Girl Scouts Carolinas Peaks to Piedmont

Policies, Standards & Procedures for Volunteers

Approved Jan. 11, 2010
Revised June 13, 2011
Girl Scouts Carolinas Peaks to Piedmont

VOLUNTEER POLICIES

Volunteers are vital to the success of Girl Scouting. It is essential that volunteers be utilized in positions that provide satisfaction, a sense of purpose and clear-cut responsibilities in order to effectively provide the Girl Scout program to girls. Every girl and adult is responsible for adhering to the council’s and GSUSA’s policies and standards.

Policy: An official course of action which must be followed. May only be set by the National Board of Directors and/or the Girl Scouts Peaks to Piedmont Board of Directors.

Standard: An established model or example that explains how to uphold a policy.

Procedure: Established criteria or steps for doing something well and safely in order to meet a policy or standard.

Adult Volunteer: An adult who contributes her or his time to a local Girl Scout council or Girl Scouts of the USA without the expectation of compensation (other than reasonable reimbursement or allowance for expenses) or any other thing of value in lieu of compensation. Volunteers typically give their time as troop/group leaders/advisors, coaches, mentors, board members, delegates, or assist girls in special projects in their area of expertise.

Girl Scouts of the USA policies are located in the Blue Book of Documents and a summary is in the Leaders Digest. Girl Scouts of the USA standards are found in Safety Wise. Volunteer policies and standards are part of a larger council-wide Policies and Procedures Guide.

Leaders are responsible for following GSUSA and council policies, standards, and procedures.

Questions or clarifications related to Board Policy (boxed areas) or standards and procedures should be directed to the GSCP2P Executive Leadership Team.

Recommendations for changes to Board Policy (boxed areas) should be directed to Chair, Human Resources Committee GSCP2P Board of Directors.
MEMBERSHIP

MEMBERSHIP POLICY
Membership requirements are set forth by Girl Scouts of the USA. Please refer to the Leader’s Digest Blue Book of Documents for additional information.

STANDARD

1. All girls and adults participating in Girl Scouts shall be registered as members of Girl Scouts of the USA and individually pay the applicable annual or lifetime registration fee. Adults who are working in a temporary program advisory or consultative capacity are encouraged but not required to maintain membership in Girl Scouts. Financial assistance may be available.

2. Daisy program is for any girl who is at least 5 years old and/or registered in kindergarten.

UNIFORM POLICY

Adopted by National Board of Directors, August 2006

Girl Scout uniforms and awards unite Girl Scouts around the world as a sisterhood of leaders. In the tradition of updating these important symbols of belonging periodically, the National Board of Directors approved a new policy, provided below, for implementation, beginning in fall 2008.
**Required Elements**

- Girl Scouts at each level will have one official uniform item (e.g., tunic, vest, sash) for the display of official pins and awards. This uniform item will be required when girls participate in ceremonies or officially represent the Girl Scout Movement.

- The official dress code will unite girls as Girl Scouts. Girl Scout Juniors and older program age groups will wear solid white shirts and khaki pants or skirts with their official uniform item, which will be required when they participate in ceremonies or officially represent the Girl Scout Movement. Girl Scouts in high school will also have a scarf, uniting them in the WAGGGS tradition. Brownies and Daisies may still wear full uniform ensembles.

- The adult uniforms will be a scarf worn with the membership pins for women and a tie for men. The scarf/tie and membership pins will be worn with navy blue business attire.

**STANDARD**

1. GSUSA will ensure that at least one uniform item is available for purchase for each level of Girl Scouts.
2. Uniforms are encouraged but not required for membership.
3. Any girl who wants a uniform piece but cannot afford one may apply for financial aid through their troop, service unit or council.

**FINANCE**

The Board of Directors is responsible for adopting fiscal management and fund development policies to ensure adequate resources for delivering Girl Scouting within the council’s jurisdiction consistent with the principles set forth in the Preamble to the Constitution of Girl Scouts of the USA (GSUSA).

GSCP2P follows the financial guidelines established by GSUSA, our local Board of Directors, and the Internal Revenue Service. The council is responsible for safeguarding all Girl Scouts money in its jurisdiction, including money in troops/groups. Troop leaders are responsible for the safe keeping of funds and accurate financial records.

**BORROWING MONEY POLICY**

Troops/groups and Service Units shall not borrow money from banks, individuals or lending agencies. Service Units shall not act as lending agents to troops/groups.

**PARENT/GUARDIAN DEBT POLICY**

If a parent/guardian’s account is not paid in full after each girl money earning activity, the girl may participate in future money earning activities with restrictions. This includes worthless checks written by a parent or guardian.
PROCEDURE
1. Service Unit Managers and Service Unit Product Sales Managers will be provided with a list of people who owe money from past product sale activities.

2. The Service Unit Managers or Service Unit Product Sales Managers will contact the leader of the troop the girl is in and inform the leader that the girl may participate in future money earning activities with these restrictions:
   - Cookies – The girl may participate in booth sales.
   - Fall Sale – Girl may participate; troop will not accept personal checks from the parent/guardian.

