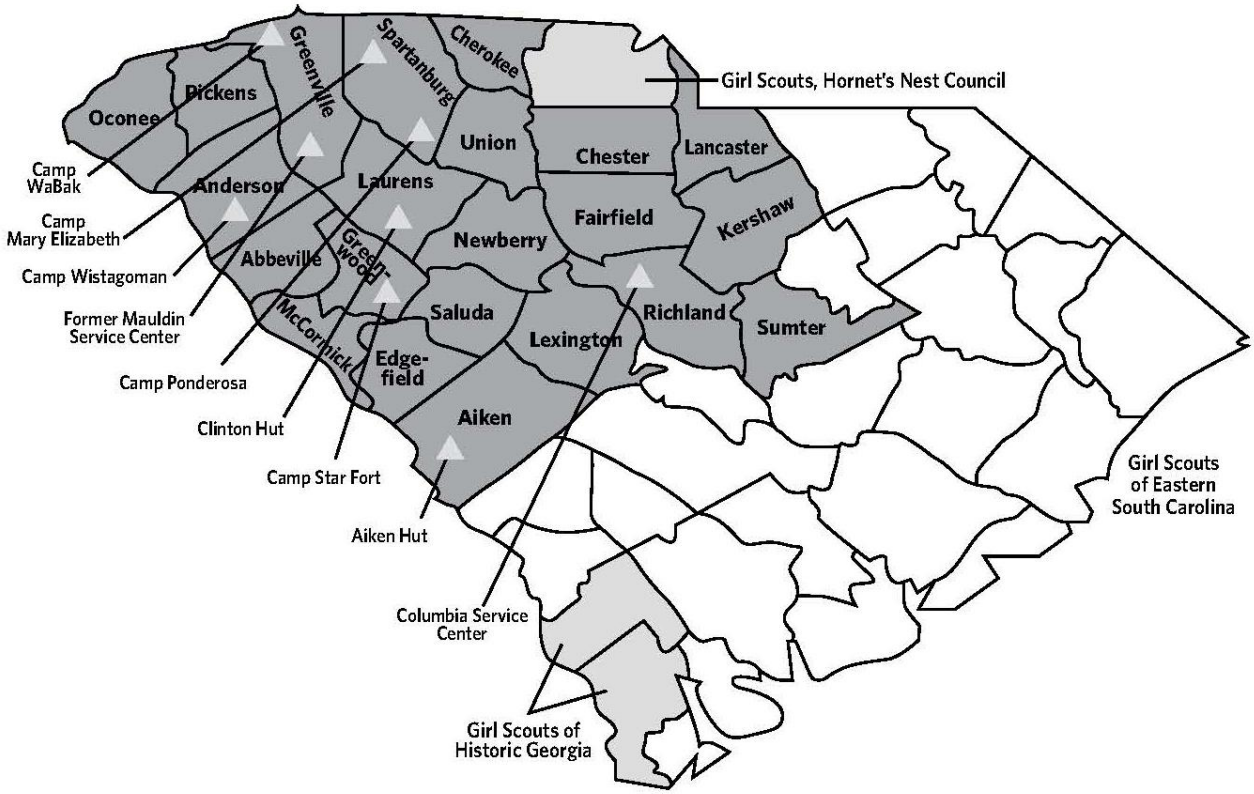
RECEIPT IS REQUIRED. Unused merchandise with tag intact may be returned within 90 days for exchange or store credit only. Printed materials, including books, tapes, CDs, videos, DVDs, and software, cannot be returned.

ORDER PLACEMENT

Visit any location to check out our current selection. If you prefer, orders may be placed by phone, fax or e-mail for pickup or delivery. Contact any Girlz Gear shop for information regarding order placement via email. Shipping charges apply to delivery orders. Please allow 48 hours notice.

WANT TO HAVE A GIRLZ GEAR PARTY?

