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Girl Scouts Carolinas Peaks to Piedmont

**Policies, Standards &
Procedures
For Volunteers**

Legend/Key for Abbreviations used in this document

CEO	Chief Executive Officer, employed staff position reporting to the Board of Directors
CHRO	Chief Human Resources Officer, employed staff position
COO	Chief Operating Officer, employed staff position
GSCP2P	Girl Scouts Carolinas Peaks to Piedmont, Inc., incorporated local Girls Scout Council
GSUSA	Girl Scouts of the USA, national organization which charters GSCP2P
TEM	Troop Experience Manager

The words “troop” and “group” may be used interchangeably for purpose of these policies when referring to a troop or group of Girl Scout members who meet together regularly for the purposes of Girl Scout activities.

Please note, job titles and names of documents may change from time to time and will refer to positions that hold equivalent responsibilities and documents that serve the same purposes.

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*. Girl Scouts of the USA standards are found in *Safety Activity Checkpoints*. Volunteer policies and standards are part of a larger council-wide Policies and Procedures Guide.

Volunteers 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 the Chief Human Resources Officer.

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MEMBERSHIP

MEMBERSHIP POLICY

Membership requirements are set forth by Girl Scouts of the USA. Please refer to the 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. The Girl Scout program is for any girl who is eligible to be registered in public kindergarten – 12th grade.
3. Girls with disabilities or developmental delays may continue as girl members beyond any defined age with permission of Chief Operating Officer. Written request should be sent to COO.

UNIFORM POLICY

Adopted by National Board of Directors, October 2008

The GSUSA National Board updated the Girl Scout uniform policy to reflect the changing needs of our members and transformation of the Girl Scout Movement.

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.

-For girls ages 5 to 14, the unifying look includes wearing a choice of a tunic, vest, or sash for displaying official pins and awards, combined with their own solid white shirts and khaki pants or skirts. Girl Scouts in high school can also wear a scarf that ties their look to the sisterhood of Girl Scouts around the world. Girl Scouts at the Daisy and Brownie levels have a full uniform ensemble available.

-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. GSCP2P recognizes that the adult uniform may be a scarf for women and a tie for men, worn with navy or black business attire.

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 Finance Department is responsible for safe guarding 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 Specialists and Service Unit Product Sales Specialists will be provided with a list of people who owe money from past product program activities.
2. The Service Unit Specialists or Service Unit Product Sales Specialists 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 only participate in troop/group booth sales.
 - Fall Program – Girl may participate; troop will not accept personal checks from the parent/guardian.

TROOP DEBT POLICY

If a troop has a debt owed to the Council they cannot participate in any council-sponsored product program 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 program if those responsible for the debt no longer handle troop funds or product program items.

STANDARD

1. Any troop with a debt to the council desiring to participate in a council-sponsored product program must receive prior written approval from the Chief Operating Officer (COO) and the Chief Financial Officer (CFO).

PROCEDURE

1. Troop leader must send a written request to the Troop Experience Manager, who will provide information to the COO and CFO. The Troop Leader will be notified in writing of the decision.

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.

PROCEDURE

1. Once financial debt is clear, volunteer may request permission to be reinstated by sending a written request to the CFO. CFO and COO will review request and respond to volunteer.

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. It is recommended that one person be primary signer for account and second person receive and regularly review the bank statements.
3. 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 must complete and pass the Criminal Background Check process. Signers 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.
4. 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.
5. 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.
6. 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