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**TROOP DEBT POLICY**

If a troop has a debt owed to the Council they cannot participate in any council-sponsored product sales until the debt is paid in full. If the debt is incurred due to financial irresponsibility on behalf of troop leadership or the Troop Product Manager’s negligence or misappropriation of funds, the troop may participate in council-sponsored product sales if those responsible for the debt no longer handle troop funds or product sale items.

STANDARD
1. Any troop with a debt to the council desiring to participate in a council-sponsored product sale must receive prior approval from the VP of Membership, Adult Development and Program AND the VP of Finance.

PROCEDURE
1. Troop leader must send a written request to the Membership Manager. Membership Manager will provide information to the VP’s and Troop Leader will be notified in writing of the decision.

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**VOLUNTEER DEBT POLICY**

Any Girl Scout volunteer who has financial debts owed to the council will be required to clear his/her debt or make satisfactory financial arrangements to the council and will be considered on financial restriction until the debt is cleared. While on financial restriction, the volunteer may not hold any Girl Scout position requiring financial management. Upon clearing his/her debt obligations, his/her continuation in their current position will be reviewed by the Executive Leadership Team.

STANDARD
1. Collection of money owed will follow the official debt collection policy, which includes legal resolution and payment of all fees involved.

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**TROOP/GROUP BANK ACCOUNT POLICY**

Each troop/group shall open a bank account bearing the name of Girl Scouts Carolinas Peaks to Piedmont Troop #________.
STANDARDS
1. Troop/Group must have 2 authorized signatures on their bank account that are not of the same family or household. Signers must be registered Girl Scouts. These individuals agree to abide by GSCP2P Troop Bank Account Procedures as well as any terms and conditions imposed by the bank.

2. Individuals who are authorized to sign checks are responsible to ensure sufficient funds are available for checks written. Authorized signers must be registered adults and may include the troop leader, assistant leader or troop treasurer. The signer and troop are responsible for any overdrafts, collections or charges incurred. GSCP2P is not responsible for troop accounts nor any charges incurred to the accounts.

3. Troop accounts are to be used for troop business only. All troop funds must be kept in a troop account. No troop funds may be deposited into personal accounts.

4. Checks made to cash must have two signatures. Detailed documentation of the purpose for the check must be maintained. All banking records must be maintained by the Troop.

5. Funds from disbanded troops are to be put into the custody of the Council until the troop is re-activated or a successor troop is organized. After 12 months of inactivity such funds shall be transferred to the Operating budget for girl financial assistance.

PROCEDURE
1. Membership Staff will provide a Troop Bank Account Authorization Form, which will be completed by the Troop Leader and submitted to the bank. Each Troop may only have one bank account.

2. The Troop bank account should be set up as Girl Scouts Carolinas Peaks to Piedmont, Troop #_____, Troop Leader street address, Troop Leader city, state, zip. Bank statements are not to be sent to the council address.

3. Troops must use the council federal tax ID number when opening an account: 56-0577629. Troop accounts cannot be set up in a personal name or with a member’s social security number.

4. The Troop Leader must submit a completed Troop Bank Account Information Form to the council after opening an account or making changes to an existing account.

5. On line banking services are allowed but must be approved by the Council finance department prior to being set up. Check or Debit cards are allowed, but Credit Cards are not permitted (even if the bank offers).

6. Troop should deposit all monies collected into their troop account on a weekly basis. Troop monies should never be deposited into a personal bank account.

7. Troop Leader/Assistant Leader/Troop Treasurer must manage all troop funds. This includes keeping all records, financial receipts and reports for the current Girl Scout year and three previous years. Banks accounts should be reviewed monthly, matching receipts to cancelled checks for proof of clearing. Correcting any bank errors is the responsibility of the Troop Leader/Assistant Leader/Troop Treasurer.

8. A troop financial report is due to the Membership Manager on twice a year (Dec. 15 and June 15). Bank statements for November and May must be included with this report.
TROOP FINANCIAL REPORT POLICY
Each troop/group must maintain records of its financial activities and file the Troop Financial Report with the council twice a year (Dec. 15 and June 15).

STANDARD
1. Troop/group must maintain a current and up to date financial record of income and expenses including receipts throughout the year.
2. Troop/group financial records should be made available to parents and/or Council staff upon request.

PROCEDURE
1. Prior to Dec. 15 and June 15, the troop leader or her designee is responsible for completing the Troop Finance Report and submitting it to the Membership Manager, along with a copy of the troop/group’s bank statement showing the most current balance.
2. Should there be any question about the report, the Membership Manager may find it necessary to conduct an audit of the Troop Account.
3. Failure for a troop/group to submit a Troop Finance Report may result in either the dismissal of the troop leader/s or a delay in registering the troop at the beginning of the next year pending receipt of the report.

SERVICE UNIT BANK ACCOUNT POLICY
Any Service Units holding funds shall open a Service Unit bank account in the name of Girl Scouts Carolinas Peaks to Piedmont Service Unit ______________, using Tax ID #56-0577629. Service Unit shall keep only enough money in the account to provide for programs for the girls and general cash flow as necessary with a maximum of $5 per registered girl to be carried over to the next Girl Scout year.

STANDARDS
1. Service Unit Bank Accounts will follow the same guidelines and standards as Troop Bank Accounts.
2. Funds in the Service Unit bank account shall be used solely for the benefit of the girls in the Service Unit.