Leaders may check out a trunk of Girlz Gear merchandise to show at your troop or service unit gathering. Simply take orders and return them to Girlz Gear to be filled. Contact your local Girlz Gear for more details. Please allow 48 hours notice and reservations are required.



PROGRAM FACILITIES

The council offers a wide range of facilities that are available for Girl Scout troop/group outings, such as camping and outdoor days, and for council-sponsored events and activities. Reservations can be made up to four months in advance of the desired date of use. Detailed information about the facilities and their capacities, along with pictures, rental fees, and the reservation procedures are located on our website, www.gssc-mm.org . Contact our I&R Desk for additional information or questions.

Camp WaBak *36 Camp WaBak Road Marietta, SC 29661.* 135 acres in the mountains of northern Greenville County available for day use, troop camping, and service unit encampments.

Camp Mary Elizabeth *330 Scout Drive Spartanburg, SC 29301.* 56 acres in the City of Spartanburg available for day use, troop camping, service unit use.

Camp Wistagoman *1013 Manse Jolly Road Anderson, SC 29621.* 25 acres in Anderson County available for troop camping, day camp, and service unit events.

Aiken Hut *326 Dupree Street Aiken, SC 29801*. Kitchen, restroom, and great room accommodates 20 people for a meeting. (Contact Aiken Service Team for use)

Clinton Hut *502 Hickory Street Clinton, SC 29325*. Kitchen, restroom, and great room accommodates 25 people for a meeting. (Contact Laurens Service Team for use)

Columbia Service Center Program room available for day use and special events.

Camp Ponderosa *150 Jewel Lane Pauline, SC 29374.* 53 wooded acres in Spartanburg County available for troop and service unit use.

Spartanburg Service Center Program room available for day use and special events.

COUNCIL-SPONSORED PRODUCT SALES

Product sales are a popular component of the Girl Scout Leadership Experience. Product sales assist girls in developing their self-confidence through entrepreneurial and financial literacy skills while simultaneously providing them with the funds to experience additional adventures.

Through their "learning by earning," girls develop five valuable life skills: goal setting, decision making, money management, people skills, and business ethics.

The council sponsors two product sales annually. Participation is voluntary. All registered Girl Scouts in grades K5-12 may participate with written permission from their parents/guardians. Every troop that participates needs an adult who will take on the responsibility of managing the troop's product sale program. She/he needs to have computer, financial, and organizational skills, and be able to help girls have meaningful, age-appropriate learning experiences during the various aspects of the program. Troop Manager position descriptions for each product sale are located on our website in the *Product Sales* section. Registration for the appropriate product sale adult learning session signifies that your troop is interested in participating in these programs.

Our early fall product sale is an ideal way for troops to earn some money early in the year for their troop treasury. The fall product sale's product line includes nuts and candy and a broad selection of magazine subscriptions. Order-taking runs from late September – October; delivery is in November. Specific dates and details are provided in **FOCAL**Point and on our website. The Girl Scout Cookie Program that takes place January through March is our premier business enterprise activity.

Product sale proceeds are the major source of funding for both the Girl Scout council and the troops. Detailed information about the division of the proceeds and the additional recognitions that girls can earn are provided annually.

COUNCIL-SPONSORED PROGRAM EVENTS

The council has identified several program interest areas that are in need of additional effort/attention. Our research shows that girls are not currently getting enough exposure or opportunities to have girl-led, learning by doing and cooperative learning experiences when it comes to STEM (science, technology, engineering and math), growing up healthy and outdoor adventures. We actively seek out individuals, organizations and program partnerships who share our interest in making sure girls have access to life-changing experiences. Council-sponsored events and activities are published in **FOCAL**Point, which is published twice a year.

Our service units and troop leaders are also encouraged to take advantage of the variety of their local community resources to round out the variety of Girl Scout Journey experiences they have.