Procedures for Opening

1. Leader must complete a Troop Bank Account Information Form and submit to the Service Unit Banking Specialist or Troop Experience Manager (TEM) within thirty days of opening an account or making changes to an existing account.
2. Account should be set up in the following way:
 Girl Scouts Carolinas Peaks to Piedmont
 Troop # ____
 Troop Leader street address
 Troop Leader city, state, zip
3. Bank statements are sent to the leader's home address – not to the council address. The best practice is that the bank statements are sent directly to the “second” signer who is not the primary user of the account.
4. Online banking is allowed.
5. Check or Debit cards are allowed for troop accounts. Credit cards are not allowed for troop accounts.
6. Troops must use the council federal tax ID number when opening accounts. That number is **56-0577629**. Troop accounts should be a “non-corporate account” and cannot be set up in a personal name or with a member's social security number.
7. Bank accounts need a minimum of two registered, un-related adults as signers. These adults may include the troop leader, assistant leader, or troop treasurer and are responsible for the account. These adults must complete a GSCP2P background check. Any individual responsible for overdrafts or abuse of the account will be held liable.
8. Troop funds must be kept in a troop checking account. No multiple troop accounts are permitted. No troop funds may be deposited into personal accounts.
9. Volunteers should never sign blank checks or write checks payable to themselves. Reimbursement checks must be signed by one of the other signatures on the account.
10. Checks made to cash must have two signatures. Leader should clearly state what the money is for and keep all receipts, re-deposit any unspent money, and attach all receipts and deposit ticket to bank statement. All these items must balance.
11. The troop leader/assistant leader must manage all troop funds following the troop financial guidelines as instructed and issued by the council. This includes, but is not limited to, keeping all records, financial receipts and reports for the current Girl Scout year and the previous three (3) years.

12. Troops should deposit all monies collected (dues, product sale payments, etc.) into their troop bank account on a weekly basis. Troop monies should never be deposited into a personal bank account. This will provide accountability for all troop monies.
13. The troop leader/assistant leader should review bank statements monthly, matching receipts to bank statement for proof of clearing. Mistakes can happen or service charges can appear so keep a close check on bank statements to address any questions immediately.
14. A troop financial report is due annually on established dates to the Service Unit Banking Specialist and/or the Troop Experience Manager. It must be submitted with a copy of the troop's current corresponding bank statement showing the most recent balance. This is not necessarily when the troop year ends – it merely reflects the state of the troop's finances at that time.
15. Failure to submit the troop financial reports can result in a delay in re-registering for the new troop year, a delay to the start of a troop's participation in the fall product and/or cookie program, and/or dismissal of the leader.
16. Bank account audits may be conducted by finance department at any time.

TROOP FINANCIAL REPORT POLICY

Each troop/group must maintain records of its financial activities and file the Troop Financial Report with the council annually on established dates.

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 quarterly and council staff upon request. Additionally, parents should be given a copy of the troop/group annual financial report.

PROCEDURE

1. The troop leader or her designee is responsible for completing the Troop Financial Report and submitting it to the Troop Experience Manager, along with a copy of the troop/group's bank statement showing the most current balance by following the established submission process and deadline.
2. Should there be any question about the report, the Troop Experience Manager or Finance Department may conduct an audit of the troop account.
3. Failure for a troop/group to submit a Troop Financial Report or requested audit information may result in the dismissal of the troop leader/s 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. The Service Unit shall keep only enough money in the account to provide for programs for the girls and general cash flow as necessary based on defined Service Unit program plans.

STANDARDS

1. Service Unit Bank Accounts will follow the same guidelines and standards as Troop Bank Accounts.
2. Service Unit Account 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 Bank Account Procedures as well as any terms and conditions imposed by the bank.
3. It is recommended that one person be primary signer for account and second person receive and regularly review the bank statements.
4. 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 must complete and pass the Criminal Background Check process. Signers may include the service unit specialist, service unit finance specialist, or treasurer. The signer and service unit are responsible for any overdrafts, collections or charges incurred. GSCP2P is not responsible for troop accounts nor any charges incurred to the accounts.
5. 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.
2. Service Unit Bank Accounts may be audited as needed.

SERVICE UNIT FINANCIAL REPORT POLICY

Each Service Unit must maintain records of its financial activities and file the Service Unit Financial Report annually on established dates.

STANDARD

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. Annually on established dates, the Service Unit manager or her designee is responsible for completing the SU Finance Report Form and submitting it to the council, along with a copy of the SU bank statement showing the most current balance.

