



Volunteer Essentials

Updated December 2025

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Chapter 1: Welcome

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

Volunteer Essentials is a reference for you to use as needed. Think of Volunteer Essentials as your encyclopedia to Girl Scout volunteering with guidelines, policies and procedures that volunteers need to know and understand. Volunteer Essentials is here when you need it, but there is no need to read it all today.

Council Offices

You may find that you have questions for which you need more clarification or assistance. Girl Scouts Carolinas Peaks to Piedmont (GSCP2P), of which you are a part, has staff ready to assist you in your volunteering endeavors. Please feel free to call or e-mail staff members through our central line at 800-672-2148 or info@girlscoutsp2p.org. We have a hybrid work environment, so there may be times when staff are working remotely or at one of our four service centers listed below.

Asheville Office 37 College Place Asheville, NC 28801	Gastonia Office 3826 S. New Hope Road Unit 4 Gastonia, NC 28056
Hickory Office 208 Union Square NW Suite 101 Hickory, NC 28601	Triad Office 3300 Battleground Avenue Suite 404 Greensboro, NC 27410

**For general questions, contact our team at
800-672-2148 or info@girlscoutsp2p.org.**

For after-hours emergencies, please call the emergency line at 877-331-5904.

We Are Girl Scouts

Girl Scouts was founded in 1912 by trailblazer Juliette Gordon Low. We are the largest girl-led leadership development organization in the world and a member of the World Association of Girl Guides and Girl Scouts (WAGGGS) – a sisterhood of close to 10 million youth and adults in 153 countries.

Our Mission and Vision

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

Girl Scout Promise

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

**Girl Scouts of the USA makes no attempt to define or interpret the word “God” in the Girl Scout Promise. It looks to individual members to establish for themselves the nature of their spiritual beliefs. When making the Girl Scout Promise, individuals may substitute wording appropriate to their own spiritual beliefs. As a volunteer, it’s your responsibility to be sensitive to the spiritual beliefs of your troop members and their families and to make sure they feel comfortable and included in Girl Scouting.*

Girl Scout Law

I will do my best:
to be honest and fair,
friendly and helpful,
considerate and caring,
courageous and strong,
and responsible for what I say and do,
and to
respect myself and others,
respect authority,
use resources wisely,
make the world a better place,
and be a sister to every Girl Scout.

Camp Properties

GSCP2P owns and operates three camp properties with many wonderful amenities for Girl Scouts to enjoy thanks to generous donors. We hold summer camp programs across our properties annually and publish our summer camp guide each winter. You can find more information [here](#) on our website. Troops may also use camp properties for troop camping adventures, and service units can secure sites for events and camporees. Small rental fees for usage ensure that our camps stay maintained throughout the year. Please visit our website, CampLife, to reserve a rental here: <https://www.camplife.com/campground/6540879>.

Council Retail Shops

Our council shops contain Girl Scout merchandise, uniforms, earned awards and council specific items. We have two brick and mortar locations and a mobile shop van that can be requested for various events.

Come see us:

Asheville Girl Scout Shop 37 College Place Asheville, NC 28801 Shop Hours: Monday, Tuesday and Thursday 10 a.m. – 5 p.m.	Triad Girl Scout Shop 3300 Battleground Avenue, Suite 404 Greensboro, NC 27410 Shop Hours: Monday, Tuesday and Thursday 10 a.m. – 6 p.m.
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Look for more information about Saturday shop hours and mobile shop locations on our website and in service unit meetings.

Merchandise may also be viewed on our webpage at:

<https://www.girlscoutshop.com/carolinas-peaks-to-piedmont>

Girl Scouts Carolinas Peaks to Piedmont Council

The GSCP2P council is a volunteer-run, volunteer-led organization, starting with our volunteer Board of Directors all the way to our troop volunteers. The “council” refers to all of us - girls, volunteers, staff and board! We are one of 111 Girl Scouts councils across the United States and are our own 501(c)(3) organization. Our parent organization, Girl Scouts of the United States of America (GSUSA), charters our council every three years to grow membership and serve girls in our region of western and central North Carolina.

Girl Scouts Carolinas Peaks to Piedmont Staff

The council has a staff committed to our volunteers' success. Each volunteer is part of a larger group called a service unit that has local volunteers ready and able to support your needs. There is a staff member called an Engagement Manager assigned to each service unit to help appoint the Service Unit Specialist and support the volunteers and growth of that region. To learn who your Engagement Manager is, contact info@girlscoutsp2p.org.

Please call or e-mail your Engagement Manager if you:

- Do not have a Service Unit Specialist (volunteer position)
- Need to better understand Service Unit Team roles (see pages 8-12)

Girl Scouts is a Membership Organization: Who Can Join?

Girl Scouts is about sharing the fun, friendship and the inherent power of girls and women in an inclusive, supportive, girl-led environment. Girl Scouts make the world a better place! What all members share are the Girl Scout Promise and Law, as well as our extraordinary strengths as go-getters, innovators, risk-takers and leaders.

Who Can Join

Girls in grades K-12 may register and join in a troop, camp or part of a program activity. Pre-k youth may join for extended membership beginning in April each year if they will be in a formal kindergarten program in the fall. New girls joining in the spring of each year can purchase an 18-month extended membership at a discounted rate.

Who We Serve

Girl Scouts Carolinas Peaks to Piedmont is the place where all girls can belong and thrive. Each girl can be herself as she discovers her strengths, develops courage, confidence and character and makes the world a better place. We are committed to creating an environment where all girls and their families, volunteers and professional staff can participate, learn and grow together.

To read our full Who We Serve statement, [click here](#).

Adults: Anyone 18 years of age or older who agrees to follow safety guidelines and the "14 Must Do Policies" (page 21), registers and has a valid background screening can become a Girl Scout volunteer. Men are welcome to volunteer in any capacity,

including serving as a member of the Troop Leadership Team providing that the troop also has at least one woman in a troop leadership team role as well.

Adults pay annually to join. Basic insurance liability covers all volunteer positions when acting in an approved manner during an approved activity.

Adults and girls who have graduated from high school may purchase a Lifetime Girl Scout Membership. Lifetime Memberships are \$200 for those 30 years old and under or who have at least 10 years of volunteer experience and \$400 for those over 30 years old.

All membership dues support GSUSA and do not fund the council. Councils must pay GSUSA for financial assistance for youth and adults in need. Membership assistance is available from GSCP2P through generous donors. Donate online to [our Friendship Fund](#), a non-restricted donation intended to help cover membership for girls and adults. Contact our Fund Development team at info@girlscoutsp2p.org for more information.

Chapter 2: Volunteering

GSCP2P serves 40 counties and is a vast geographic network. To ensure Girl Scouts engage with other Girl Scouts and have support in their local area, regional oversight groups called service units were developed. These support units have a defined geographic boundary made up of elementary school boundaries or school districts and cover all that is within those boundaries.

There are 33 service units in our council. The main duties of the service unit, with support of council staff, is to:

- Provide a volunteer administrative team that plans and runs a monthly support meeting with training, information and opportunity for adults to work together on behalf of girls.
- Recruit new members and new troop formation.
- Provide retention programming to bring troops together.
- Help support and train new volunteers with monthly required leader meetings.

- Provide opportunities for troops to earn funds through oversight of Girl Scout Fall Product and Cookie Programs.
- Resolve conflict between troops and within troops.
- Ensure troops follow all council policies, procedures and guidelines.

Service units are managed by a Service Unit Team of volunteers led by one or more Service Unit Specialists who are appointed by the staff position, the Engagement Manager. Service Unit Specialists then appoint other service unit team positions to help support troops and volunteers in their area. Service units have a minimum of three unrelated adult team members in the roles of Service Unit Specialist, Service Unit Banking Specialist and Service Unit Cookie Specialist to be a valid service unit and receive money from the Girl Scout Cookie Program. Below is the list of service unit volunteer roles available to help make a highly functioning service unit, including the Engagement Manager, who is a non-voting member of each service unit they represent.

Service Unit Team Roles and Responsibilities Include:

Service Unit Specialist:

A Service Unit Specialist takes training to:

- Lead Service Unit Teams to analyze their health and set goals to strengthen Girl Scouting within its boundaries, including developing a Plan of Action (POA).
- Achieve membership goals by recruiting new troops, both adults and girls, according to guidelines, to give families in the region an opportunity to participate.
- Hold a monthly service unit meeting (troop leader support meeting) that troop representatives must attend, disseminating information, helping to plan retention events, reinforcing policies and procedures and building a positive culture among adult volunteers.
- Appoint and oversee troop leaders and other volunteers in the service unit.
- Receive a monthly roster of registered adults and girls to monitor membership and training, as well as to help resolve membership issues.
- Help with caregiver concerns and provide conflict mediation in partnership with the Engagement Manager.

Service Unit Troop Organizer:

A Service Unit Troop Organizer takes training to:

- Recruit parents/caregivers and prospective Girl Scouts from their assigned school, community or place of worship.
- Help coordinate flyers, recruitment tables and troop formation meetings at their assigned school or place of worship.
- Run caregiver meetings to form or reform troops.

Service Unit Banking Specialist:

A Service Unit Banking Specialist takes training to:

- Oversee the service unit bank account, providing guidance on service unit budget annually.
- Help the Troop Banking Specialists and leaders understand the process of opening and changing signers on troop checking accounts.
- Assist Troop Banking Specialists with understanding appropriate expenses and reimbursement processes as well as guidelines for additional money earning.
- Ensure all troops submit their annual financial paperwork to the council.

Service Unit Cookie Manager

A Service Unit Cookie Manager takes training to:

- Oversee the Girl Scout Cookie Program for troops and families in the service unit providing the opportunity for troops to participate.
- Distribute materials to troops for the cookie program.
- Ensure Troop Cookie Managers are registered and trained.
- Assist with cookie orders, connecting with assigned cookie booths when needed, and managing the rewards for the service unit.
- Encourage and support troop participation in the program.

Service Unit Adult Recognitions Specialist:

A Service Unit Adult Recognitions Specialist takes training to:

- Work with the Volunteer Experience Manager to promote adult recognition.
- Solicit adult recognition and supporting documents for volunteers in the service unit for voting as a committee and/or presentation for board decisions.
- Assist with the planning and implementation of presentation of adult recognition ceremony at the service unit level and council level.

- Promote the understanding of recognition by presenting to troop leaders at service unit meetings at least twice a year.
- Provide feedback on volunteer thank you gifts to the Volunteer Experience Manager.

Service Unit Girl Recognitions Specialist:

A Service Unit Girl Recognitions Specialist takes training to:

- Work with the Highest Awards Experience Manager to promote the Girl Scout Bronze, Silver and Gold Awards.
- Be knowledgeable about all processes and serve as a mentor for those in the service unit with questions about the awards, presenting to troop leaders on the subjects at service unit meetings at least twice a year.
- Assist with the planning and implementation of the Girl Awards Gala.
- Serve on a Gold Award or Silver Award panel and mentor girls through the process as time allows.

Service Unit Fall Product Manager:

A Service Unit Fall Product Manager takes training to:

- Oversee the Fall Product Program for the service unit providing the opportunity for troops to participate.
- Distribute materials to troops for the Fall Product Program.
- Ensure Troop Fall Product Managers are registered and trained.
- Encourage and support troop participation in the program.

Service Unit Events Specialist:

A Service Unit Events Specialist takes training to:

- Help facilitate and plan service unit events, such as STEM events, camporees, service unit-wide community service opportunities, VIP and me dances and more, ensuring safety and participation.
- Work with the Experience Department in receiving program boxes for service unit themed events.
- Build committees of troop volunteers to plan, implement and review events for the service unit, ensuring that events are driven by the wants and needs of the troops.
- Serve as an expert to help troops understand the programs offered by program partners and council staff, including distribution of camp brochures and program guides as applicable, and highlighting at service unit meetings.

- Provide feedback on the needs for experience programs to Experience and Outdoor Experience departments.

Service Unit Adult Learning Specialist:

Service Unit Adult Learning Specialists take training to:

- Provide training opportunities at the service unit level with enrichment modules as approved and written through the council's Adult Learning Facilitators and the Volunteer Experience Manager.
- Serve as an expert on Volunteer Essentials, travel policies and training requirements to ensure all are knowledgeable about gsLearn, presenting at service unit meetings at least twice a year.
- Receive from Volunteer Experience Manager the training completion for volunteers in the service unit and follow up to help those complete their required training.