COMMUNICATIONS/PUBLICATIONS

Communication is targeted to our various member groups in order to share information, updates, and mission-related stories. In addition to Volunteer Essentials and **FOCAL**Point, your service unit team is supported with a monthly update and resources. The following resources are also available:

- eBlast, a weekly or bi-weekly update aimed at troop leaders and other service delivery volunteers;
- Council eNews, a monthly electronic council newsletter focused on council-wide and national highlights in review, it is sent to every person who has an email address on file;
- Leadership Line, a printed council newsletter, is mailed two times per year to every member and donor household. It highlights our council's recognitions, girl awards, progress on goals, and our interconnection with Girl Scouts of the USA;
- Our council Annual Report highlights the many achievements, partnerships, recognitions, and accomplishments of the council as related to the Board-approved strategic plan for the current triennium;
- Social Network platforms share news and related updates of interest. Like us on Facebook (www.facebook.com/GSSCMM), follow us on Twitter (twitter.com/gsscmm) and YouTube (www.youtube.com/gsscmm).

FUND DEVELOPMENT/FUND RAISING

The council is responsible for developing and securing the funds to meet our operational costs. Girl Scouts of South Carolina – Mountains to Midlands is 100% locally supported – no direct government grants or funds are received. The annual Girl Scout membership registration fees that are collected from girls and adults are forwarded in full to Girl Scouts of the USA, and are used to supports our national program materials, research and national support services.

Locally, volunteers and girls are charged a nominal fee to cover some of the direct cost of the activity, training, or travel expense. Attaining community support and partnership funding allows us to absorb some indirect costs (site maintenance, insurance, staff, utilities, gas, etc) without passing them on to the member.

Just as the council works hand-in-hand with Girl Scouts of the USA on key funding initiatives, the council works closely with service units to find and involve those who share our commitment to building girls of courage, confidence and character. Building a stronger network of community support and partnership funding is what enables us to keep program fees down and make service and support available for our members. Building a culture of philanthropy so girls can flourish in Girl Scouting is everybody's business.

GOVERNANCE IN GIRL SCOUTING

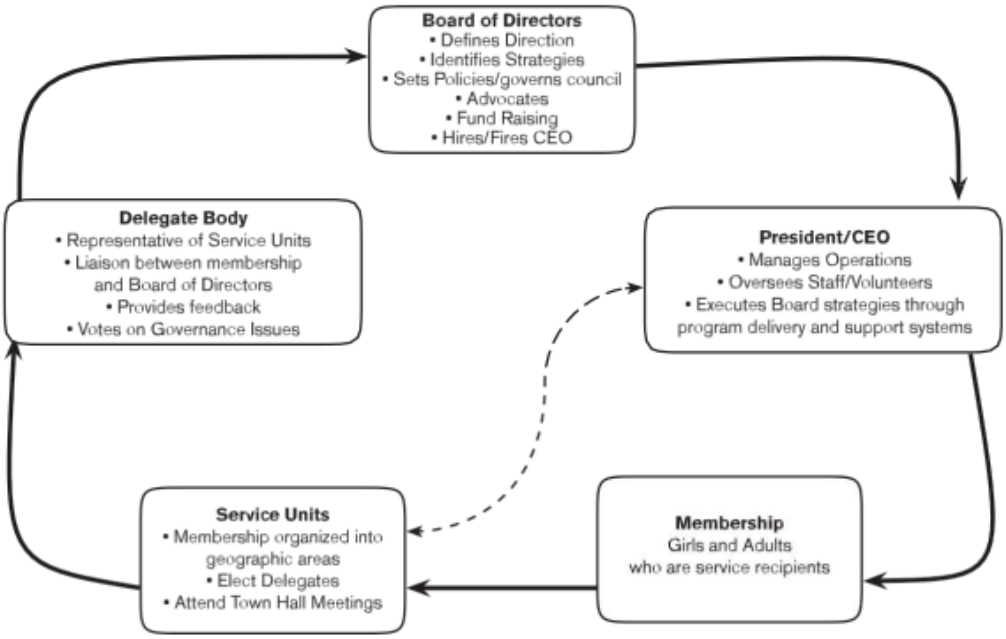
Based on the Democratic process of one voice/one vote, our structure is focused on the future vision and big-picture of the organization locally. The governing body is ultimately charged with

- guiding and building the organization through strategic goals;
- sustaining and supporting the organization through fund attainment and oversight; and
- monitoring the operational performance and progress on charter requirements, goals, and service delivery.