2. Should there be any questions about the report, the Troop Experience Manager or council finance department may conduct an audit of the account.
3. Failure for a Service Unit to submit a finance report or audit request may result in Service Unit Specialist and/or Service Unit Banking Specialist dismissal.

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* Activity Checkpoints.

Procedure

1. Most Girl Scout programs are created for the benefit of Girl Scout registered members. The exception to this is program designed for families (family camp, dad/daughter program, etc.). Tag-a-longs (younger siblings) participating in programs designed for registered members are not encouraged. Should there be a need for a tag-a-long to attend an event, permission must be granted from whoever is running the program AND the tag-a-long must not interfere with the job responsibilities of the adult bringing the child. Maximum age for a tag-a-long is 5 years old.
2. For overnight events where males are present, a designated sleeping area and restroom must be designated. If other troops are present, they should be informed that a male is on-site.
3. Volunteers who have transporting girls as a responsibility must complete the Volunteer Add Driver form as soon as they accept the position. Drivers assigned to drive on a field trip or one-time event should also complete the Volunteer Add Driver form. This form is valid for the current membership year and should be re-submitted each new membership year.
4. Approved Troop Drivers will be listed in the troop roster in MyGS.
5. Volunteers signing vehicle rental agreements (even when money is not involved for rental), must complete the information on the travel request and get trip approved prior to signing rental agreement.

LIABILITY POLICY

Any serious accident or fatality must be reported immediately to the designated council staff. All troop leaders are provided a crisis phone number.

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, and 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 including personal automobile.
3. Additional Girl Scout insurance is required for programs, trips and activities lasting 3 nights or more AND for events where non-Girl Scouts may be participating.

PROCEDURE

Enrollment forms are available on the council website or through the Troop Experience Manager. Completed enrollment forms along with payment should be submitted to the Troop Experience Manager. Enrollment must be paid in full and submitted at least two weeks before travel/event occurs.

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 Activity Checkpoints 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 Troop Experience Manager or local Service Center.
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

NON-DISCRIMINATION 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, sexual orientation, 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.

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

PROCEDURE

1. Candidate completes volunteer onboarding process and Criminal Background Check Authorization online submission process.
2. Informal interview and training with candidate includes: Girl Scout Mission, Promise and Law, membership requirements, volunteer position description, training requirements, and discussion of assessment procedures.
3. The Human Resources department manages the Criminal Background Check process.
4. Council staff will ensure that the process is completed and documented.
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 and GSUSA policies and procedures are followed.

CRIMINAL BACKGROUND CHECK POLICY

A Criminal Background Check Authorization form or on line submission must be completed if serving in the position of troop leader, co-leader, assistant leader, troop leadership team, group leader, Service Unit team member, troop product sales specialist, troop treasurer, adult learning facilitator, fund development coordinator, or board member.

STANDARD

1. All Girl Scout programs, activities and meetings **MUST** have at least 2 adults present who have successfully completed the Criminal Background Check process, which includes a check of the national sex offender registry.

2. Volunteers with any defined Girl Scout position must notify the Human Resources department regarding any criminal conviction beyond a minor traffic violation.
3. 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 or on-line authorization for the Council to obtain a criminal background check pursuant to the federal Fair Credit Reporting Act, 15 USC 1681 and agrees to background check being processed periodically at council discretion.
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. If it has been five years or more since the date of disposition for a first offense DWI, DUI or possession of marijuana under two ounces, then the decision whether to allow service shall be within the absolute and exclusive discretion of the CEO or designee. A person with multiple DUI/DWI/possession offenses 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, which includes troop leadership team 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. Certain volunteer positions may require periodic CBC updates. Council staff may randomly select volunteers for periodic review. Upon request, each volunteer and applicant shall give written or on-line authorization for a criminal background check when requested.
 - 7. Criminal Background Checks run by other organizations are not accepted. A CBC must be run by the agency contracted by GSCP2P.