Service Unit Delegate:

A Service Unit Delegate takes training to:

- Be elected or selected to represent the needs and interests of the members of the service unit by:
 - Gaining feedback on the board-solicited questions on governance matters.
 - Attending annual forums to deliver feedback and receive information.
 - Take information back to volunteers and present it at service unit meetings.
 - Encourage service unit members to attend Annual Meeting as visitors.
 - Attend Annual Meeting in person, representing the needs and interests of the service unit, electing board members and voting on matters as presented by the volunteer Board of Directors.
 - Report back to the service unit the items covered at Annual Meeting.

Service Unit Support Team Specialists take training to provide service unit specific functions that can include:

- Service Unit Secretary duties
- Rallyhood and communication duties
- Assisting and shadowing other Service Unit Team roles
- Welcome and mentor new leaders

- Assist with understanding of the Volunteer Toolkit and the resources it provides to make planning and running troop meetings easy.

An **Engagement Manager** (council staff – not a volunteer):

- Strengthens and supports service unit teams, helping to identify new team members and appointing the Service Unit Specialist(s).
- Helps with interpreting policies and procedures and ensures all follow guidelines.
- Connects new volunteers with the service unit team and provides support to all volunteers.
- Provides New Leader Packet to new troop leaders during onboarding session for new volunteers.
- Ensures understanding of training requirements and training completion.
- Assists troops with renewal and financial requirements.
- Collects required documents from troops and service units.
- Forms new troops in areas without registered and trained Troop Organizers.
- Recruits new adults and girls, helping them select spaces in existing troops according to the troop catalog.

Troops in a Service Unit

Troops are program-level based groups of Girl Scouts and adult volunteers. All families of Girl Scouts registered in a troop are expected to have a registered adult who volunteers in some capacity with the troop or service unit. Every troop is part of a service unit based on where the troop meets. A troop's service unit is changed when their meeting space is moved to an alternate service unit boundary.

What happens when there is a vacancy in the Service Unit Team?

There are times when service unit team positions are vacant. Girl Scout families are encouraged to volunteer to help support the troops and girls of the area. Vacancies can mean that troops do not receive programmatic information, resources and the ability to participate in programs such as the Girl Scout Cookie Program. The Engagement Managers will reach out to alum and Girl Scout families to fill positions. If your service unit is without a Service Unit Team, contact your Engagement Manager for ways that you can help.

Troop Basics

Troop Size, Capacity and Open Spaces

Generally, troops must have a minimum of five Girl Scouts to form and operate. When troops have three Girl Scouts or fewer and are unlikely to add additional members within three months, or when they do not have three unrelated adult volunteers, the troop will be merged or disbanded. Senior and Ambassador Girl Scout troops may be exempted from the girl requirements.

All troops formed after August 2025 must have at least 12 spaces for youth members. Spaces are available online and are first-registered, first-in-the-troop. Spaces cannot be “held” for non-registered youth. New troops are formed when there is at least five Girl Scouts ready to register and become open for registration after three unrelated adults register into the required troop volunteer positions of Troop Leader (two adults) and Troop Banking Specialist. Troops may elect to have more spaces but need to add the required adult leaders for ratio. See Troop Ratios, page 24, for more information.

Your Troop Committee

Every family volunteers in Girl Scouting, so be sure that all families are asked to get involved in the troop committee. There is a range of volunteer positions to ensure the Girl Scouts and adult volunteers have the best experience possible. Learn more about these roles in the troop leader training.

Troop Volunteer Roles

Troops must have at least three unrelated (by blood, marriage or same residence) adults willing to volunteer within a troop. Troops must have at least two unrelated adults serving as troop leadership team members (one of whom is female), and one Troop Banking Specialist. Troop roles include:

- Troop Leadership Team - minimum two - *required to form troop*
- Troop Banking Specialist - *required to form troop*
- Troop Cookie Manager
- Troop Fall Product Manager
- Troop Driver Chaperone
- Troop Camping Specialist
- Troop First Aider
- Troop Support Adult
- Troop Friends and Family Volunteer – *General membership opportunity; No background screening required*

Troop Committee Member Qualifications, Duties and Responsibilities:

- Be a registered member of Girl Scouts by registering annually and selecting your role in your troop.
- Complete an eligible background screening (for all except Friends and Family Role).
- Complete required training within three months of selecting their role (for all roles except Friends and Family).
- Troops send one registered adult to monthly service unit meetings for support, information and planning of local activities. All are welcome!
- Ensure safety and foster girl-led activities.
- Renew membership during Spring Renewal by selecting role or stating not returning.
- Update troop information for Troop Catalog annually with Year End Report, or if between year-end reports, to Engagement Manager.

Troop Roles and Responsibilities Include:**Troop Leadership Team:**

Members of the Troop Leadership Team (approximately 7-10 hours per month) take training to:

- Understand what is needed for the leadership, safety and the program level they lead.
- Coordinate a team of volunteers and facilitate everyone's contributions.
- Communicate with families on a regular basis regarding troop activities, money management and council-wide updates, holding two family meetings each year which can be in conjunction with court of awards.
- Communicate with new families as they join the troop.
- Ensure troop is represented at monthly service unit meetings.
- Ensure troop has a diverse set of experiences according to the Foundational Girl Scout Experience, including field trips.
- Use the Volunteer Toolkit or Girl Scout Experience Boxes to plan and facilitate meetings.
- Ensure a troop budget with girls' plans is completed at the start of each year with the Troop Banking Specialist and families.
- Obtain approval for high adventure, overnights and travel by submitting an Activity and Travel Application. Application found here: <https://girlscoutsp2p.wufoo.com/forms/activity-and-travel-application/>
- Complete and submit the Year End Report by July 1 each year. Form found here: <https://fs23.formsite.com/Kr2OoX/q2bvekvwni/index>

- *Please note: Both troop leaders hold equal responsibility. There should not be a “Main” leader and “Assistant” leader, but you can decide how you will divide duties.*

Troop Banking Specialist:

The Troop Banking Specialist (approximately two hours per month) takes training to:

- Open and manage the troop checking account (required) and maintain financial integrity.
- Engage the Girl Scouts in goal setting and budgeting.
- Make deposits, pay for expenses and reimburse expenses from others, keeping receipts and records for three years.
- Should troop need to earn additional funds, assist Troop Leadership Team with completing the Additional Money Earning Event Request form here: <https://fs23.formsite.com/Kr2OoX/q2bvekvwni/index>
- Provide financial information to troop leaders for Year End Report due July 1 each year. Form found here: <https://fs23.formsite.com/Kr2OoX/q2bvekvwni/index>

Troop Cookie Manager:

The Troop Cookie Manager (December to May – approximately 10 hours per month) takes training to:

- Assist Girl Scouts with setting and achieving goals through the Girl Scout Cookie Program.
- Educate families on process and serve as troop expert in cookie program.
- Help schedule cookie booth opportunities and arrange for chaperones from the list of approved Troop Driver/Chaperones.
- Place orders, distribute cookies and ensure timely collection of cookie payments.
- Keep accurate receipt books of money collected and cookies distributed.
- Place rewards and recognitions order and distribute to troop members.

Troop Fall Product Manager:

The Troop Fall Product Manager (September to November – approximately three hours per month) takes training to:

- Organize and facilitate the Fall Product Program, educating families about short term online opportunities for Girl Scouts to create their own e-commerce platforms to earn funds for the troop.

- Place orders, distribute Fall Product items and ensure timely distribution of rewards and recognitions.

Troop Driver/Chaperone:

The Troop Driver/Chaperone (approximately 4-8 hours at different intervals) takes training to ensure safety and policies to:

- Chaperone girls in the troop when needed, including cookie booths.
- Support the troop in outdoor events when needed.
- Support the troop by managing logistics for girl-identified field trips and service projects.
- Complete the Troop Driver Request Form, have a clean driver record and be at least 18 years old. If over 75 years old, they will have additional requirements.
- Complete the form found here:
<https://www.cognitofrms.com/GirlScoutsCarolinasPeaksToPiedmont1/TroopDriverRequestForm>
- EVERY volunteer who is chaperoning girls MUST select this role and have an approved Driver Form on file.

Troop Support Volunteer:

The Troop Support Volunteer (approximately 6-10 hours per year) takes training on troop and the VTK in order to:

- Use the Volunteer Toolkit and help run at least one badge at troop meetings each year.
- Assist troop by gathering supplies for troop meetings and act as a support system for troop leaders.

Troop Camping Adult:

The Troop Camping Adult (overnight or day cookouts between six and 48 hours per camping time per year) takes training to:

- Help the troop prepare and learn outdoor cooking techniques in a progressive fashion.
- Help secure camp property reservations using the council online system or reserving a non-council outdoor space.
- Help troops progress through outdoor activities such as lodge camping, cabin camping, tent camping, backpacking and leave no trace camping skills.

- Assist with girl-led planning of activities in the outdoors, serving as the expert and outdoor chaperone, always ensuring safety.

Troop First Aider:

The Troop First Aider (4-48 hours depending on troop outings) has Child and Adult CPR and First Aid training that is recognized by Girl Scouts or is a licensed Health Care Professional to:

- Ensure health history forms and medical release forms are up to date and confidential and are brought on all field trips/overnights.
- Help Girl Scouts on field trips and, on overnights, self-administer required medication as determined by family and doctor.
- Administer basic First Aid in outings, calling 911 for emergencies.
- Travel with child to hospital if required to allow for Troop Leadership/Troop Driver/Chaperones/Troop Camping Adult to stay with troop for two deep leadership.

Holding Troop Meetings: The Foundational Girl Scout Experience

Troops meet regularly, and at least twice a month is recommended. Troops can meet anywhere, as long as the location is safe, easily accessible to youth and volunteers and within a reasonable commute. Troops should not meet in homes and cannot ever meet in a home where a convicted sex offender resides. Troops must meet in locations that provide accessibility access, including ensuring those that have allergies are accommodated. Troops should meet on the same schedule throughout the year. The location of where a troop meets determines the service unit assignment. Troops must update their troop description with the regular meeting address and zip code with their Engagement Manager.

No Adult May be Alone with Girls at Any Time

During troop meetings, troops must always have two (or more) trained leaders with girls. If a troop does not have two leaders available, meetings must be canceled. ONLY background screened, registered troop volunteers may chaperone any field trip or event.

Volunteer Background Screening

All service unit and troop roles (except the Troop Friends and Family role) require background screening. A background screening process establishes safety for our youth members and protection for our adult members.

Background screenings are initiated when an adult selects and registers for a role. Volunteers will then receive an e-mail invitation from theadvocates@sterlingvolunteers.com prompting them to complete a background check with Sterling Volunteers.

Background Screenings:

- An eligible background screening must be completed prior to meeting with Girl Scouts.
- Adults may not chaperone, meet or work with girls, or handle money without a membership and completed background screening.
- The cost for a background screening is \$8 and financial assistance is available if needed.
- Adults must utilize the same information (name, birth date and e-mail address) as Girl Scouts member registration.
- A social security number is not required.
- Once approved, background screenings are considered eligible for three years. Adults must re-screen to remain a volunteer and to meet with girls.

Screening Requirements:

Providing false information on the application, including social security number and/or date of birth, is grounds for automatic exclusion from participation regardless of the results of the search. GSCP2P has no control over the information maintained by the reporting agencies and cannot be liable to any person or entity for the information provided by a reporting agency or its agents, or any actions taken in reliance on such information. To contest the information provided by Sterling Volunteers, the applicant may contact 1-855-326-1860 or theadvocates@sterlingvolunteers.com.

What Does Screening Cover?

- The screening, completed by Sterling Volunteers/First Advantage, includes the following services:
 - Social security trace (social security number is not required to be provided)
 - 50 State DOJ Registered Sex Offender Registry
 - Government Watch List Search, conducted using documentation provided by the US Treasury's Office of Foreign Assets Control ("OFAC")
 - Advanced Criminal Record Locator Search (local and national)

Rescreening

The council reserves the right to mandate rescreening of volunteers at any time. Volunteers must complete rescreening when the background clearance expires to continue in any role. This is for the safety of all Girl Scouts.

Those with a high-level security clearance are still required to complete the Girl Scout background screening through Sterling Volunteers. Girl Scouts is not able to obtain or access clearance statuses from other organizations or agencies.

Eligibility for Volunteer Participation

The decision to exclude or limit a prospective volunteer's participation is within the discretion of council staff. Any Girl Scout volunteer who is formally accused of, charged with or under investigation by authorities for any automatically disqualifying offense (or offenses that might result in disqualification) will not be allowed to volunteer until the disposition of the charge.