PROCEDURE
1. Service Unit Bank Accounts will follow the same guidelines and standards as Troop Bank Accounts.

SERVICE UNIT FINANCIAL REPORT POLICY
Each Service Unit must maintain records of its financial activities and file the Service Unit Financial Report two times per year (Dec. 15 and June 15).

STANDARDS
1. Each Service Unit must maintain a current and up to date financial record of income and expenses including receipts throughout the year.
2. Service Unit financial reports should be made available at Service Unit meetings.
PROCEDURE

1. Prior to Dec. 15 and June 15, the Service Unit manager or her designee is responsible for completing the SU Finance Report and submitting it to the Membership Manager, along with a copy of the SU bank statement showing the most current balance.
2. Should there be any questions about the report, the Membership Manager may conduct an audit of the account.
3. Failure for a Service Unit to submit a finance report may result in Service Unit Manager dismissal.

Money Earning/Fund Raising

By planning and participating in money-earning projects, girls build real-world skills that benefit their troop/group, council and community – but most importantly, themselves. Budgeting, goal-setting customer relations, good business practices and public relations are all things a girl can learn. To ensure that girls build their new skills safely, Girl Scouts of the USA and Girl Scouts Carolinas Peaks to Piedmont, Inc. have developed money-earning guidelines for girls and adults to follow. The Blue Book of Basic Documents and Volunteer Essentials, GSUSA publications, outline in detail everything troops, groups and individuals need to know to begin a money-earning project.

IMPORTANT DEFINITIONS

Money-Earning Activities – These activities are selected because of the program value to the girls. While these activities may also have a goal of earning money for a troop, group or service unit, the overriding goal is the benefit of what the girls learn through the program. For example, an older girl troop might lead a program for younger girls and charge a small fee which covers expenses and includes enough income to help pay for a future trip or activity. Suggestions for troops are to make items and sell them, wash cars, provide meals for families, provide gift wrapping services, recycle aluminum cans, or hold yard sales.

Fundraising Activities – “Fundraising, or fund development, refers to any of various methods of soliciting contributed funds – for example, an annual campaign, a capital campaign, project funding, planned giving, benefits, and federated funds allocation.” Safety-Wise. “Adult members may engage in combined fundraising efforts authorized by the Girl Scout council and in which the local council is a beneficiary. Girl members may not engage in any direct solicitation for money.” Blue Book of Basic Documents page 18. The term fundraising should only be used to refer to the responsibility of adults to support the Girl Scout council.

Donor Designated Money – Designated donation monies refers to funds received from a foundation, corporation, organization or individual (including recognition of volunteer service hours through corporate matching gift programs).

Pass-Through Funding – Pass-through funding is a donation made to Girl Scouts Carolinas Peaks to Piedmont, Inc. with the intention of the monies being transferred, per the donor’s request, to the troop or service unit. Individuals may not receive pass-through funding. See dollar amount criteria explained under Sponsorships and Monetary Donations.
In-kind Gifts - In-kind gifts are gifts of goods and services instead of cash. A monetary value may be placed on in-kind gifts by the donor.

Sponsorship – A Girl Scout sponsor provides facilities (space) for Girl Scout activities to take place. For troops/groups, this is usually a school, church or community center. Occasionally, an individual will sponsor a troop or group. Sometimes, the sponsoring groups will have funds they will donate to their sponsored troop/group in addition to the gift of space. This donation is considered an “unsolicited sponsorship,” meaning the troop/group leader or girls did not ask directly for cash. Sometimes those who offer unsolicited monetary sponsorships may require an application be filled out by the troop/group leaders; this is permissible as long as the money was not directly solicited.

STANDARDS:
1. There shall be no direct solicitation of cash, selling of commercial products (Krispy Kreme, Pampered Chef, etc), or games of chance (BINGO, poker, raffles, etc) involved in money-earning activities.
2. Troops/groups support their activities through a combination of troop/group dues and profits from participation in the GSCP2P cookie and fall product programs. Money-earning projects should occur only when there is a need for such funds due to a specific program goal.
3. Door-to-door sales are not permitted other than the council cookie program. Door-to-door sales will be permitted for the fall product program in areas where there is no partnership with a local United Way or if that United Way is conducting a year round campaign instead of the traditional blackout period. Verify this with the director of Product Sales and/or your local Regional Executive before submitting a Troop Money Earning Application.
4. GSCP2P is not responsible for any debts incurred by troops/groups when they undertake a troop/group money-earning project.
5. Troops/groups may not participate in money-earning activities during the United Way or United Fund campaign in their area. Before applying for a money-earning project verify with your local Regional Executive that the United Way or United Fund is not in an official blackout period.
6. Troops/groups may not participate in other money-earning activities during council cookie and fall product programs.

PROCEDURES:
1. A Troop Money Earning Application must be submitted one month prior to the project and signed by the Membership Manager and approved by a Regional Executive before the project may be conducted by girls and adults. The project must be from the preapproved list of money-earning projects that is included in the Money-Earning Made Easier document. Additional projects may be approved by contacting the Regional Executive at your local service center before submitting the Money Earning Application.
2. A Money Earning Project Report must be completed and submitted within one month of the money-earning project’s completion.
3. Money-earning projects are to be suitable to the ages and abilities of the girls and are to be planned and carried out by the girls.
4. Adults may assist girls in their troop/group money-earning projects but may not conduct independent money-earning for the troop/group or individual girls.