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. Leaders are required to complete defined leader training within established timeframes. Troops must have at least one trained adult volunteer.
- 4. New troop leaders are given a provisional appointment until the completion of required course work.
- 5. Leaders who have not completed required course work within the established timeframe will be released or, at the discretion of the Troop Experience Manager, may be granted an extension during which course work must be completed.
- 6. Additional Adult Learning is recommended according to troop activities.

PROCEDURE

- 1. Register for adult learning at least two weeks prior to the course online, via mail, fax or in person.
- 2. Membership department 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 Membership department.

PROCEDURE

1. The self-evaluation is completed by each volunteer. The evaluation is based on the volunteer's position description and is completed by the volunteer at the end of the year.
2. The evaluation is reviewed with Service Unit Specialist or Troop Experience Manager.

VOLUNTEER RECOGNITION POLICY

Girl Scouts Carolinas Peaks to Piedmont will provide annual volunteer recognition that includes formal awards consistent with GSUSA 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 forms and other required materials to Membership Department as defined by current submission process.

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. 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.

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 Specialist.
 - b. The Service Unit Specialist is supervised by the Troop Experience Manager.
 - c. Adult Learning Facilitators are supervised by a Membership team staff member.
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 supervisor of the person against whom the grievance is registered, with a copy to the person against whom the grievance was filed.
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 Troop Experience and COO. .
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 CHRO, one board member from the HR Committee, and the CEO. The volunteer may present her/his grievance in writing or in person. The decision of this internal review board is binding and final.

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 and consultation with and approval of the CEO or designee. 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. Advanced notice is encouraged when practical to prevent disruption to program.
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. The appropriate staff member(s) should 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.

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. Involuntary release of a volunteer requires consultation with and approval of the CEO or designee. 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.

CHILD ABUSE POLICY

1. **The council supports and maintains environments free of child abuse and neglect as defined by the Federal “*Child Abuse Prevention and Treatment Act*” and by NC law. 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.**

STANDARDS

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

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 will notify the GSCP2P staff member most closely associated with his/her assignment. Troop volunteers, and Adult Learning Facilitators will notify Troop Experience Manager, Camp staff will notify Program Manager, etc.

3. Facts gathered will be shared with the CEO or designee 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 function.

All GSCP2P facilities are completely tobacco-free environments. This includes all sites, owned, leased and/or operated by GSCP2P including company vehicles. All forms of tobacco are prohibited at all entrances and on all Girl Scouts Carolinas Peaks to Piedmont property (including owned and/or leased locations/premises); all internal and external areas, parking lots, entrances, exits, public areas, offices, restrooms, inside cars, and outdoor areas and all GSCP2P-sponsored events. This includes smoking and tobacco products, including but not limited to smoking devices (i.e., cigarettes, cigars, and pipes), chewing tobacco, snuff, and electronic/vapor cigarettes.

STANDARD

1. Smoking is not permitted in the presence of girls, at any Girl Scout function or at any properties/facilities owned or leased by GSCP2P.

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 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.

STANDARD

Alcohol may be served at adult only functions or in adult-only areas on Girl Scout properties for the purposes of donor cultivation or stewardship.

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, unless part of a council-approved activity.

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, 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.

DONATIONS and ADDITIONAL FUNDING POLICY

Revised and Adopted by GSCP2P Board of Directors November 20, 2018 and January 22, 2019

1. RATIONALE

By planning and participating in funding their choice of activities, 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, and to safeguard the tax exempt status of our organization and ensure compliance with all applicable laws and regulations, Girl Scouts of the USA and Girl Scouts Carolinas Peaks to Piedmont, Inc. have developed funding policies and procedures for girls and adults to follow.

Girl Scouts Carolinas Peaks to Piedmont, Inc. is a single entity chartered by GSUSA to exclusively engage in resource development and philanthropy for Girl Scouts in our geographic area. The Board of Directors of GSCP2P is charged with the responsibility of ensuring that all fund raising complies with GSUSA and GSCP2P policies, all Federal, North Carolina and IRS regulations regarding fund raising, charitable solicitations, receiving donations and any similar activity. This policy is established with the intent of developing a culture of philanthropy in GSCP2P, to maximize available resources and to ensure legal compliance.