The following guidelines apply if GSCP2P learns through the screening process or other means that a prospective volunteer has at any time been convicted of, pled guilty to, has received deferred adjudication for or has pled "no contest" to one of the following crimes under the laws of any state or the federal government:

Automatic Disqualification

- Anyone 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 a first offense possession of marijuana under two ounces with a date of disposition longer than five years ago)
- Anyone who is a registered sex offender
- Mishandling of troop bank accounts and/or misappropriation of troop funds
- Anyone convicted of DWI or DUI within the last five years or with more than one such conviction, regardless of time since conviction

Possible Disqualification for all felonies, misdemeanors and infractions which will be handled on a case-by-case basis and may result in disqualification or conditional approval. Factors, including threatening behavior, that are to be considered in making such determinations include, but are not limited to:

- Nature and severity of the conduct
- Frequency of the conduct
- Length of time since the conduct occurred
- Relationship between the incident and the type of service the individual will provide
- Likelihood that the incident would prevent the individual from performing their responsibilities in a manner consistent with the safety and welfare of Girl Scout members
- Age of the individual at the time of the incident
- Threatening behavior - verbal or via social media
- Individual's employment and/or volunteer history
- Debt to council including, but not limited to, Product Programs, bounced checks or payments

Motor Vehicle Driving Record issues may disqualify a volunteer from serving in the Troop Driver/Chaperone Role.

Confidentiality

GSCP2P will maintain the confidentiality of all criminal background search information contained in reports from Sterling Volunteers/First Advantage. The volunteer's clearance status will be shared with staff or volunteers only as needed. The reasons for disqualification will always remain confidential.

Child Abuse Accusations

In the event that a Girl Scout volunteer is formally accused of, charged with or under investigation by authorities for the crime of child abuse after becoming approved as a volunteer, the volunteer so accused is required to suspend all Girl Scout activities and turn over all monies, materials and records to a designated representative of the council or service unit until the matter is resolved.

Registered Sex Offenders

Registered sex offenders are expressly prohibited from serving as Girl Scout volunteers in any capacity. Those living in households with registered sex offenders may not host Girl Scout members or Girl Scout related activities in their household and must uphold restrictions barring sex offenders from locations where children may gather. Caregivers who are registered sex offenders may not participate in Girl Scout gatherings.

Chapter 3: Council Policies, Health and Safety

Girl Scout volunteers are responsible for the physical and emotional safety of Girl Scout members.

We demonstrate that by agreeing to follow these **“14 Volunteer Must Do’s”** at all times.

Volunteer appointment is dependent on following:

1. Be registered, approved, appointed and appropriately trained for the position(s) that you hold. This includes taking updated training when it is rolled out and following all troop ratios at all times.
2. Follow *Safety Activity Checkpoints* for high adventure and other activities. Instructions for staying safe while participating in activities are detailed in *Safety Activity Checkpoints* which can be found in Rallyhood, on our website and under “Resources” in the Volunteer Toolkit. Read them, follow them and share them with other volunteers, caregivers and Girl Scouts before engaging in activities.
3. Arrange for proper adult supervision of Girl Scouts. Your troop must have at least two trained (for the activity), background screened, unrelated volunteers, aged 18 or older, one of whom is female and present at all times. Additional adult volunteers may be necessary, so refer to the ratio chart and safety and roles of adults in this chapter. Two troop leaders must be present at all troop meetings.
4. Acquire caregiver permission. When an activity takes place outside of the normal troop meeting time and/or place or includes high adventure or discussion of a topic that could be considered sensitive, advise each caregiver of the details of the activity and obtain permission for Girl Scouts to participate in writing.
5. Report abuse. Sexual advances, improper touching and sexual activity of any kind with Girl Scout members is forbidden. Physical, verbal and emotional abuse of youth is also forbidden. Guidelines for reporting

concerns about abuse or neglect that may be occurring inside or outside of Girl Scouting are listed later in this chapter.

6. Be prepared for emergencies. Work with troop members and other volunteers to establish and practice procedures for emergencies related to weather, fire, lost child/adult and site security. Keep handy a well-stocked first aid kit, Girl Scout health histories (including food allergies) and contact information for caregivers.
7. Travel safely. When transporting Girl Scouts to planned field trips and other activities that are outside the normal time and place, every driver must be a registered Troop Driver/Chaperone who has completed training and has an approved Add Driver form on file. (The requirements include having a good driving record, a valid license and a registered/insured vehicle.) All passengers are required to be in a legal seat and always wear their seat belt, adhering to state laws regarding booster seats and children in rear seats. When using chartered transportation, you must use a council-approved vendor.
8. Ensure safe overnight outings. Prepare Girl Scouts to be away from home by involving them in planning so they know what to expect. During family Girl Scout overnights, one family unit may sleep in the same sleeping quarters in event areas. When caregivers are supporting events, youth will ideally remain in quarters with other Girl Scouts rather than with adults. No adult may be alone with Girl Scouts at any time.
9. Role-model the correct behavior. Never use illegal drugs. Don't consume alcohol, smoke, vape or use foul language in the presence of youth. Do not carry ammunition or firearms at any Girl Scout event or activity unless required as a law enforcement official.
10. Create an emotionally safe space. Volunteers are responsible for making Girl Scouting a place where Girl Scouts - youth and adult members - are as safe emotionally as they are physically. Protect the emotional safety of all members by creating a team agreement and coaching the troop to honor it. Agreements typically encourage behaviors like respecting a diversity of feelings and opinions, resolving conflicts constructively and avoiding

physical and verbal bullying, clique behavior and discrimination. Cyber-bullying, such as aggressive language on social media, is not permitted.

11. Ensure no Girl Scout is treated differently. Girl Scouts welcomes all members, regardless of race, ethnicity, national origin, culture, gender identity and expression, sexual orientation, socio-economic status, physical, intellectual and emotional abilities and religious and political beliefs. When scheduling, planning and carrying out activities, carefully consider the needs of all Girl Scouts involved, including school schedules, family needs, financial constraints, religious holidays and the accessibility of appropriate transportation and meeting places.
12. Promote online safety. Instruct Girl Scouts to never provide their full names or contact information online, engage in virtual conversation with strangers or arrange in-person meetings with online contacts. For group websites, publish Girl Scouts' first names only and never divulge their contact information. Review the Girl Scout Online Safety Pledge, www.girlscouts.org/en/help/help/internet-safety-pledge.html, and ensure Girl Scouts commit to it.
13. Be fiscally responsible. All finances for troops and service units must be managed through a checking account set up with the council's EIN number and according to the GSCP2P Financial Guidelines. Troops will not mix troop funds with personal funds and will submit end of the year financial reports to the council to account for funds. Troops must have a debit card. Troop money-earning activities beyond the product programs must be approved in advance. Additional money-earning events must be program-based and must not involve the sale of a commercial product or games of chance or lottery. Restaurant nights or other commercial partnerships are not permitted. When representing Girl Scouts, members cannot participate in money-earning activities representing partisan politics.
14. Communication directly from an adult to a youth member should only contain Girl Scout related conversation. Personal conversation via phone or text is not appropriate between volunteers and Girl Scouts. Caregivers should always be made aware and give permission for volunteers to communicate directly with Girl Scouts via electronic methods.

Youth-to-Adult Ratios

Girl Scouts' youth-to-adult ratios show the minimum number of adult volunteers needed to supervise a specific number of Girl Scouts. These supervision ratios were devised to ensure the safety and health of Girl Scouts. In addition to the youth-to-adult ratios, please remember that adult volunteers must be at least 18 years old, have an active adult membership, hold a role with completed background screening and complete required training.

Girl Scouts Youth-to-Adult Ratio	Troop Meetings		Events, Travel, and Camping	
	Two unrelated registered, background screened Troop Leaders (at least one of whom is female) for this number of youths:	Plus, one additional registered, background screened Troop Leader IN ATTENDANCE for each additional number of youth:	Two unrelated registered background screened, trained, volunteers, plus additional adult volunteers when over (see next column)	Plus, one additional registered background screened volunteer for each additional number of youths:
Girl Scout Daisies (Grades K-1)	12	1-6	6	1-4
Girl Scout Brownies (Grades 2-3)	20	1-8	12	1-6
Girl Scout Juniors (Grades 4-5)	25	1-10	16	1-8
Girl Scout Cadettes (Grades 6-8)	25	1-12	20	1-10
Girl Scout Seniors (Grades 9-10)	30	1-15	24	1-12
Girl Scout Ambassadors (Grades 11-12)	30	1-15	24	1-12

Multi-Level Troops

Multi-level troops are troops with more than one program level. A multi-level troop must have a youth-to-leader ratio appropriate for the youngest program level, including at least one trained troop leader for each program level.

- Multi-level troops should NOT be more than two program levels except for teens (Cadettes, Seniors and Ambassadors).
- Multi-level troops that meet in multiple rooms must provide the minimum youth-to-leader ratio in each room because no adult may be alone with youth members at any time.
- Multi-level troops must earn and spend money as a group. Girls cannot vote to give one girl decision making over a portion of troop funds if there are any Girl Scout Daisies, Brownies or Juniors in the troop.
- Multi-level troops with Girl Scout Daisies or Brownies are not allowed to opt out of product program rewards.

Caregiver Permission

When an activity takes place outside of the normal troop meeting time and/or place, troop leaders are responsible for providing detailed information about activities in advance and gaining caregiver permission. Rallyhood and the Volunteer Toolkit can assist with this communication.

For most activities, this can include verbal permission, a written form or e-mail or the caregiver bringing the Girl Scout to the event. However, in the case of product program activities, high adventure activities or sensitive issues, caregivers are required to give written permission, either through an e-mail, form or release statement.

Safety Responsibilities of Caregivers

Caregivers assist in ensuring the health, safety and well-being of Girl Scouts.

Clearly communicate to caregivers that they are expected to:

- Return permission slips for any activity outside of meetings by the due date.
- Pick up and drop off on time for meetings in a safe, orderly manner without interrupting activities.
- Provide their children with appropriate clothing and equipment for activities.
- Follow Girl Scout safety guidelines.
- Participate in caregiver meetings twice a year.
- Be aware of appropriate behavior expected of their children.
- Volunteer for a troop committee role, registering and renewing and completing a background screening ensuring that it is valid and up to date.

Training for Volunteers: A requirement that builds volunteer confidence

All volunteers are required to take training for the position that they hold. Most training is available online through your MyGS Account portal on gsLearn.

Training will be assigned to volunteers that are new to positions and must be completed within 90 days. These trainings are called Learning Paths and within each path are various modules that are topic specific and generally take between 5 and 10 minutes each. Please note that multi-level troops are required to have at least one leader with each of the program level trainings completed for the levels contained in their troop. All trainings contain the module on GSUSA Girl Scouts Child Abuse and Neglect Prevention course. Here is a list of SOME of the required training pathways on gsLearn that are required for Volunteer roles:

- 368 New Troop Leader Series (contains level-specific training)
- 368 Service Unit Leader Support Specialist Series
- 368 Troop Driver and Chaperone Series
- 368 Service Unit Specialist Training (Live and Online Hybrid training)
- 368 Troop Banking Specialist Series
- 368 Service Unit Banking Specialist Series
- 368 Service Unit Troop Organizer Training
- 368 Troop Camping Series

Girl Scout Health History

At the beginning of each membership year, the troop leader will collect a “Girl Scout Health History Form” from each Girl Scout. The information on the health form is confidential and will be shared only with people who must know this information.

Girl Scout Health History Forms

This form is completed by caregivers. It is important for you to also be aware of any medications or allergies.

- Medication, including over-the-counter products, must never be dispensed without prior written permission from a caregiver. Some youth may need to carry and administer their own emergency medications, such as bronchial inhalers, an EpiPen or diabetes medication.
- Common food allergies include dairy products, eggs, soy, wheat, peanuts, tree nuts, sesame and seafood.

Planning for Emergencies

Unfortunately, emergencies can happen. Girl Scouts need to receive proper instruction on how to care for themselves and others in emergencies. They also need to learn the importance of reporting to adults any accidents, illnesses or unusual behaviors during Girl Scout activities. To this end, your troop should:

- Know what to report. See “Procedures for Accidents and Emergencies” on the last page of this document.
- Establish Emergency Action Plans (EAPs) that will address procedures for such circumstances as weather emergencies, evacuations, hazards at location, first aid, safety gear and lost participants. Every Girl Scout, youth and adult volunteer, must know how to act in these situations. For example,

you and the Girl Scouts should design and review an evacuation plan for meeting places used by the group.