GOVERNING BODY

The governing body, based on a partnership model, operates within the framework of the council's By-Laws, Articles of Incorporation, and our council Charter issued by Girl Scouts of the USA. Each member group of the partnership has specific accountabilities and responsibilities to address on an annual basis. At minimum, the groups convene in person at least once to review the corporation progress, financial position, and annual report of accomplishments. This meeting, also known as our Annual Business Meeting and Adult Recognitions, takes place on a Saturday in November.

- **Council Delegates** are peer-elected representatives from each of the 35 service units. They vote on governing issues (including the Board of Director slate, By-Laws, Strategic Plan, etc) and provide feedback on key strategic and future-oriented decisions for the organization. Delegates are charged with serving as the liaison between the council membership and the Board of Directors for the timely dissemination and discussion of organizational progress, key updates, or feedback sessions.
- **Board of Directors** members are secured from throughout our 22 county jurisdiction and are presented by an independent Nominating Committee (including Council Delegate representatives), based on a matrix of needs. Elected by the Council Delegates, the 17 members of the Board of Directors are volunteer representatives who are accountable to the Council Delegation to achieve the three governing accountabilities, including the performance goals of the organization.



GOVERNING BODY - REFERRALS

The Nominating Committee of the Board of Directors is charged with the cultivation and development of current and potential members of not only the Board of Directors, but for the community members serving on the various Board Standing and Ad Hoc Committees. Each year, an appeal is made for referrals of local and regional candidates who possess the identified skills and experiences that are being sought to round out the board profile. Various requests are made through the Service Unit, by mail, or on-line for submissions. Your help is needed…and greatly appreciated. Thank you in advance for referral of qualified candidates.

THE FUTURE

Since the summer of 2011, our board appointed Strategic Learning Committee reviewed the council's progress to-date and began work on the strategies for the next four years. Using input from many stakeholders, the Committee has outlined the following for our future work:

Competitive Focus

Defined as how Mountains to Midlands will direct fiscal and human resources for the greatest success, our competitive focus is: Recruiting and retaining girls in kindergarten through 5th grade, including the transition into 6th grade.

Our Winning Proposition

What can Girl Scouting provide better than any other organization and consistently make an impact? Girl Scouting is where girls rule their journey to adventure, friends, and making a difference.

Key Priorities

By redirecting focus, what must we do in order to obtain our 'Winning Proposition'?

- Equip volunteers for easy success.
- Diversify and increase financial resources.
- Create innovative and relevant programs and partnerships that will lead to future success.
- Champion the Girl Scout values and benefits to all girls and key stakeholders.
- Strengthen the human, technology, communication and systems capacity of the organization

OPERATIONS – STAFF AND VOLUNTEERS

The Board of Directors hires the Chief Executive Officer (CEO) to support the Board of Directors and manage the day-to-day operations of our council. Currently, four other positions, the Chief Operations Officer (COO), Chief Business Officer (CBO), Chief Financial Officer (CFO), and Chief Advancement Officer (CAO), round out the management team that is responsible for carrying out the strategic direction established by the Board of Directors.

A professional staff is employed to direct and carry out a variety of functions, including volunteer management, membership growth and extension, program, product sales, fund development, communications, advocacy, public relations, human resources, property management, IT, accounting and asset management.

Our continuous focus on learning, evaluation, and alignment leads us to modify systems and services to strengthen the Girl Scout experience for both girls and adult volunteers as needed.