SPONSORSHIPS AND MONETARY DONATIONS
Troops and groups may receive one sponsorship per membership year that is unsolicited (see definitions at the beginning of this document). Girl Scout parents and volunteers may seek matching gift funds as often as allowed by employers for troops, groups or service units as long as Girl Scouts Carolinas Peaks to Piedmont, Inc. is a beneficiary.

STANDARDS:
1. As required by GSUSA’s Blue Book of Basic Documents, page 20, the council must be a beneficiary of any solicitation. Any approved designated donation monies, including pass-through funds from matching gifts for donations or volunteer service hours, received on behalf of a GSCP2P troop, group or service unit, will be accepted and recognized by GSCP2P. Individuals may not receive pass-through donations. The designated troop, group or service unit will receive 100% of the first $500. The balance of the donation over $500 will be considered council fundraising and will be kept by the council for the support of the Girl Scout program. For example, if a matching gift of $600 is designated to a troop, the troop would receive $500; the remaining $100 would go into the council fund. If a gift of $350 is received, the troop would receive the entire amount. Multiple matching gifts for donations or volunteer service hours may be received.

2. Troops/groups may receive one unsolicited monetary sponsorship per year. This may be in addition to an in-kind sponsorship of a meeting place. For example, a women’s group at a sponsoring church may designate a certain amount of funds to support that troop yearly. Troops are not allowed to directly ask for money from sponsors nor should they actively seek out additional sponsors for the purpose of soliciting money.

3. Girls working on Gold Awards may be involved in seeking in-kind or cash donations for take-action projects, with council approval from a Regional Executive. No business, civic group or corporation may be solicited without prior approval from the council. Once approval is given, the girl and an adult make the presentation together to potential funders. The request for cash must be made by the adult. Money-earning applications are to be submitted to the local Regional Executive for other money-earning activities. All money-earning or fundraising must follow GSUSA and Girl Scouts Carolinas Peaks to Piedmont policies. These policies are clearly outlined in the Gold Award packet.

SERVICE UNIT MONEY-EARNING POLICY
Service Units may hold money-earning projects for the Service Unit when money is needed for a specific program or situation.

STANDARDS:
1. Money-earning activities are not encouraged, but are allowed. Service Unit Managers must submit a request in writing to the Membership Manager. The Membership Manager will submit the request to the Regional Executive at least two months prior to the activity.
2. The Regional Executive will review the plan and purpose of the activity and send a decision regarding approval to the Service Unit Manager.

**FUNDRAISING POLICY**

Girl Scout troops/groups are financed by dues, money-earning activities and a share of money earned through council-sponsored product sale programs. See the TROOP/GROUP MONEY-EARNING POLICY for more information. “Fundraising to promote the interest of the Girl Scout Movement may be conducted by GSUSA and Girl Scout councils both independently and collaboratively. GSUSA and councils are encouraged to work together to maximize contributions to Girl Scouting. … Adult members in their Girl Scout capacities may not solicit financial contributions for purposes other than Girl Scouting. Adults may engage in combined fundraising efforts authorized by the Girl Scout council and in which the local council is a beneficiary. Girl members may not engage in any direct solicitation for money. “Blue Book of Basic Documents, page 18, GSUSA

**STANDARDS:**

1. “All money and other assets, including property, that are raised, earned, or otherwise received in the name of and for the benefit of Girl Scouting must be held and authorized by a Girl Scout council or Girl Scouts of the USA. …Such assets are not the property of individuals, troops, geographic units, subordinate units, or communities within a Girl Scout council.” Blue Book of Basic Documents, page 18, GSUSA

2. Contact a Regional Executive for approval of any solicitation request (financial or in-kind). No solicitation of any kind may be made without prior approval. Any solicitation of a church, civic organization, corporation, business or individual must be a part of the council’s overall fund development plan. If you have questions about the council’s fund development plan, contact your local Regional Executive. The council has a legal obligation to the state when soliciting for donations, to funders who are providing the support, and under federal statutes for non-profit organizations; asking for donations without the council’s approval puts the council in jeopardy.

3. Service unit team adults must report any in-kind gifts with a value of $250 or more to a Regional Executive. A letter for tax purposes may be provided by a Regional Executive if requested by a donor. Any in-kind gifts with a value of less than $250 should receive a thank you note or call from the local service unit volunteers.

**PROGRAM**

**SAFETY POLICY**

Everyone who delivers the Girl Scout program is expected to meet the program, health, safety, and security standards as written in Safety-Wise.
ACCIDENT AND LIABILITY POLICY
Any serious accident or fatality must be reported immediately to the council. All troop leaders are provided a crisis card phone number list.