What is a Troop First Aider?

A Troop First Aider is an adult volunteer who has a current certification that meets GSUSA criteria. First aid certifications must be valid at the time of service. First aid training is a legitimate use of troop funds.

When Do I Need a Troop First Aider?

Use your best judgment to determine if your troop needs a Troop First Aider present; however, there are certain times when one is required.

A Troop First Aider must be present for overnights, physically demanding activities and events with potential for injuries such as camping or high adventure activities. Be sure to review *Safety Activity Checkpoints* for your activity to see if a Troop First Aider is required. A Troop First Aider may not be required to attend an activity if the vendor or host of the activity or event provides one. Check with your vendor or host when arranging an event or activity.

When do I need more than just a first aider?

Some events require additional support to ensure the safety of all attending. Typically, this will be a first aid station or an advanced first aider.

A first aid station consists of:

- A fixed location
- An assigned certified first aider
- A first aid kit

A first aid station is required:

- At overnight camp
- During an event with 200 or more participants

An advanced first aider is required:

- When an activity is in a place where there will be delayed access of 30 minutes or more to emergency medical services (EMS).
- If *Safety Activity Checkpoint* indicates that one is required.

First Aid Training Options

Volunteers can complete first aid training. Courses containing the following are accepted:

1. Basic First Aid
2. Adult AND Child CPR training, including a “hands-on” skills demonstration even if the course is hosted online
3. AED training

Medical Professionals as First Aiders

A medical professional with a current license is encouraged to serve as a first aider if they have first aid training. Training requirements are listed above. Medical professionals who can serve as Level 1 and Level 2 first aiders are:

- Physician
- Physician’s Assistant
- Nurse Practitioner
- Military Medic
- Registered Nurse
- Licensed Practical Nurse
- Paramedic
- Emergency Medical Technician
- Wilderness First Aid
- Wilderness First Responder

First Aid Kits

The Troop First Aider should make sure a first aid kit is available at your troop meetings and carry it with you when you leave the site. American Red Cross and other websites offer suggestions for kit contents if you are making your own. Commercial kits are also available in stores and online.

Using Safety Activity Checkpoints

When preparing for any Girl Scout activity, start by reviewing *Safety Activity Checkpoints* to determine the specific safety guidelines for the planned activity. This is in the Volunteer Toolkit under the resources tab.

In *Safety Activity Checkpoints*, you’ll find:

- Activities that are not permitted by GSUSA, and actions that Girl Scouts and volunteers should not take.
- Policies surrounding chartered aircraft trips and aviation.
- First aid and overall health information you’ll need from each Girl Scout.
- Standards for well-being and inclusivity, including working with Girl Scouts with disabilities and ensuring emotional safety.

- A breakdown of safety checkpoints for specific activities such as camping, internet use and water sports.

Some Activities Prohibited in our Council

- Aerial tricks on bicycles, skis, snowboards, skateboards and water skis
- Bungee jumping
- Hang gliding
- High-altitude climbing
- Hot air ballooning (except tethered)
- Parachuting
- Parasailing
- Personal watercraft
- Riding motor bikes or all-terrain vehicles
- Skydiving (outdoor)
- Trampolining (outdoor)
- Watercraft trips in Class IV and above
- Zorbing

See *Safety Activity Checkpoints* for a complete list.

Transporting Girl Scouts Safely

How caregivers decide to transport Girl Scouts between their homes and Girl Scout meeting places is each caregiver's individual decision and responsibility. For planned Girl Scout field trips and other activities—outside the normal meeting time or place—in which a troop will be transported using private vehicles or private transportation, the guidelines below must be followed. Private transportation includes private passenger vehicles, rental cars, privately owned or rented recreational vehicles and campers, chartered buses, chartered boats and chartered flights.

Drivers

- Drivers must hold the Troop Driver/Chaperone role or Troop Leadership Team Role and have completed training.
- Every driver of a private vehicle is expected to have a good driving record, a valid license and a registered/insured vehicle.
- Each driver of motorized private transportation who is transporting youth members must be at least 21 years old and hold a valid operator's license appropriate to the vehicle. State laws must be followed, even if they are more stringent than the guidelines here.
- All Troop Driver/Chaperones and Troop Leadership Team members driving must submit an Add Driver Form annually and be approved for the role. Volunteers over

the age of 75 may have additional forms or questions to fill out per the insurance company's requirements.

- Maximum capacity of passenger vehicles used by volunteer drivers must be less than 12 passengers, except in limited cases. When a 12-passenger van is utilized, the following must be observed:
 - Volunteer driver must be at least 25 years of age.
 - No towing of trailers or loading anything on top of the van is permitted.
 - Night driving should be limited.
 - Daily checks of all vital components must be conducted and recorded.
- Anyone who is driving a vehicle with more than 12 passengers must also be a professional driver who possesses a commercial driver's license (CDL).
- Girl Scouts may never drive other youth members for field trips or other troop activities. If caregivers are responsible for transportation to troop meetings or activities, Girl Scout youth members may drive themselves to the event. However, Girl Scout youth members may not serve as Driver/Chaperones for any official Girl Scout activity.
- Every driver is required to be a registered member with a current eligible background screening.

Supervision for Travel

- If a troop is traveling, caregiver permission must be obtained for any use of transportation outside of the meeting place.
- If a group is traveling in one vehicle, there must be at least two unrelated, adult volunteers in the vehicle, one of whom is female, and the Girl Scout-to-volunteer ratios on page 24 be followed.
- If a group is traveling in more than one vehicle, the entire group must consist of at least two unrelated, adult trained volunteers, one of whom is female, and the Girl Scout-to-volunteer ratios on page 24 must be followed. All drivers must have the address and directions to the location. "Caravanning" can cause accidents and is not recommended.
- When using chartered transportation, adult chaperones are required in addition to the driver. Non-Girl Scout adults may never chaperone Girl Scouts.

Vehicle Safety

- Prohibited: Never transport Girl Scouts in flatbed or panel trucks, in the bed of a pickup or in a camper-trailer.
- The use of 15-passenger vans by volunteer drivers is not permitted.
- When using chartered transportation, the carriers must be council-approved with an active Certificate of Insurance on file.
- Keep directions and a road map in the car, along with a first aid kit and a flashlight.

- Check the lights, signals, tires, windshield wipers, horns and fluid levels before each trip and check them periodically on long trips.
- The driver and all passengers are required to wear seat belts at all times, regardless of state law.
- All passengers under 12 years of age must ride in the back seat.
- The child restraint requirements of the jurisdiction(s) you are traveling in must be followed. Be sure to check local laws regarding booster seats and adhere to the weight and age requirements for all Girl Scout youth.
- Drivers must not talk or text on a cell phone or other personal electronic device while driving. If talking is necessary, a hands-free device must be used.
- Avoid driving for extended periods at night, when tired or taking medication that makes you drowsy.
- Plan rest stops every few hours. If driving with others, pre-arrange stopping places along the way. When planning longer trips, arrange for relief drivers.

Mental Health

The Girl Scout program supports mental wellness by offering Girl Scouts a safe space with supportive adults, an opportunity to develop friendships and feel that they belong, a place to take positive risks and build confidence, and a focus on giving back to their community and making a difference in the world. Strategies to improve mental wellness are woven throughout the Girl Scout program, and many are designed to normalize conversations around mental health.

There is a growing youth mental health crisis that was worsened by the pandemic, and GSCP2P is taking a more dedicated approach to supporting the needs of youth members through mental wellness initiatives and by updating training and materials. The goal is to give our Girl Scouts the tools they need to support their own mental wellness and to give council staff, volunteers and parents/caregivers the resources they need to support youth and to practice self-care.

Mental Health Resources and Training

- The “Resilient, Ready, Strong” patch program is appropriate for all Girl Scout program levels and has materials in both English and Spanish.
- GSUSA has developed a new mental wellness patch program for Juniors: “Knowing Your Emotions,” Cadettes: “Finding My Voice” and Seniors/Ambassadors: “Supporting Myself and Others.”
- Online training for adult members can be found in gsLearn by going to the content library and finding “GSUSA Mental Wellness 101.”

When Should I Get Help for a Girl Scout?

Mental health challenges are indicated when there is a major change in a girl's thinking, feeling or acting that interferes with their ability to live their life, and the interference lasts longer than typical emotions or reactions would be expected to last.

Signs that could indicate a Girl Scout needs expert help:

- Marked changes in behavior or personality (i.e. unusual moodiness, aggressiveness or sensitivity).
- Declining academic performance and/or inability to concentrate.
- Withdrawal from school, family activities or friendships.
- Fatigue, apathy or loss of interest in previously enjoyed activities.
- Sleep disturbances.
- Increased secretiveness.
- Deterioration in appearance and personal hygiene.
- Tendency toward perfectionism.
- Giving away prized possessions; preoccupation with the subject of death.
- Avoidance of eye contact or physical contact.
- Excessive fearfulness or distrust of adults.
- Abusive behavior toward other children, especially younger ones.
- Eating extremes, unexplained weight loss or distorted body image.
- Unexplained injuries, such as bruises, burns or fractures.
- These behaviors could be a sign of a mental health challenge or could be a sign of abuse - or there may be other explanations. You should not discount your concerns because the child "comes from a good family," "has parents who are prominent in the community," etc. Don't overreact to signs or symptoms, but don't be guilty of dismissing your suspicions because you want to believe it's not true. For information about what to do when you know or suspect child abuse, refer to page 35.

Listen Non-Judgmentally

You can help Girl Scouts by being an empathetic listener. Sometimes, you may also find that by asking questions, you can help Girl Scouts figure out how to get more information and guidance at school or at home. You don't have to solve their issues, but you can put them on the trail toward solving them.

Crisis Situations and Suicide Concerns

As an adult volunteer overseeing the activities and behaviors of youth, you may witness signs of harmful tendencies such as self-harm. Self-harm can take a physical form such as cutting, burning, bruising, excessive scratching, hair pulling, poisoning or drug use. Other tendencies of self-harm are suicidal ideations that can be expressed verbally or with the

written word. Another harmful expression involves harm to others which can be detected verbally or with physical aggression.

If a Girl Scout youth member mentions suicide, take it seriously. Help the youth and caregivers get professional help as soon as possible. If a youth is at risk of suicide, do not leave them alone. If the youth is in imminent danger, call 911 and ask the dispatcher for responders who have been trained in suicide prevention. If you or someone you know is struggling or in crisis, call or text the Suicide and Crisis Lifeline at 988 to be directed to a trained crisis worker at a local crisis center who can help develop a safety plan and potential interventions.

If situations such as these are observed or come to your attention, call 911 or 988, and report the incident to the council at 800-672-2148 or info@girlscoutsp2p.org. Council staff will contact you to follow up.

Talking About Sensitive Issues

Sensitive Issues Guidelines

It's an amazing feeling when your Girl Scouts put their trust in you—and when they do, they may come to you with some of the issues they face, such as bullying, peer pressure, dating, athletic and academic performance and more. Some of these issues may be considered sensitive by families, and they may have opinions or input about how, and whether, Girl Scouts should cover these topics with their youth members.

You should know that GSUSA and GSCP2P does not take a position or develop materials on issues relating to human sexuality, birth control or abortion. Our role is to help Girl Scouts develop self-confidence and good decision-making skills that will help them make wise choices in all areas of their lives. We believe caregivers, along with schools and faith communities, are the primary sources of information on these topics.

The Sensitive Issues Guidelines are designed to complement leadership training to assist volunteers in meeting the needs of Girl Scouts while recognizing the role of caregiver rights and responsibilities in setting family values. Ongoing communication between troop leaders and caregivers is a key element in establishing a comfortable environment for a discussion of sensitive issues. Using these tools will help a leader make decisions that best meet the needs of Girl Scouts and families.

Guideline 1: All troop activities addressing sensitive issues topics must be under the direct supervision of a GSCP2P volunteer (or staff member) who has completed all appropriate program level training.

Guideline 2: Caregiver permission is required when sensitive issues are discussed as part of a formal program. Leaders should seek guidance from caregivers on how they would like sensitive topics addressed when they arise in informal settings.

Guideline 3: Individuals trained to deal with sensitive issues with youth should be consulted when developing programs that go beyond information and material that is presented in GSUSA or GSCP2P program resources. Consultants should also be used when providing large group programs that address sensitive issues.