GIRL SCOUT DEMOCRACY IN ACTION

Decisions are made by those who show up/participate. As a "federated" organization, the Girl Scouts operate like the democratic process that our county was founded upon.

As volunteers in this organization, you have the opportunity to be a part of our council's future through your voice, actions, and engagement in discussions, forums, and business meetings that drive our continuous improvement. You can attend as a volunteer, you can be elected by your peers and be the 1% that represents our council volunteer body in key organizational decisions, or you can be selected as a council representative to attend our national council session. Join us!

ENGAGEMENT IS KEY

Service Unit Meetings bring Girl Scout volunteers together from a countywide or school based geographic area. Service Units meet at least 4 times a year, and generally monthly, to learn about program resources, and other information and updates, as well as exchange helpful ideas.

Town Hall Meetings are **o**pen to all currently registered volunteers and girls 14 years of age and older. The council hosts these informal meetings which provide the opportunity to learn, share, and discuss operational and/or governance issues of current and widespread concern. They are an excellent communication link ensuring that all members have a chance to interact directly with the top leadership of the council, so that we can continue to learn from each other and strengthen the council's ability to deliver on our promise. Offered in the fall and spring each year, the meetings rotate round the council to help support engagement and access.

OTHER IMPORTANT INITIATIVES

Girl Scouts Advocacy Network

Connected nationally, this grassroots network engages and informs Girl Scout members, staff, alumnae, high school- age girls, and the general public on how they can act on issues moving through Congress and the State Legislatures that are important to girls and Girl Scouts.

We have joined forces with our sister Girl Scout council, the Girl Scouts of Eastern South Carolina, and act together with Girl Scouts of the USA to advance the Girl Scout Movement and improve girls' lives through legislative awareness and education to address issues that impact girls.

Girl Scout Legislative Agenda:

- Encourage Healthy Living Opportunities for Girls
    - Increase access to outdoor activities
    - Prevent bullying/relational aggression and build healthy relationships
- Promote Economic Opportunities for Girls
    - Increase girls' involvement in STEM
    - Strengthen financial literacy and entrepreneurial skills
- Foster Global Citizenship and a Global Voice for Girls
- Support a Strong Nonprofit Community and Girl Scout Experience

In addition, we work directly with our elected officials to share research and impact about our initiatives as related to girls. In 2011, the Honorary Girl Scout Troop 1912 was initiated and includes every female- elected representative and senator serving South Carolina. To ensure the interests and needs of girls and volunteers are monitored, the McNair Law Firm, P.S., is retained by both South Carolina Girl Scout councils.

We are here to help! Contact us anytime.

800.849.GIRL (4475) 864.770.1400 www.gssc-mm.org

All calls are routed through our centralized switchboard

Service Centers and Girlz Gear Shops Customer Service Hours

Monday 1 – 5:30 PM
Tuesday, Wednesday, Friday 8:30 AM – 5:30 PM
Thursday 8:30 AM – 7 PM (except June and July)

Girlz Gear Shops and Resource Areas Only
Saturday 10 AM – 1 PM
1st Saturday of every month (except legal holiday weekends and the month of July)
Every Saturday in September, October, May (except legal holiday weekends)

Columbia Service Center

130 Pinnacle Point Court, Suite 100 • Columbia, SC 29223
Toll free 800.849.4475 • Local 803.782.5133
Located near the intersection of I-77 and Farrow Road across parking lot from University of Phoenix

Greenville Service Center and Corporate Headquarters

Five Independence Pointe, Suite 120 • Greenville, SC 29615
Toll free 800.849.4475 • Service Center Local 864.770.1400
Located near the intersection of I-385 and I-85, just off Roper Mountain Road

Spartanburg Service Center

349-A East Blackstock Road • Spartanburg, SC 29301
Tollfree 800.849.4475 • Local 864.576.2514
One mile South of the intersection of Reidville Road/John B. White Sr. Blvd. & East Blackstock Road

girl scouts
of south carolina
mountains to midlands

Thank you for your service!

United Way