2. DEFINITIONS

- a. **Additional Funding** – Additional Funding refers to funds or property for troops/groups/patrols/service units or other subgroups of GSCP2P which are needed to support girl activities and are acquired by money earning projects or fund raising.
- b. **Additional Funding Project** – An Additional Funding Project is any method by which a troop, individual, patrol or service unit procures additional funding for a Girl Scout activity. This includes money earning, fund raising, online funding, grants or any other method of procuring cash, cash substitutes or in kind donations.
- c. **Cash Substitutes** – Cash substitutes refers to other methods of monetary value transfer including gift cards, pre-paid debit cards and similar ways to transfer value.
- d. **Co-venture** – Co-venture or co-venturing refers to a collaboration between GSCP2P or any subgroup and a commercial enterprise. Restaurant nights and spirit nights are examples of co-venturing.

- e. Council Sponsored Funding Activities – Council Sponsored Funding Activities include opportunities that occur occasionally for troops and subgroups to procure additional resources for the support of girl activities. Examples include; opportunities for paid service by girls and adults such as event clean up or program distribution for which compensation is paid.
- f. Council sponsored Funding Programs – Council sponsored Funding Programs include the Cookie and Fall Product programs. These programs are designed to help girls learn key Financial Literacy components in addition to earning money for girl activities.
- g. Donations – Donations refers to gifts of cash, cash substitutes and in-kind property given to GSCP2P or a subgroup for which no value is received by the donor or a member of the donor’s family. Examples include: A cookie customer pays \$5 for a \$4 box of cookies and does not want change - \$4 is payment for value, \$1 is a donation to the P2P Operation Sweet Treat Program. Program fees are not donations. Money given to a specific individual chosen by the giver for Girl Scout activities is not a donation.
- h. Designated Donations – Designated Donations are donations which are restricted by the donor to fund a specific program, council activity or subgroup. Examples include: Donations restricted to Camp Scholarship program, donations restricted to specific troops or service units.
- i. Fund Raising/ Fund Development - “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 except for Girl Scout Seniors and Ambassadors who may solicit philanthropic donations to their councils of cash or in-kind goods for Girl Scout Gold Award projects, provided they have secured prior written permission from their council’s Chief Executive Officer, Chief Development Officer, or their designee. In addition, girls must abide by their own council’s policies and procedures with regard to this matter.” *Blue Book of Basic Documents, Oct 2018*. Fund Raising or fund development refers to any activity in which a person, business, organization, foundation or other entity is asked for a donation of cash, cash substitutes or in kind items by GSCP2P or any individual or subgroup of GSCP2P. Fund raising includes solicited donations, grant funding, online funding and any other method of procuring cash, cash substitutes or in kind donations for Girl Scouts and girl activities.
- j. Girl Activities – Girl Activities refers to all activities girls engage in as part of their Girl Scout experience. For purposes of this policy, the cost of Girl Activities may include the cost of adult participation in the girl activity to the extent the adults are required by Safety Activity guidelines.
- k. Grants – Grants includes all opportunities offered by organizations, foundations, businesses and other entities for GSCP2P or any subgroup to receive cash, cash substitutes or in kind gifts through a process of application.
- l. In Kind Donations – In Kind Donations refers to gifts of tangible property which are not cash or cash substitutes. Examples of in kind donations include – lumber from a home improvement store, food items from grocery stores, water and drinks from soft drink companies, etc.
- m. Matching / Service Hour/Volunteer Hour grants – Matching, Service Hour, or Volunteer grants refers to cash or cash substitutes donated to GSCP2P or any subgroup by businesses or organizations as a result of an individual donation of cash, cash substitute or services or time donation to GSCP2P or subgroup.
- n. Money Earning – Money Earning refers to activities in which girls participate in procuring cash or cash substitutes to support girl activities. Examples include: GS programs offered for a fee, car washes, babysitting nights, spaghetti suppers, handmade craft sales, yard sales.
- o. Online Funding – Online Funding refers to any method of soliciting donations which is promoted through the use of internet communication. This includes all methods of crowd funding or peer to peer funding.
- p. Solicited Donations– Solicited Donations are gifts to GSCP2P or any subgroup which have been requested or suggested by any individual on behalf of GSCP2P or any subgroup.