Guideline 4: In all cases, the leader or consultant facilitating the program or discussion agrees to follow GSUSA and GSCP2P guidelines, policies and standards including a commitment to:

- Present factual information rather than advocate for a specific position.
- Present accurate and up-to-date information.
- Present age-appropriate information in a manner suitable to the troop.
- Be sensitive to emotions and attitudes related to the issues discussed.
- Be supportive and non-judgmental to all participants.

Guideline 5: The volunteer in charge of an activity should be prepared to accommodate any girl who is uncomfortable with any part of a discussion or presentation. This should be done in a manner that acknowledges the Girl Scout's right to opt-out of the activity and is sensitive to their feelings.

Anti-Child Abuse Policy

Because positions within GSCP2P have direct contact with children, the council supports and maintains environments that are free of child abuse and neglect, consistent with the Girl Scout mission. Child abuse or neglect and sexual abuse for purposes of this policy are defined consistent with the Child Abuse Prevention and Treatment Act (CAPTA). Under CAPTA, child abuse or neglect is a recent act or failure to act which results in imminent risk of serious harm, death, serious physical or emotional harm, sexual abuse or exploitation of a child by a parent or caretaker who is responsible for the child's welfare. A "child" under this definition generally means a person who is younger than age 18 or who is not an emancipated minor. Child abuse also includes acts or circumstances that threaten the child with harm or create a substantial risk of harm to the child's health or welfare.

Sexual abuse is defined by CAPTA as the "employment, use, persuasion, inducement, enticement or coercion of any child to engage in, or assist any other person to engage in, any sexually explicit conduct or any simulation of such conduct for the purpose of producing any visual depiction of such conduct; or rape, and in cases of caretaker or inter-

familial relationships, statutory rape, molestation, prostitution or other form of sexual exploitation of children or incest with children.” Sexual abuse may also include sexual touching and bodily contact, exhibitionism, voyeurism and/or involvement of children in pornographic material.

All states require certain professionals and institutions to report suspected child abuse. All states require the report to be made to some type of law enforcement authority or child protection agency. Reporting to a caregiver will not satisfy the reporter’s legal duty under the statutes. In order for the council to fulfill its obligations, all instances of suspected child or sexual abuse must be reported immediately to the Office of Child Services. Volunteers must inform the council that an official report was made by e-mailing info@girlscoutsp2p.org.

Consistent with this policy, the council does not tolerate:

- Physically abusive behavior or infliction of bodily injury upon children;
- Physical neglect of children, including failure to provide adequate safety measures, care and supervision in relation to Girl Scout activities; or
- Emotional mistreatment of children, including verbal abuse and/or verbal attacks.

Violation of the council’s policy will result in disciplinary action which may include termination from the council with or without notice. Subject to applicable law, the council reserves the right to refuse membership, to dismiss or to exclude from affiliation with the council any employee or volunteer who is found guilty of child abuse or neglect or has been convicted of child abuse or neglect. Behavior does not have to rise to the level of a legal violation in order for it to be a violation of this policy.

What to Do if You Have Knowledge of Abuse

If you have knowledge of or reason to believe that child abuse or neglect has occurred, you are required to report it to your local social service agency or police authority. Persons making “good faith” or “reasonable cause” reports can be anonymous and are protected from legal liability based on the report.

To report child abuse or neglect, call the Office of Child Services in the jurisdiction in which the alleged abuse occurred, not where it was made known to you.

Other Safety Guidelines

Safety and Role of Adult Leaders

The beliefs and principles of the Girl Scout Movement in the USA state that adult members serve as role models to youth in inspiring them to our high ideals. Adult members show

youth how to be happy and resourceful citizens. GSCP2P strongly encourages adults of all genders to accept volunteer roles.

Safety has always been a primary concern for Girl Scouts. To avoid even the appearance of impropriety and for the protection of leaders/advisors as well as the Girl Scout youth, it is GSCP2P practice that there will be at least two unrelated, non-partnered adults at all Girl Scout-sponsored activities, one of whom must be a female and registered as a Girl Scout volunteer. It is not mandatory that an adult sleeps in the sleeping area (tent, cabin or designated area) with the youth. In fact, it is generally encouraged that adults sleep in a separate area from Girl Scouts.

Guidelines for male volunteers for overnight events:

- Men will have a separate, designated sleeping area, which can be a separate tent, room or corner area of a lodge that Girl Scouts will not need to access.
- Men should have privacy to manage personal care matters, such as changing, bathing or using restroom facilities.
- If it is a father/child or family camping event, males and their children may share sleeping quarters with other caregiver-camper pairs as long as ALL are in agreement. All Girl Scouts MUST be accompanied by a caregiver.
- The proximity of designated sleeping areas must be considered with accounting for the required youth to volunteer ratios.

Guidelines for Keeping Troop Documents

Troop leaders must keep the following documents for three years:

- Financial records, including receipts and bank statements
- Caregiver/Guardian Permissions (electronic e-mails or paper forms)

Safely Selling in Product Program Activities

Girl Scouts safety is the top priority while selling Girl Scout Cookies and other products.

- Permission: Caregivers must grant permission for Girl Scouts to participate and must be informed about the Girl Scouts' whereabouts when they are engaged in product program activities (including if and when they are online). Caregiver support and approval must be present when a Girl Scout intends to access the online selling portals for the Fall Product or Cookie Programs.
- Uniforms: When participating in the product programs, Girl Scouts should be identifiable as Girl Scouts by wearing a membership pin, official uniform, tunic, sash, vest or other Girl Scout clothing.
- Supervision: Adult volunteers must monitor, supervise and guide the activities of all Girl Scouts at all program levels.

- Girl Scout Daisies, Brownies and Juniors must be accompanied by a volunteer at all times. Girl Scout Cadettes, Seniors and Ambassadors who participate in door-to-door sales must be supervised by (but do not need to be directly accompanied by) an adult. Girl Scouts of all program levels must always use the buddy system.
- When selling door-to-door, Girl Scouts should never enter a home.
- At each cookie booth, there must be two unrelated adult volunteers, one of whom is female. Both adults must be registered members with completed background checks.

Social Media and Youth Protection

- Youth safety should be your first priority. Be especially conscientious when posting details about upcoming events (date, time, location), as Girl Scouts places the greatest importance on creating the safest environment possible for our youth.
- Communication between adults and youth should take place in the Rallyhood platform only, as it is closed and private to the troop and follows GSCP2P guidelines.
- Please have written caregiver permission before using pictures of girls on a social media website. Do not post girls' contact information (last names, addresses, phone numbers or e-mail addresses).
- Any girl using a social networking site for communication should have parental permission and meet age limits set by the provider, which is 13 and older in most cases as per the U.S. Child Online Privacy and Protection Act (COPPA) and the Child Online Protection Act (COPA).

Use a Social Media Disclaimer

In your social media communications, please communicate that it is not an official Girl Scouts of the USA (GSUSA) or GSCP2P social media channel, but your own personal channel. You may use the following template as an example:

“This site is the personal [reference your specific social media channel – Facebook Group or Facebook Page, Twitter account, etc.] of [your name or organization] and is reflective only of my personal views, thoughts and opinions. This site does not have the endorsement of Girl Scouts of the USA or GSCP2P, and it is not an official communication channel of either of these organizations.”

Troop and Volunteer Communication

GSCP2P uses Rallyhood for troop and service unit communication. Rallyhood is a place for small group communication that is only available to GSCP2P members. Here, you can share common interests, express opinions and share all the fun activities that your troop is

participating in. Troop Rallies will only be visible to caregivers in your troop or youth over the age of 13. Other rallies may be visible to other GSCP2P members.

Reach out to your service unit for help in starting your troop rally.

Facebook and other social media platforms are not recommended for troops to use in order to ensure youth safety and privacy.

GSCP2P communicates in a variety of ways including Rallyhood. Here are other communication methods volunteers may expect and should opt in to receive:

- Today's Tips Newsletter
- GSCP2P Website (www.girlscoutsp2p.org)
- E-mail messaging
- Text
- Phone

External messaging tools include Facebook, Instagram, TikTok and YouTube.

Questions?

Should you have questions regarding any of the guidelines and/or recommendations or concerning the use of a specific social media channel not covered here, contact GSCP2P at info@girlscoutsp2p.org.

Product Program Marketing with Online Resources and Social Media

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

Girl Scouts are only to use the internet to market the Girl Scout Cookie Program and Fall Product Program to friends and family (for clarity, "friends and family" are people whom the Girl Scout or their family personally know).

- The Girl Scout Cookie Program is a girl-led program. Online marketing and sales efforts should always be led by a Girl Scout while being supervised by their caregivers.
- Friends and family of a Girl Scout participating in product programs must not market or share a Girl Scout's contact information, sales links, or sales information on public-facing online sites. They also should not share their sales links with any news outlets (this includes online and traditional news media, such as radio, television or magazines).
- For safety purposes and other reasons, online marketing activities, especially those conducted through social media platforms, should only be done through the

caregiver's or a Girl Scout's page/account and set to "private." Posting to any private, public, and marketplace pages such as Yard Sale and Nextdoor are not allowed.

- Should any online marketing activities be identified as in violation of guidelines, GSUSA or the council reserves the right to intervene and request removal or remove the post.
- Caregivers, Girl Scouts and volunteers should contact and collaborate with the council and GSUSA in advance on any national news media opportunities.

Girl Scouts may use Facebook, Twitter, Instagram, text messages and e-mails as online marketing tools to let family, friends and former customers know about their product program sales. All are effective ways that Girl Scouts 13 and older can promote cookies and other product programs. Girl Scouts under 13 cannot independently utilize digital resources and applications. Girl Scouts under 13 can use their caregiver's digital tools with their approval and supervision.

Working with the Media

Regional Media

GSCP2P maintains relationships with region-wide media. Volunteers may not contact these outlets directly and should work with the GSCP2P Marketing Department to pitch Girl Scout stories. If you are contacted by a media outlet, please notify GSCP2P at info@girlscoutsp2p.org.

National Media

Girl Scouts of the USA maintains relationships with national media outlets, such as NY Times, Wall Street Journal, The Washington Post, network TV and news. Inquiries from these outlets should be forwarded to the council's Marketing Department to be sent to GSUSA.

Crisis Communications

We respectfully ask if dealing with a crisis situation involving Girl Scouts that all media please be referred to the GSCP2P Executive Team. Please contact us at 800-672-2148 or, if after hours, call 877-331-5904.

Insurance

As a member of Girl Scouts, some basic insurance is available for participation in Girl Scout activities.

Girl Scout Activity Insurance

Girl Scouts provides Activity Accident Insurance underwritten by Mutual of Omaha to support Girl Scouts participating in Girl Scout approved and supervised activities and events. Activity Accident Insurance is automatic upon membership registration and applies to all adult and youth members who may become injured during a Girl Scout approved and supervised activity. This coverage works like supplemental medical/health coverage and is intended to help with out-of-pocket medical expenses that may not be covered by personal insurance. Activity Accident Insurance extends to non-members who are invited to participate in a Girl Scout approved and supervised activity, whether an adult volunteer for the day, or a friend of a Girl Scout who is joining along to try out Girl Scouting. Activity Accident Insurance coverage applies to day events, overnight trips (including camp) and international travel. A summary of these coverage types for each category can be found [here on our website](#).

General Liability Insurance

Insurance, managed by the council, provides coverage for volunteers in the event of a lawsuit resulting from the performance of their Girl Scout responsibilities. For example: conducting troop meetings, transporting girls to an event, participating in an approved activity and serving as a Troop First Aider. This includes liability for bodily injury or property damage. This protection does not cover illegal acts or acts that are not consistent with the purpose of Girl Scouting.

Certificate of Liability Insurance

Many organizations require that we prove we have liability insurance before they will let us use their facility. To obtain a certificate for in-council events, please complete the form found here: <https://girlscoutsp2p.wufoo.com/forms/wrqvj9f15ntrlf/>. We will arrange with our insurance carrier to have the certificate sent directly to the appropriate person.

Rental Agreements and Contracts for Transportation

- Written agreements required when renting or chartering transportation may be signed by an adult who is at least 21 and a registered member.
- When renting a vehicle, read all rental agreements to be sure you comply with their terms. Note the minimum age of drivers (often 25), as well as the maximum age (often under 70). Be sure the car is adequately insured, knowing who is responsible for damage to or the loss of the vehicle itself. Also, ensure you have a good paper trail, with evidence that the vehicle rental is Girl Scout-related.