STANDARD
1. All registered members are protected under Girl Scout Activity insurance, basic coverage. This insurance provides supplemental coverage for accident medical expense to members traveling to and from and participating in APPROVED, supervised Girl Scout activities, e.g., day camp, troop camp, Service Units unit events, weekend trips (of two consecutive nights or less), and regular troop meetings.
2. The organization does not assume responsibility for insuring an operational volunteer’s personal effects.

PROCEDURE IN CASE OF AN ACCIDENT OR EMERGENCY
1. Adults should know the location of a nearby telephone or other communication device.
2. Wherever Girl Scouts gather, first aid supplies should be on hand. Always check Safety-Wise to see if a first-aider is required.
3. Use telephone for immediate communication with parent or guardian reporting nature of emergency, condition of injured person, securing parent wishes for medical treatment, hospitalization, transportation and personal attendance.
4. Report as soon as possible on GSCP2P’s Confidential Incident/Accident Report Form and submit to Membership Manager.
5. Girls should be made aware of the importance of promptly reporting any accident or illness to the leader. An adult should give or supervise all treatment.

PROCEDURES IN CASE OF A LIFE THREATENING ACCIDENT OR FATALITY
1. Give priority attention to providing care for the injured.
2. Call emergency service(s), ambulance, fire and/or police. Police must be called in case of traffic accident or fatality.
3. Designate a responsible person at the scene until emergency authority has assumed responsibility. In case of fatality, ensure body and surroundings are not disturbed.
4. Locate victim(s) Health History Record and Permission Form if available.
5. Contact the affiliated Service Center immediately. If no one is available at Service Center use the crisis card phone number list and contact the appropriate Girl Scout representative.
6. Make no statement to the media. If approached by the media, use this statement and repeat it as often as necessary: “I am not in a position to answer any questions. Thank you for sharing our concern. Please call the council office directly.”
Volunteer Management

Affirmative Action Policy

Every adult volunteer in Girl Scouting must be selected on the basis of qualifications for membership, ability to perform the job and willingness and availability to participate in training.

Standards

1. There shall be no discrimination on the basis of race, color, religion, ethnicity, sex, creed, national origin, or socioeconomic status.

2. There shall be no discrimination against an otherwise qualified adult volunteer by reason of disability or on the basis of age as defined in applicable law.

3. There shall be special efforts in affirmative action in recruitment, selection, training, placement, recognition, and advancement of persons from underrepresented population groups.

Volunteer Recruitment/Selection Policy

Girl Scouts Carolinas Peaks to Piedmont will recruit qualified volunteers to fill volunteer position vacancies on the basis of interest, skill, ability, aptitude and time required to perform the function of the position.

Standards

1. Register as a member of the Girl Scouts of the U.S.A.

2. Believe in the aims and purposes of the Girl Scout organization, subscribe to the principles expressed in the Promise and Law and show willingness to abide by the policies and standards of Girl Scouts Carolinas Peaks to Piedmont and Girl Scouts of the U.S.A.

3. Previous Council employees may not serve in a governance volunteer capacity for 12 months after leaving employment. With the permission of the CEO exceptions are permitted for event/program support, troop involvement and adult learning activities.

Procedure

1. Candidate completes Volunteer Application and Criminal Background Check Authorization form.

2. Informal interview with candidate includes: Girl Scout Mission, Promise and Law, membership requirements, volunteer position description, training requirements, discussion of assessment procedures.

3. Director of Human Resources manages the Criminal Background Check process.

4. The Membership Manager and Adult Learning Managers ensure that the process is completed and forms are filed.

1. GSCP2P provides volunteers with the following:
   a. Training and skills development
   b. Career development and exploration
   c. Council publications.
d. Accident and Liability insurance as a part of national and council membership provided that GSCP2P, GSUSA and Safety-Wise safety policies and procedures are followed.

**CRIMINAL BACKGROUND CHECK POLICY**

A Criminal Background Check Authorization form must be submitted if serving in the position of troop leader, co-leader, assistant leader, group leader, Service Unit team member, troop product sales manager, troop treasurer, adult learning facilitator, and family campaign coordinator.

**STANDARD**

1. All Girl Scout programs, activities and meetings MUST have at least 1 adult present who has completed the Criminal Background Check process.

2. Registered sex offenders will not be considered for volunteer positions. Additionally, any registered sex offenders residing, staying or visiting in the household of a volunteer applicant or current volunteer must be disclosed and identified in the volunteer’s application/interview process. GSCP2P must be notified immediately of such situations should they arise at any point during the volunteer’s tenure with the Council.

**PROCEDURE**

1. Each new applicant who seeks to act as a volunteer in the above categories shall be required to disclose in writing the details of any crimes for which the applicant has been convicted or to which the applicant has pleaded guilty or no contest.

2. Each applicant shall give written authorization for the Council to obtain a criminal background check pursuant to the federal Fair Credit Reporting Act, 15 USC 1681.

3. Criminal Offenses – When the council learns that an applicant or volunteer has been convicted of, has pleaded guilty to, or has pleaded no contest to a misdemeanor or felony under the laws of the State of North Carolina, another state, or the United States laws, the following shall apply:

   A. Any person ever convicted of crimes against children, offenses against persons, offenses against the family, crimes involving weapons, arson, any violent crime or drug-related offense other than as provided in Section 3B, will not be allowed to serve in any capacity without written approval from the CEO.