- q. Sponsorships – Sponsorships are unsolicited gifts from organizations or other entities which are designated for a specific troop or subgroup. Example – A church provides meeting space and a monetary sponsorship gift for a Girl Scout troop.
- r. Subgroups – Subgroups include any groups of Girl Scouts participating in Girl Scout activities through GSCP2P. This includes troops, travel patrols, groups, service units, individually registered girls or any other groups.
- s. Unsolicited Donations – Unsolicited Donations are gifts received by GSCP2P or any subgroup which have not been requested or suggested by an individual on behalf of GSCP2P or any subgroup.

3. GENERAL RULES

- a. To promote an overall culture of philanthropy and to maximize the resources to support mission delivery for Girl Scouts Carolinas Peaks to Piedmont, Inc. the Resource Development Department shall establish general standards and procedures regarding donations, fund raising and money earning for the council. This shall include the division of proceeds, setting administration fees and other actions necessary to ensure the tax exempt status of GSCP2P. The standards may include any and all methods of fund raising or money earning except the Fall Product and Cookie Programs. The standards and procedures may be modified as needed to benefit the council and for compliance with all laws and regulations. All fund raising or money earning efforts for girl activities in Girl Scouts shall follow the standards and procedures established.
- b. The Finance and Resource Development Departments shall have the authority to establish defined methods for donation acknowledgement to ensure compliance with all donation and tracking requirements. All donations received by GSCP2P or any subgroup shall follow the established methods of donation acknowledgement.
- c. The Resource Development Department shall have the authority to establish standards and procedures for Council Sponsored Funding Activities (*this does not include Cookie and Fall Product programs*).

4. DONATIONS

- a. Troops, patrols, service units and other subgroups may receive unsolicited donations from individuals or businesses up to the amount of \$1000 per membership year for girl activities. Unsolicited donations may include any cash and cash substitutes received through designated donations, matching, service or volunteer hours donations and sponsorship donations. Any amounts over \$1000 received will be allocated to general operations of Girl Scouts Carolinas Peaks to Piedmont, Inc. Any solicited donation will be categorized as an Additional Funding Project and subject to the standards and procedures for Additional Funding.
- b. Individuals may not receive donations. Individuals conducting a service project may receive donations to support the service project provided the funds are administered through a troop or group Girl Scout bank account.
- c. All unsolicited donations shall be reported to the Resource Development Department according to the procedures established to ensure compliance with IRS and North Carolina charitable and tax exempt status record keeping requirements.
- d. Troops, patrols, service units and other subgroups shall be responsible for personally thanking the donor for any unsolicited donation. The Finance and Resource Development Departments shall be responsible for IRS required gift acknowledgements.

5. ADDITIONAL FUNDING

- a. Additional Funding is a collaborative opportunity offered to members of GSCP2P to maximize the resources available for Girl Scouts. The purpose for offering the Additional Funding opportunity is to increase the culture and understanding of philanthropy, to make Girl Scouts accessible to all socio-economic levels and to offer girls opportunities to learn to fund their activities.
- b. Additional Funding includes any solicited or suggested donation to a subgroup of GSCP2P by any method including but not limited to solicited donations, grants, money earning, service compensation, co-ventures and online funding. It does not include participation in the Fall Product or Cookie Programs.
- c. The Resource Development Department shall establish and maintain standards and procedures for engaging in Additional Funding. All Additional Funding Projects must receive approval from the Resource Development Department prior to beginning any portion of the project.
- d. To be eligible to engage in any Additional Funding Project, any troop, individual or other subgroup must have participated in the most recent Cookie Program and/or Fall Product Program. Participation shall be defined in the standards established by the Finance and Resource Development Departments.