Chartered Transportation

Certificates of insurance are required if a Girl Scout troop/group is chartering transportation (e.g. leasing an entire bus). See *Safety Activity Checkpoints*. If purchasing a ticket to ride on a chartered bus, a certificate of insurance is not required.

High Adventure Activities

GSCP2P and Girl Scouts consider some activities to be High Adventure. These activities require caregivers to give written permission, either through an e-mail, form or release. Vendors must meet *Safety Activity Checkpoint* standards and provide a certificate of insurance. High Adventure activities are any activities that require specialized training or certification to safely participate in. This could include swimming and aquatics, flatwater and whitewater boating, archery/target sports, high and low ropes courses, ziplines, climbing walls, horseback riding, backpacking, caving and more.

Chapter 4: Finances, Financial Assistance, Money Earning and Fundraising

This chapter gives you the ins and outs of establishing a troop account, helping Girl Scouts manage troop finances, participating in money-earning activities, staying safe around money-earning activities and understanding how to collaborate with sponsors and causes.

Troop Funding

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

Girl Scout troops are funded by a share of money earned through council-sponsored entrepreneurial programs, group money-earning activities and any dues your troop may charge. The troop treasury belongs to the entire group. The troop should budget to earn and collect enough money in their bank account to cover activities planned during the year, to pay for membership renewal and for startup expenses that occur before Fall Product Program the following year.

Generally, the troop should spend earned money each year to ensure that the Girl Scouts that earn the money benefit from it.

Troop Dues

Regular troop dues can be used for a variety of ongoing expenses, such as supplies, badges and patches. A \$25 maximum per Girl Scout is recommended for dues. Girl Scouts should plan to earn money beyond dues to make their troop dreams come true. Troops may decide to collect dues weekly, monthly or at regular intervals that work for them. Dues must be deposited in the troop account and are troop property.

Product Programs

The Girl Scout Cookie Program and the Fall Product Program (magazines, nuts, and candy) are offered by GSCP2P and open to all Girl Scouts. Girl Scouts are encouraged to participate in both council-sponsored product program offerings each year. These programs not only provide troop funding but are also a foundation of the Girl Scout Leadership Experience, allowing Girl Scouts to self-determine their troop's plans and build the skills to pursue those plans on their own.

Money-Earning Events

If a troop needs to supplement its product program earnings for a special trip or program, they can seek approval and plan a money-earning event to help with the costs. The event is organized by the troop, approved by council staff and planned and carried out by Girl Scouts (in partnership with adult volunteers). Troops **MUST** have participated in both product programs to be approved unless the troop was formed after a specific product program timeframe. The approval form can be found here:

<https://fs23.formsite.com/Kr2OoX/q2bvekvwni/index>

Troop Banking Specialist

The Troop Banking Specialist is a volunteer responsible for the troop's bank account which includes coordinating deposits, expenditures and financial reporting to the troop.

Since the money belongs to the troop, it is important that the management of funds is transparent for girls, caregivers, volunteers and council staff. Troop Banking Specialists must take Troop Banking Specialist Training. Volunteers who serve in this role must complete the required background screening process, be registered for the role and work in conjunction with troop leaders. Any volunteer who has outstanding debt to any Girl Scout entity may not be appointed to a volunteer role in Girl Scouts. Once the debt has been repaid, they may be considered for a role that does not have financial responsibilities.

Establishing an Account

Each troop sets up a new bank account according to the steps below. This happens as the troop is formed. Troop money may never be deposited in a personal account. When a troop is ready to set up a new bank account, they should complete the form here:

Girl Scout troops at every level **MUST** keep troop funds in a troop checking account established using these guidelines:

1. **Signers:** Determine two signers for your troop/service unit bank account. These will be the Troop/Service Unit Banking Specialists. For all new troops created in MY26 and later, these signers **MUST** be unrelated, from separate households and approved Girl Scout volunteers who hold the Troop/Service Unit Banking Specialist role in Volunteer Systems. They also must be in good standing with the council. Both must be registered members of GSUSA/GSCP2P and pass a criminal background check.
2. **Bank:** Decide which bank you will use. GSCP2P has corporate relationships established with Truist and First Citizens Bank. The use of Truist or First Citizens Bank for troop/service unit accounts is required unless neither of these banks are reasonably accessible. The use of another bank must be approved by GSCP2P's finance department prior to opening the account.
3. **Form:** Get the needed forms from GSCP2P by submitting the New Bank Account Request Form online. Remember, you need to complete membership and background checks, and you will be assigned training based on your role. Once completed, they will prepare and e-mail your personalized Bank Authorization Form and send a blank Troop/Service Unit ACH Authorization Form.
4. **Open Account:** GSCP2P has relationships with Truist and First Citizens Bank, and both have established procedures for opening a Girl Scout account in their system and may not require a deposit. We recommend calling ahead to request an appointment with someone experienced in setting up Girl Scout accounts. All approved signers that are listed on the form must be present with their IDs and their personalized Troop/Service Unit Bank Authorization Form to set up the new account.
5. **ACH Form Required:** Return the completed Troop/Service Unit ACH Authorization Form to info@girlscoutsp2p.org within two weeks. This signals the completion of the troop/service unit banking process. If you have any questions or problems related to establishing your bank account that you could not resolve with the bank, please contact us at info@girlscoutsp2p.org with as much information as possible, including the bank, branch location and banker name.
6. **Debit Card and Checks:** Troops need both a debit card and checks (for reimbursement) for their troop account. When possible, no name, address, social security number or phone number should be printed on any checks. Checks should only read GSCP2P Troop ##### and show the troop's mailing address (not the address to the Hickory Service Center).
7. **Rallyhood Collection of Troop Fees:** Each troop will have a Rallyhood Communication platform created and will be able to invite families. In this platform, a Stripe account that is attached to the troop account can help facilitate the collection of payments from families that are deposited directly into the troop account. There is a fee for each transaction that the payee may be responsible for.

Changing Signers on Bank Accounts

If troop leadership team members change or Troop Banking Specialists change within a troop, then there will need to be a change of signers on the bank account. It is important that all new troop signers are registered with completed, eligible background screenings before submitting the [Change Bank Account Signers Form](https://www.cognitoforms.com/GirlScoutsCarolinasPeaksToPiedmont1/BankChangeRequestForm) at <https://www.cognitoforms.com/GirlScoutsCarolinasPeaksToPiedmont1/BankChangeRequestForm>.

Closing an Account

Troop bank accounts may only exist if there are girls registered in the troop, and there must also be unrelated adults (two leaders and one Troop Banking Specialist) registered, trained and background screened who are signers. Troops must notify their Engagement Manager when disbanding and needing to close their account. Troops without activity in their account for six months or more and who do not respond to contact from council staff will have accounts closed. Money will be assumed by the council.

Closing the Troop Account Process

When closing a troop account, be sure all checks and other debits have cleared the account before you close it. Remember, you may have to close the account in person. Turn remaining funds over to a council staff member.

GSCP2P Troop Disbandment Process

1. Notify your Service Unit Specialist and Engagement Manager of intent to disband or leadership team leaving.
2. Notify all families and your Engagement Manager. A caregiver meeting with the Engagement Manager MUST be held to ensure families know how to continue with Girl Scouting.
3. Troop Account: Ensure all debits have cleared the account and remember, you may have to close the account in person.
4. Girls transferring to new troops: Should a Girl Scout or multiple Girl Scouts hopefully wish to stay in the movement and transfer to new troops, the amount in the troop treasury should be divided among the girls who have registered with new troops and checks sent for that portion to the new troop to be deposited by the Troop Banking Specialist and becomes property of the new troop.
5. If no girls are continuing or all have graduated, any remaining funds should be issued from the bank in the form of a check that is made payable to GSCP2P and turned over to Engagement Manager within 10 days.
6. Complete the [Disbanded Troop Report Form](#) and return to your Engagement Manager. Let them know when you have closed the troop bank account and if the funds were distributed or will be returned to the council.

7. Complete an [Annual Troop Finance Report](#).
8. If the troop bank account has been closed, be sure to cut or shred all blank checks and bank cards. Troop financials should be kept by the leader for a minimum of three years.
9. Delete any troop Facebook pages or groups and take down related websites, including Rallyhood rallies.
10. Gather troop resources, e.g., handbook, leader's guide, etc. and financial records. Troop supplies and materials can be given to the service unit, other troops or the council to be recycled to other Girl Scouts.

Managing Your Account

The following guidelines should be used in managing the troop bank account:

Deposits: All troop funds should be promptly deposited in the troop checking account. Note the source of funds if appropriate on the deposit and in the record keeping. All funds **MUST** be deposited in whole, and no amount should ever be deposited into a personal account. (Reimbursement is never from depositing funds.)

Cash: An ATM withdrawal receipt does not qualify as a receipt for reimbursement or justification for troop purchases. Troop checks may not be made out to cash or to the signer of the check. All purchases made with cash require detailed receipts of the transaction(s). Receipts must be attached to the original ATM withdrawal receipt. Cash should be used in very rare instances such as cookie booth change or tipping.

Purchases: When possible, purchase supplies, equipment, goods and services with the troop debit card or check. It is also important to only use the troop bank account for appropriate troop expenses. If a Troop Leader or Troop Banking Specialist has a question about appropriate purchases, the Service Unit Banking Specialist should be contacted. See below for a partial list.

- Supplies, equipment (which become troop property), goods and services purchased for troop
- Membership for adults and girl members
- Troop events and field trips
- Donations to the council for financial assistance for troops in need
- Any required volunteer training for outdoor or high adventure
- First aid training for a Troop First Aider
- Camp training fees
- Background screening for required troop committee members
- Leader books and resources

- Babysitting while troop leader attends training or meeting – must be determined in advance at a caregiver meeting and all caregivers must be aware of the situation and need
- Recognitions for Girl Scouts (such as earned badges and pins)
- Recognition for adult volunteers (i.e. token of appreciation for Cookie Manager, Troop Banking Specialist, etc.)

Reimbursements

- If a volunteer requires reimbursement, requests must be submitted to the troop/service unit within two weeks of purchase and must be accompanied by a receipt which is kept by the troop or service unit as documentation.
- No reimbursement can be made after six months' time, so it is important that all volunteers submit receipts in a timely manner.
- Reimbursements should be made by check with a memo note justifying payment.
- If a signer on the account or a member of their family is receiving reimbursement, one of the alternate signers must review the receipts and sign the check. (All receipts must be kept with bank statements for three years.)

Reporting and Compliance

- Troop Leaders or Troop Banking Specialists must reconcile and save all bank statements with receipts. Should a service unit team member or caregiver in the troop wish, collection of those receipts for an audit of the troop account will be completed. Failure to comply will result in a caregiver meeting called and possible troop disbandment, including bank account closure.
- As all accounts must be opened with the council's EIN or Tax ID number, GSCP2P finance staff should have online access to the accounts.
- All troops and service units must submit an End of the Year financial report detailing bank account balances, where money has been spent and plans for proceeds not used during the membership year through the Volunteer Toolkit. This important tool for transparency is required and keeps troops in good standing for the new year. Troops not in good standing will need troop reformation meetings for potential new volunteers and new bank accounts.

Bridging and Transferring to a New Troop

Ideally, the troop should spend earned money each year to ensure that the Girl Scouts who earned funds benefit from those funds. If the troop has Girl Scouts bridging or transferring to a new troop and there is money remaining in the troop treasury at the end of the year (June or later for a documented summer activity), the below guidelines should be followed:

- Girl Scouts register in a new troop and money goes to that troop - never the individual Girl Scout (or caregiver).

- Money may only be transferred to a troop account within the GSCP2P council.
- Money is transferred as an equal portion of the troop treasury in relation to the active number of Girl Scout youth members minus troop expenses.
- The money transferred becomes troop property and does not belong to the individual girl.
 - The amount of product program proceeds earned by a Girl Scout does not factor into the amount transferred.
 - Only money earned during the current membership year can be utilized for troop treasury transfer.
 - Girls unable or unwilling to go on troop agreed upon travel, field trips, end of the year activities, etc. do not receive proportional compensation.

Accepting Money Transfers and Payments for Money-Earning

Electronic money transfers are a modern and convenient way that many individuals move funds. However, most of these applications require fees because the troop bank account is considered a business account. Troops have an option to utilize Zelle, Cheddar Up or Rallyhood.