   B. For a first offense DWI, DUI or possession of marijuana under two ounces, if it has been five years or more since the date of disposition, then the decision whether to allow service shall be within the absolute and exclusive discretion of the CEO or designee. Other than a first offense, that person shall not be allowed to serve in any capacity.

   C. Any person convicted in the past 5 years for shoplifting, fraud, false pretense, embezzlement, larceny, or worthless checks may be allowed to serve, but will not be allowed to serve in financial management roles. At the discretion of the CEO or her designee, persons convicted of such offenses may be allowed to serve in volunteer roles, but will be restricted from the management of Girl Scout money.

   D. For any other criminal offense, regardless of whether it is classified as a felony or as a misdemeanor, that person shall have his or her case reviewed on a case by case basis. The decision whether to allow service shall be within the absolute and exclusive discretion of the CEO or designee.

4. For pending charges related to any criminal offense other than minor traffic violations:
A. Application with, or current involvement with the council, as a volunteer, will be suspended pending disposition of the case.

5. Contest of Criminal History Transcript
Any volunteer who disputes and desires to contest any information that appears on the criminal history record transcript must:
A. File with the Council written notice within 10 days challenging the accuracy of the transcript following the submission of each notice; the individual must take all steps necessary to challenge the report and provide the Council with sufficient documentation that the transcript is in error and that steps are being taken to correct the transcript.
B. Upon resolution of the matter with the Consumer Reporting Agency, the individual may submit a certified copy of the corrected criminal history report transcript to the Council.
C. All costs associated with an appeal of the criminal history report provided to the Council shall be borne by the volunteer.
D. It is the responsibility of the individual contesting the report, not the Council, to take all action necessary to contest or correct the criminal history report.
E. Notwithstanding, an “individual” contest of information contained in the criminal history report, the Council is entitled to and shall rely upon the information contained in the criminal history report until such time as a corrected criminal history manuscript has been provided. The Council does not control the information that is contained in criminal history reports, and the Council shall have no liability to any person for the information contained in such reports or for its actions taken in reliance upon such reports.

6. Continued Service. Each volunteer as a condition of continued service consents to a periodic review of his or her criminal background. Upon request of the Council, each volunteer and applicant shall give written authorization for a criminal background check when requested.

**ADULT LEARNING**
All volunteers appointed or elected to a Girl Scout position will complete the training required for their position. At the council’s discretion, some course work may be waived upon written confirmation, test out, and/or experience. Additional training may be required according to the activities and Girl Scouts of the USA safety regulations.

**STANDARDS**
1. GSCP2P provides the opportunity for every adult in Girl Scouting to receive adult learning that he/she needs in order to perform the responsibilities of the Girl Scout position he/she has accepted.
2. Adult learning shall be provided on a regular basis.
3. All volunteers are encouraged to complete Orientation within 4 months of their appointment.
4. Leaders/Advisors are required to complete Orientation, Leader 101, and Leadership Essentials within 4 months of their appointment. Troops must have at least one trained adult volunteer.
5. New troop leaders/advisors are given a provisional appointment until the completion of required course work. Upon completion they earn their Leader License and may be considered for reappointment.
6. Provisional Leaders who have not completed required course work within 4 months will be released or, at the discretion of the Membership Manager, may be granted an extension during which course work must be completed.
7. Additional adult learning is recommended according to troop activities.

**PROCEDURE**
1. Register for adult learning at least two weeks prior to the course via mail, fax or in person.
2. Membership and Adult Learning departments will monitor and track training.

**VOLUNTEER SUPERVISION AND EVALUATION POLICY**

All volunteers are entitled to regular feedback concerning position performance based on the mutually agreed upon position description and reporting system. A documented self evaluation should occur at least once a year. Supervision is a regular ongoing process.

**STANDARDS**

1. Adult volunteer registration forms and applications for troop leaders and assistant leaders must be completed prior to serving in the GSCP2P.
2. Volunteers have the right to see information retained in their files and may review records at a time convenient for the volunteer and council staff.
3. Volunteer records are to be kept for a period not less than five years. Records of training course attendance are maintained with the Adult Development Department.

**PROCEDURE**

1. The Volunteer Performance Assessment is completed by each volunteer. The assessment is based on the volunteer’s position description and is completed by the volunteer at the end of the year.
2. The assessment is returned to the supervisor for review and discussion.

The Volunteer Performance Assessment will:

1. Identify any changes that need to be made in the method of operation and in the duties of the position.
2. Identify and document objectively and honestly the strengths, challenges, obstacles, and weaknesses.
3. Make a determination as to whether the volunteer should be reappointed to his/her present position, be referred to another position, or be released.
4. Develop performance goals for the next review period.

**VOLUNTEER RECOGNITION POLICY**

Girl Scouts Carolinas Peaks to Piedmont will provide annual volunteer recognition that includes formal awards consistent with GSUSA’S recommendations.

**STANDARD**

1. Recognition activities will be carried out regularly by all staff and volunteers who supervise others. Direct supervisors play the most critical role in communication and recognition; however, council-wide recognitions occur on an annual basis.