Rallyhood has tutorials on how to set up electronic payments that are easy to follow in the Rallyhood links sections. Cheddar Up must be set up under the council's tax ID when being used for Girl Scouting purposes. In the past, some troops have experienced issues in using Cheddar Up; any customer service issues must be handled directly by the troop with Cheddar Up, and the council staff cannot assist. Rallyhood has dedicated staff to assist with any issues that arise. When setting up Rallyhood or Cheddar Up, do not use a personal social security number. As a result of tax changes, troops that have received credit card payments through a money payment app will receive a 1099-K. Please make sure that the tax ID shown on the form is the council's tax ID. If the tax ID is not the council's, the information used to set up the account on the POS app will need to be updated with the council's information and have the 1099-K reissued. If you need assistance making the change, please contact the support of the POS app. Lastly, if the 1099-K does have the council tax ID, there is nothing else you need to do. Please save the 1099-K for your records.

Venmo, PayPal, etc. should never be used as going into a personal account violates the rule of not mixing Girl Scout money with personal money.

Helping Girl Scouts Reach Their Financial Goals

It's important that Girl Scouts have a clear plan and purpose for their money-earning activities. One of your opportunities as a volunteer is to facilitate girl-led financial planning, which may include the following steps:

- Set a budget for the troop year. Itemize membership registration, space rental, supplies and activity costs.

- Set dues for the start of the year to cover expenses until the money from the Fall Product Program comes in.
- Make a plan to earn money for fall with the Fall Product Program.
- Make a plan to earn money for the remainder of the year with the Girl Scout Cookie Program.
- If your plans require additional money, see below for guidelines around additional troop money earning.

Remember: As a volunteer, try to help your Girl Scout troop balance the money-earning they do with opportunities to enjoy other activities that have less emphasis on earning and spending money.

Additional Troop Money-Earning Activities

If income from product programs isn't enough, Girl Scouts have more options available to them. Be sure to submit a Troop Money Earning Event Approval form to the council before planning the activity.

Although you cannot resell products, you can offer services, such as the following:

- Collections/Drives: Try cell phones for refurbishment, used ink cartridges turned in for money or Christmas tree recycling.
- Services: Plan a Girl Scout program like a bake event for a service unit or association, babysit for holidays or council events, rake leaves, weeding, cutting grass, shoveling snow, walking pets, etc.

Additional Money-Earning Guidelines

Both the Fall Product Program and the Girl Scout Cookie Program are skill-based programs to help facilitate Girl Scouts to earn their own funds to see their plans come to life. It is an important part of their leadership development and a tenant of Dream, Earn, Do!

Girl Scouts' participation in both council-sponsored product program activities is required first before taking on additional money-earning activities.

- Council approval is required for any additional troop money-earning event (other than product programs). Troops should submit the Additional Money Earning Activity Approval form to council staff at least 30 days prior to the event:
<https://fs23.formsite.com/Kr2OoX/q2bvekvwni/index>
- Each Girl Scout must voluntarily agree to participate and have caregiver permission for ALL money earning, including product programs. Troops must budget based on girls' ability and willingness to earn money and plans are set accordingly.
- An established understanding of (and ability to explain clearly to others) why the money is needed is required for an Additional Money Earning Event. Troops must

have an understanding that money-earning should not exceed what the group needs to support its activities.

- Be vigilant in protecting the personal safety of each Girl Scout. Observe local ordinances related to involvement of children in money-earning activities, as well as health and safety laws.

Money-Earning Restrictions

- Girl Scouts forbids the use of games of chance, solicitation of cash and product-demonstration parties. This includes GoFundMe and other direct solicitations. Troop money-earning activities need to be suited to the age and abilities of the Girl Scouts. Adults MAY NOT earn money on behalf of a troop nor sell product program items.
- Money earned is for Girl Scout activities and is not to be retained by individuals or used for activities associated with other organizations.
- Restaurant nights where you receive a percentage of sales are not permitted as a money-earning activity for troops.

Money-Earning is Not Fundraising

Money-earning is program-based activities conducted by Girl Scouts through troops while fundraising is raising money by adults for the non-profit entity of GSCP2P and goes to the council for the benefit of all current and future Girl Scouts.

Collaborating with Sponsors and Other Organizations

Community organizations, businesses, religious organizations and individuals may be sponsors and may provide group meeting places, membership dues, volunteer their time, offer in-kind donations, provide activity materials or loan equipment. To recognize the sponsor's contribution, Girl Scouts can send thank-you cards, invite the sponsor to a meeting or ceremony, or work together on a Take Action project. The troop is required to have a bank account independent of the sponsor.

- Be respectful when collaborating with religious organizations. Girl Scout groups must respect the opinions and practices of religious partners, but no Girl Scout should be required to take part in any religious observance or practice of the sponsoring group.
- Fundraising for other organizations is prohibited. Girl Scouts and adult volunteers are not allowed to solicit money on behalf of other organizations. This includes participation in a walkathon or telethon in uniform. You and your troop can, however, support other organizations through service projects or a donation from your troop account.
- Political fundraising is prohibited. When in an official Girl Scout capacity, your troop or service unit may not participate (directly or indirectly) in any political campaign or work, on behalf of or in opposition to a candidate for public office. We encourage Girl

Scouts' civic participation; however, implied endorsements of candidates are prohibited. Girl Scouts is and always will be nonpartisan.

Girls in Troops Working on Individual Highest Awards

All funds in a Girl Scout troop bank account are for troop activities. Girls in troops should discuss and vote on how to utilize troop funds to support troop members working to achieve Girl Scout Highest Awards. Only teen Girl Scout troops, those without Daisy, Brownie or Junior Girl Scouts, vote to allocate funds for individual projects such as Girl Scout Silver and Gold Awards. Multi-level troops have one treasury, and troops with Daisy and Brownie Girl Scouts may not allow this type of vote as those girls do not have the same developmental understanding of money for future projects.

Donations

Girl Scouts MAY NEVER ask for monetary donations in any way outside of approved Gold Award projects under the council's EIN and guidance. Any money donated to support a Girl Scout's participation must be deposited into the troop bank account and remains the property of the troop. The troop will determine its use. Funds (in the form of cash, check, gift card or scholarship) are never presented to individual teen Girl Scouts or their families. The records of expenses and revenue of Girl Scouts should be shared with teens and their caregivers on a regular basis. Girl Scouts must factor in adult costs for activities as adults do not participate in money-earning.

Decisions on Spending Troop Proceeds

Troops should strive to plan to use funds where all members can benefit. However, there will be occasions when the majority of the troop, and not all Girl Scouts, can participate. In that instance, the individual Girl Scout does not receive comparable value.

- Troops are encouraged to think through how to be inclusive to prevent a Girl Scout from repeatedly being left out.
- Girl Scouts must factor in adult costs for activities as adults do not participate in money-earning.
- Girl Scouts may not decide to use funds to provide gift cards for themselves, pay for college applications or textbooks, personal property or any other individual benefit.

Highest Awards

Troops and teens who are earning the Highest Awards (Girl Scout Bronze, Silver and Gold Awards) should review the following guidelines regarding the appropriate use of troop funds and money-earning. The following guidelines apply to all individual Girl Scouts and troops. Additional guidelines specific to individual awards are below.

- Girl Scouts may not raise money for another organization.

- Girl Scouts at the Junior to Ambassador levels may solicit donations of in-kind goods and supplies for specific Girl Scout Take Action projects, including the Bronze, Silver and Gold Awards.
 - Note: If Girl Scouts are offered gift cards or money, instead of goods or supplies, they may accept. However, a volunteer must sign any related paperwork. Direct solicitation of gift cards or money is not permitted.
- Girl Scout Juniors and Cadettes may not apply for grants through outside organizations.
- All monies earned or donated should be submitted directly to the Troop Banking Specialist for receipt and record keeping.

Bronze Awards Projects

- Junior troops may use troop money to fund Girl Scout Bronze Award projects, and it is recommended that Girl Scout Juniors discuss and determine how much in their budgeting process at the beginning of the year.
- Funds earned from council-sponsored product programs (cookies and fall product) can be applied to Bronze Award projects and are considered sufficient funding sources for Junior Girl Scouts.
- Troops earning the Bronze Award may not apply for grants through outside organizations.
- Troops may participate in additional money-earning activities with approval, provided that the troop has participated in council-sponsored product programs.
- Girl Scout Juniors may request in-kind donations of goods and supplies. However, direct solicitation of gift cards or money is prohibited.
- Junior Girl Scout troops may do additional money earning for Girl Scout Bronze Award projects. All funds must be deposited in the troop account with a line item for that purpose. Troops should refrain from earning additional money than is needed.

Silver Award Projects

- Girl Scout Cadette Troops may vote to fund individual or group Girl Scout Silver Award projects, and it is recommended that they determine this during their troop budgeting process.
- Girl Scout Cadettes may request donations of in-kind goods and supplies. However, direct solicitation of gift cards or money is prohibited.
- Girl Scouts may earn the Silver Award individually or work as a team.
- Girl Scouts earning the Silver Award may not apply for grants through outside organizations. Troop money-earning hours, such as council-sponsored product programs, cannot be counted toward a Girl Scout's Silver Award project hours.
- Troop money-earning hours are intended to support the troop's goals.
- Cadette Girl Scout troops may do additional money earning for Girl Scout Silver Award projects. All funds must be deposited in the troop account with a line item for the Silver Award Project(s) purpose. Troops should refrain from earning additional money

than is needed. All funds that are left over after Silver Award projects are completed become general troop funds.

Gold Award Projects

- Girl Scout Seniors and Ambassadors working on the Girl Scout Gold Award may apply for grants through outside organizations and must notify council staff prior to application and receiving approval. This may necessitate receiving a copy of the grant application, and approval can only be granted for approved Girl Scout Gold Award projects.
- Girl Scouts should be completing the grant application information under the supervision of a Girl Scout adult volunteer or their project advisor, who then assumes responsibility for ensuring the approval and then the grant reporting process.
- Troop money-earning hours, such as council-sponsored product programs, cannot be counted toward a Girl Scout's Gold Award project hours. Troop money-earning hours are intended to support the troop's goals, whereas the Gold Award is an individual project.
- All funds received from grants must be deposited into the troop account and receipts kept.
- All money earned for Girl Scout Gold Award projects that remain after project completion become property of the troop for general use.

Note: If Girl Scouts are offered gift cards or money, instead of goods or supplies, they may accept. However, a volunteer must sign any related paperwork.

Financial Assistance

Financial assistance is designed to help registered Girl Scout youth and adult members participate in Girl Scout activities where financial considerations might otherwise hinder such participation. Funding for much of this assistance comes from the generous support of Girl Scout families and donors.

Troop and Member Financial Assistance

- Assistance for the annual GSUSA membership dues is available for Girl Scouts and adult volunteers. To request this type of assistance, log on to your account at <https://mygs.girlscouts.org/> and request financial assistance during the membership purchase checkout.

Background Screening Assistance

- Assistance is available for the background screening fee. After you register as an adult volunteer for a role that requires background screening, you'll receive an e-mail "invitation" from the advocates@sterlingvolunteers.com to begin the process. The e-mail will contain two links. One link is to be used if you are able to pay the fee. The other link is to be used if you'd like to request financial assistance

to cover the fee. Please only use this if you need assistance. The funds used will then not be available for girl program assistance.

Program and Camp Assistance

- Program and camp assistance help individuals participate in an approved Girl Scout activity.
- Troops should adequately plan to earn funds for Girl Scout's opportunities.
- Program assistance is not designed to underwrite event/camp costs for an entire troop.
- Program financial aid may be requested during the program registration process if and when it is available.
- All Girl Scouts must use Cookie Dough before requesting financial assistance.

In planning activities, troops should consider the following:

- Has the troop made realistic plans to pay for all youth members and required adult volunteers?
- Has the troop allowed enough time to earn the funds needed?
- Has the troop made alternate plans, if needed, to accommodate unexpected circumstances such as change in troop size, increased cost and unrealized money-earning goals?
- Have all Girl Scout youth and adults been given the opportunity to participate in troop money-earning activities?
- Has the troop participated in council product program activities?

Camp Financial Assistance

GSCP2P strives to make camp available to all Girl Scouts regardless of their family's economic situation. Links to assistance for summer camp can be found during the camp registration process and are extremely limited. Families must make the deposit and have acceptance into the program prior to receiving financial assistance or using Cookie Dough. Troops can then pay for the portion voted on by girls with product program proceeds. Keep in mind that other troop activities need to be accounted for, and so paying camp costs may not be in line with troop needs, and thus, must be a troop (girl) decision.

Please note: Families that receive financial assistance and do not attend the camp session may not request financial assistance in the future.