**PROCEDURE**

1. Service Units and council may provide formal recognitions that might include certificates, thank you pins, plaques, dinners, lunches, publicity and public recognition of the volunteer.
2. Submit nomination form and other required materials to Adult Development Department.
**Girl Scout Training and Special Events Financial Assistance Policy**

An adult receiving financial assistance from GSUSA or GSCP2P must be a registered member and have a working knowledge of Girl Scout program and policies.

**Standards**

1. GSCP2P financial assistance may be available to help selected adults defray the cost of attendance at Girl Scout learning sessions or special events.
2. Travel scholarships may be available to help selected adults defray the cost of travel to attend Girl Scout learning opportunities at Edith Macy Conference Center, Briarcliff Manor, New York or other appropriate learning venues.
3. National Council Session delegates elected by the GSCP2P may be provided all or part of the expenses entailed in attending the National Council Session meetings.

**Procedure**

1. Applications may be obtained at the council. Consideration will be given to financial assistance according to the type and cost of the event, the amount budgeted for the fiscal year, financial need of the applicant, and the number of eligible applicants.
2. Grantees for GSUSA adult opportunities must submit a written report upon return from the event and share experiences with no less than three troops or appropriate Girl Scout groups when material is appropriate and beneficial to share.

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**Volunteer Conflict Resolution Policy**

All volunteers are entitled to a formal conflict resolution process when needed.

**Standards**

1. A volunteer may initiate a formal conflict resolution process upon request.

**Procedure**

1. The volunteer should be provided the opportunity to discuss in detail the problem or difference with immediate supervisor:
   a. A volunteer working in the Service Unit is supervised by the Service Unit Manager.
   b. The Service Unit Manager is supervised by the Membership Manager.
   c. Adult Learning Facilitators are supervised by Adult Learning Managers.
2. If resolution is not reached after discussion, the volunteer should put the grievance in writing citing the policy or procedure that has allegedly been misinterpreted, misapplied, or violated. The signed and dated statement is submitted to the person against whom the grievance is registered, with a copy to the next level supervisor.
3. After the copy of the written statement is received, the immediate supervisor calls a conference with the two parties for the purpose of resolving the conflict.
4. A written summary of the conference is to be distributed to the parties involved, with copies sent to the Director of Membership and Outreach.
5. After following steps 1 through 3 above, if the volunteer is not satisfied with the resolution at this level, an internal review board hearing will be offered that includes a five member group consisting
of two senior level volunteers, with no stake in the final outcome, the Director of Human Resources, one board member from the HR Committee, and the Chief Executive Officer. The volunteer may present her/his grievance in writing or in person. The decision of this internal review board is binding and final.

6. Should the volunteer find the resolution unacceptable and it be a matter of legal significance, the CEO, in consultation with the President of the Board and the Chair of the Human Resources Committee, will make the final decision and see that the decision is implemented.

**Volunteer Release Policy**

A volunteer or supervisor may initiate release from service prior to the end of the period or term of commitment. An involuntary release requires documentation. A volunteer who has been released involuntarily for cause may not return as a volunteer in any capacity without written approval from the CEO.

**Voluntary Release Standards**

1. A person may resign her/his volunteer position at any time.

2. An adult volunteer who is separated from her/his position due to amicable resignation or restructuring or elimination of volunteer positions, may be accepted for volunteer service with the council in the future.

**Procedure**

1. Notify immediate supervisor of decision to resign.

2. Complete Troop Disbanding Report if applicable.

**Involuntary Release Standards**

1. Volunteers may be released due to the inability or failure to fulfill the requirements of the position, mismanagement of Girl Scout monies, the refusal to comply with GSCP2P or Girl Scouts of the U.S.A. policies, the refusal to support the mission and values of the organization and the council goals, or membership in an organization whose goals are not compatible with those of GSUSA.

2. A volunteer who is separated from her/his position involuntarily due to mismanagement of Girl Scout monies, refusal to comply with GSCP2P or GSUSA policies, harassment, abuse, or any malfeasance is not eligible for future service with the council in any volunteer or staff capacity.

3. An adult volunteer who is released from her/his position may continue adult membership with GSUSA unless it is determined that she/he is not able to meet the membership requirement related to accepting the principles and beliefs of the Movement or to support the mission and values of the organization. When this is the case, her/his Girl Scout membership will not be renewed.

**Procedure**

1. Quickly gather and evaluate the facts. When termination possibilities are indicated, take no action on the basis of unsubstantiated information.

2. Involve a minimal amount of well-informed people in the fact-gathering and decision making process.

3. If performance is the basis for the decision, every effort should be made in assisting the individual in improving the performance or, if possible, placement in another position for which the person is better suited. The appropriate council executive staff person should always be informed of intentions to release a volunteer. Then this staff person, having knowledge of the facts, will advise on proper procedures and take appropriate actions to resolve the situation.
4. Discuss the situation with the individual concerned. Explain why he/she is not qualified for their assigned position. It is desirable to have a staff person present during the discussion to avoid the possibility of misunderstanding or misquoting.
   - Be objective, state FACTS.
   - Be tactful.
   - Be honest.
   - Be clear and concise.

5. Unless otherwise indicated, the discussion should be followed with a written summary, one copy going to the individual, and one copy to the volunteer files at the affiliated Service Center.

6. Involuntary release shall occur only after careful consideration has been given. The volunteer being released shall be fully informed of the reasons for the release by their immediate supervisor.

7. Do not disclose confidential information. Absolute confidentiality must be observed at all times in order to protect the rights of the volunteer.

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**CHILD ABUSE POLICY**

1. The council supports and maintains environments free of child abuse and neglect as defined by the “Child Abuse Prevention and Treatment Act”. The council will not tolerate any abusive, harassing or demeaning situation within the Girl Scout setting.

2. Volunteers shall not commit physical or mental injury, sexual abuse such as exploitation, negligent treatment or maltreatment. The council will neither condone nor tolerate: infliction of physically or mentally abusive behavior or bodily injury upon girl members, including failure to provide adequate safety measures, care, and supervision in relation to Girl Scout activities; and emotional maltreatment of members, including verbal abuse and/or verbal attacks.

3. The council shall reserve the right to refuse membership endorsement or reappointment, and to dismiss or to exclude from affiliation with the council, any volunteer implementing or providing resources to Girl Scout programming who is suspected of, charged with, or convicted of child abuse and/or neglect.

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**STANDARDS**

1. Incidents of abuse should be reported immediately to the immediate supervisor and Chief Executive Officer.

2. Federal Law requires that any adult that suspects or knows of a child being abused is legally required to report. Please call 1-800-4-A-Child (1-800-422-4453) or your local Department of Social Services (DSS) office.

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**PROCEDURE**

1. If a volunteer suspects a child is being abused the volunteer should write the facts that led to this conclusion.

2. The volunteer should notify the GSCP2P staff member most closely associated with his/her assignment. Troop volunteers would notify Membership Managers, Learning Facilitators would notify Learning Managers, Camp staff would notify Program Manager, etc.

3. Facts gathered will be shared with the CEO to determine next course of action.

4. When deemed necessary, the volunteer will be instructed to call the proper authorities.
CONDUCT POLICIES

SMOKING POLICY
The use of tobacco products will not be permitted in the presence of girls by any participant at Girl Scout functions, nor at any time in any council-owned or leased building or vehicle.

STANDARD
1. Smoking is not permitted in the presence of girls, at any Girl Scout function.

PROCEDURE
1. Designated smoking areas should be on paved or graveled areas away from girls.

DRUG FREE POLICY
Girl Scout volunteers are prohibited from the unlawful manufacture, distribution, dispensation, possession or use of controlled substances and/or illegal drugs at any Girl Scout activity, on or off council properties. Failure to comply will result in an immediate release of the volunteer.

ALCOHOL POLICY
The use of alcohol is prohibited on Girl Scout properties and at Girl Scout activities where girls are present. Girl Scout volunteers will not be under the influence of alcohol at any Girl Scout activity where girls are present. Failure to comply will result in an immediate release of the volunteer.

FIREARM POLICY
The possession or use of firearm(s) and other dangerous weapons is not permitted by volunteers or girls at any Girl Scout activity or on council properties.

Activities that involve the use of firearms may not be attempted by a Girl Scout group without written authorization by their Girl Scout council. Girl Scout councils may not authorize these activities for girls under 12 years old and without insuring that they are properly planned, supervised, and insured.

Failure to comply will result in immediate release of the volunteer.

HARASSMENT POLICY
It is the policy of Girl Scouts Carolinas Peaks to Piedmont 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 Carolinas Peaks to Piedmont expressly prohibits any form of harassment on the basis of race, color, religion, sex, age, national origin, marital status, citizenship, ancestry, disability, veteran’s status, or any other characteristic protected by federal, state, or local law.
STANDARDS

1. The GSCP2P is committed to an environment and climate in which relationships are characterized by dignity, respect, courtesy and equitable treatment.

2. It is paramount that the GSCP2P provide all members with an environment free of all forms of unlawful or unwelcome harassment, including implied or expressed forms of racism, discrimination, or physical harassment.

3. In addition, members involved in Girl Scout programming are entitled to an environment free of sexual innuendo, advances, observation, or harassment. Sexual harassment is defined as “unwelcome sexual advances, request for sexual favors and other verbal or physical conduct of a sexual nature.”

4. It is against the GSCP2P policies for any volunteer, male or female, to sexually harass another volunteer, employee or Girl Scout member of the same or opposite sex.

5. The council prohibits inappropriate or overly familiar touching, sexual innuendoes, obscene gestures, jokes and remarks of a sexual nature, especially when such conduct has the purpose or effect of substantially interfering with an individual’s performance or ability to do her or his assignment.

6. The council reserves the right to refuse membership, endorsement or reappointment and to discuss or suspend from affiliation with the council any volunteer who, in conducting Girl Scout programs, advocates, solicits or promotes a personal lifestyle or sexual orientation so as to create a substantial risk that such conduct will be detrimental to the proper role model for girl members.

PROCEDURE

1. Any volunteer who feels that she or he has been subjected to harassment of any type, whether by another volunteer, council staff member or any agent of the organization, should promptly report the incident to a supervisor or to the CEO or Board President.

2. The CEO or Board President will take appropriate measures to resolve or correct the situation in an expeditious manner.