Individual Donations

GSCP2P is a non-profit entity, and donations to help families in need are an important part of serving our entire community. If a family or a troop would like to assist fellow Girl Scouts, this can easily be done by adding a donation during renewal or registration. Troops with proceeds that are larger than their plans may vote to donate a portion to help families

and send a check to the council earmarking as a donation. Do NOT send cash through the mail.

Pass-through Donation Guidelines

Many individuals see the impact of Girl Scouting in their communities, and sometimes we receive requests for individuals to donate directly to a Girl Scout troop or service unit. The council has established guidelines to properly acknowledge the donor's gift and track money supporting our organization.

For donations up to \$250, the donation should be payable to GSCP2P Troop # and deposited into the troop's bank account. The council will not provide a tax receipt for these donations.

For donations over \$250, below are the steps used for processing these donations:

- The donation check must be made payable to GSCP2P and sent to the council's office at Girl Scouts Carolinas Peaks to Piedmont, 208 Union Square, Suite 101, Hickory, NC 28601.
 - Important: The donation must come with a note that says it is a pass-through donation and the Troop# or SU# that it will support.
- The council will deposit the donation and issue a tax receipt for the donor using the address listed on the check.
- The council will provide payment to the troop via ACH transfer to the troop account. This process usually takes 7-14 business days.
- The same procedures above apply to service units.
- For questions, please contact info@girlscoutsp2p.org.

Planned Gifts

All families who understand the impact of Girl Scouting and want to ensure the legacy of Girl Scouting in our region forever should consider a planned gift through the Juliette Low Legacy Society (JLLS).

If you would like more information about making a gift or JLLS, please contact our Fund Development department at info@girlscoutsp2p.org.

Chapter 5: Inclusion and Conflict Resolution

As you listen and learn along with the Girl Scouts, remember that each girl is an individual with their own needs, feelings and interests. Girl Scouting is an inclusive, girl-led community in which everyone belongs. When you put youth first, you're nurturing a collaborative dynamic, making space for the development of leadership skills and allowing children to benefit from the guidance, mentoring and coaching of caring adults.

Diversity, Equity, Inclusion and Accessibility (DEIA) Commitment

GSCP2P is committed to building and maintaining an inclusive community that respects and supports all our members. We value the diverse backgrounds and qualities of each youth and adult member—so that all members feel they belong. We strive to provide everyone with the opportunity to fully participate in the Girl Scout program and contribute to the Girl Scout community.

Our mission is to help Girl Scouts become leaders with the courage, compassion and confidence needed to build a more just community. We continue to commit ourselves to the values put forth in the Girl Scout Promise and Law.

Creating an Atmosphere of Acceptance and Inclusion

Inclusion is an approach and an attitude rather than a set of guidelines. Inclusion is about belonging, about all Girl Scouts being offered the same opportunities, about respect and dignity and about honoring the uniqueness of and differences among us all. It's about being a "sister" to every Girl Scout. You're accepting and inclusive when you:

- Welcome every Girl Scout and focus on building community.
- Emphasize cooperation instead of competition.
- Provide a safe and socially comfortable environment for youth.
- Teach respect for, understanding of and dignity toward all Girl Scouts and their families.
- Evoke a sense of belonging to the community as a respected and valued peer.
- Honor the intrinsic value of each person's life.
- We seek to address barriers that impede our members from reaching their highest potential.

Girl Scouts stand against racism and pledge to work for a just society for all.

- The Girl Scout movement has always been one that stood for inclusivity; however, it is not lost on us that unfortunately this is not the experience of every Girl Scout. GSCP2P continues to strive to be a pillar for all youth and adult members, especially for our communities of color.
- Racism and prejudice have no place in our organization, our communities and our world, and we stand in solidarity with communities of color throughout the world, the nation and within our council.
- We take action when we see a need, and we live by our Girl Scout Law, which demands that we seek racial equity for everyone.

GSUSA Multicultural Community Celebrations Patch Program

- This program can be found at <https://bit.ly/44QYVzf>.
- Girl Scouts of all levels, their friends and their leaders have plenty of activities to choose from to earn each segment of this fun patch. Whether they choose to do one or all of them, they will discover interesting new things about their neighbors—and themselves.

gsLearn Training

- We have additional training from GSUSA to help troops ensure inclusivity and to help adults consider how to have an inclusive troop. Log in to your MyGS account and click on the library in gsLearn to find the below and other trainings that will be helpful.
 - GSUSA Creating Your Inclusive Troop
 - GSUSA Delivering Inclusive Program

Conflict Resolution and Grievance Process

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

Reasons for Conflict

Occasionally, conflicts can occur between volunteers, youth members and council staff. Conflicts can happen for a variety of reasons including:

- Opinions on how to incorporate programming and activities
- Concerns regarding council policies and procedures
- Lack of training and/or updated training
- Use of funds
- Differences in ideology
- Inappropriate behavior
- Miscommunication (including e-mail communication)

Troop Conflict

When a conflict arises, get those involved to sit down together and talk calmly and in a nonjudgmental manner. Each party may need some time—a few days or even a week—to calm down before being able to do this. Although talking in this way can be uncomfortable and difficult, it does lay the groundwork for working well together in the future. Whatever you do, do not spread the complaint around to others (including through e-mail or social

media). That won't help the situation and only causes embarrassment and anger. Girl Scouts in the troop should never be made aware of issues between adults.

If a conflict persists, be sure to explain the matter to your Service Unit Specialist and support team. If the Service Unit Specialist is not in place or cannot resolve the issues satisfactorily (or if the problem involves the Service Unit Specialist), the issue can be taken to the Engagement Manager and, ultimately, if the problem continues, contact the Director of Girl Scout Engagement.

Volunteer Conflict

Volunteers donate their time and efforts to the Girl Scout mission and are diverse, passionate and caring. However, all may not agree on how to fulfill the Girl Scout mission or adhere to our principles. Everyone has the right to express their concerns, be respected and to be treated in a professional, efficient and fair manner.

All volunteers should seek resolution to problems through open communication and informal discussions. If a volunteer has a concern or conflict, they should take it directly to the person involved first and negotiate for a mutually beneficial resolution. If informal communications fail, those involved should meet with their volunteer supervisor, specifically the Service Unit Specialist.

Preventing Issues in Troops

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

The troop leadership team should clearly present expectations for caregivers, such as volunteering with the troop, dropping off and picking up their child on time and communicating with troop leaders. Regular caregiver meetings to remind and reinforce these expectations are the first step to preventing issues between adults in troops.

Behavioral Consequences

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

Please note: Girl Scouts are not removed from troops without due process.

Steps in Conflict Resolution

1. Don't ignore the issue. The council encourages volunteers, staff and caregivers to take positive actions to promptly and efficiently resolve concerns.
2. If an individual has a concern, they should take it directly to the person involved first and negotiate for a mutually beneficial resolution.
3. If it can't be handled informally between the individuals, those involved should meet in person. Start at the lowest level before escalation.
4. All decisions should be documented, and each party should sign the agreement and keep a copy.
5. Service unit teams should mediate between adults in the same or different troops. If unable to assist, then they should refer to their assigned Engagement Manager.
6. Issues with staff, such as the Engagement Manager, are mediated by the Director of Girl Scout Engagement.
7. Refusal to sit down to discuss issues with your service unit or council staff may warrant volunteer removal.

Conflict Mediation Guidelines of Conduct

- All parties must conduct themselves according to the Girl Scout Promise and Law.
- When upset or frustrated, step away and cool down.
- Address the issue, not the individual.
- Find something positive to say about the person.
- Express feelings honestly but not aggressively.
- Avoid placing blame.
- Address the problem, not how you personally feel about it.
- Recognize that everyone has their own opinions, and you can't force people to think like you.
- Focus on coming to a mutually acceptable agreement.
- Don't think of it as a competition - you are not enemies. Compromise so everyone has a part in the solution.
- A conflict is never truly resolved if only one person's needs are met.
- Focus on common ground instead of disagreement.
- Don't assume you know what someone is feeling or thinking.
- Actively listen without interrupting and ask clarifying questions to ensure understanding.
- Focus on the present instead of bringing up past issues.
- Try to work with others rather than exert control over them.
- Thank the person for listening.

Removal

After the resolution has been reached and documented, if the behavior or conflict continues, volunteers may be removed from that volunteer position after due process has been followed. Due process is defined as the opportunity for an in-person meeting that includes council

staff and gives all sides the chance to be heard. The situations outlined on pages 19-20 can result in the immediate removal of a volunteer.

An individual who is unwilling to participate in a sit-down conflict management meeting can be immediately removed from volunteer roles.

Chapter 6: Programs and Entrepreneurship

What Our Girl Scouts Do Locally

The Girl Scout Leadership Experience (GSLE)

The Girl Scout Leadership Experience provides the foundation for all we do. It is the core of our program and encompasses everything from our Promise and Law to our badges and activities. And, at the center of it all, are the youth. At Girl Scouts, everything centers around the youth member - it's what makes Girl Scouts truly unique.

The Three Keys of Girl Scouting

- **Discover:** When Girl Scouts take part in fun and exciting badge activities, earn a Girl Scout highest award, go camping or attend an amazing Girl Scout program or event, you are helping them discover who they are, what they care about and where their talents lie.
- **Connect:** When Girl Scouts collaborate with others, including the members and leaders of their troop, Girl Scouts from their local community or community partners and experts, they connect and expand their horizons. This helps them care about, support, inspire and team up with others both locally and globally.
- **Take Action:** When Girl Scouts deepen their relationship with the world around them, they're eager to take action to improve the local community and the greater global community and make the world a better place.

3 Pillars of the Girl Scout Leadership Experience

- **Girl-led:** Girl Scouts take the lead, no matter their age. From selecting the badges they'll pursue to how they'll organize an activity, Girl Scouts have the chance to follow their dreams and grow their skills—and gain the confidence that comes with that.
- **Learning-by-Doing:** Hands-on activities are fun for Girl Scouts of any age, but they also help them feel empowered to shape their own experience. Girl Scouts unlock their "I got this" attitude as they discover they can always dust themselves off and try again when things don't go according to plan.
- **Cooperative Learning:** There's power in having a tight-knit group of friends who will learn with you, grow with you and always cheer you on. Girl Scouts see firsthand

that teamwork, respect and collaboration can fuel them through any challenge that comes their way.

Planning Your Troop Year

There are many resources available to help plan your Girl Scout year. For ready-made year plans, including meeting plans (right down to a script!), use the Volunteer Toolkit.

Progression Supporting the Levels

Although program elements, like outdoor expeditions or entrepreneurial ventures, align across all grade levels, Girl Scout Daisies and Brownies won't be doing the same activities as Girl Scout Seniors and Ambassadors. With your support, they will get there! Girl Scout programming is designed to be progressive, and it's what makes Girl Scouting fun and effective! By building on the knowledge and skills they gain year after year, your Girl Scouts' confidence will grow exponentially, and they'll be eager to try new things and take on new challenges. As a volunteer, you will cultivate a supportive, non-judgmental space where your Girl Scouts can test their skills and be unafraid to fail. Keep in mind that progression drives success for your troop. It is important that as your Girl Scout troop progresses, your role as troop leader will shift from leader to advisor.

The Important Difference Between Journeys and Badges

(Note: Journeys are retiring in September 2026)

Journeys and badges are designed to give Girl Scouts different leadership-building experiences, all while having fun!

- Journeys are multi-session leadership experiences for Girl Scouts to explore topics such as bullying, media literacy, design thinking or environmental stewardship. Girl Scouts do hands-on activities, connect with experts and take the reins on age-appropriate Take Action projects. Because of their leadership focus, Journeys can also be a prerequisite for the highly regarded Girl Scout Bronze, Silver and Gold Awards.
- Badges are all about skill building. When a Girl Scout earns a badge, it shows that they've learned a new skill, such as making a healthy snack, building and testing a toy race car or taking great digital photos. It may even spark an interest at school or plant the seed for a future career. And remember you'll have fun and learn by doing right alongside your Girl Scouts!

Emblems and Patches

In addition to the leadership awards and the national proficiency badges, Girl Scouts can show they belong by adding emblems to the front of their vests or sashes and participation patches on the back.

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

Additional Notes on Badges

- Girl Scout Daisies earn Petals and Leaves (which form a flower) in addition to badges.
- Badges and other earned awards are worn on the front of a sash or vest.
- The knowledge and pride that a Girl Scout gains from earning skill-building badges is more important than the number of badges earned.

The Difference Between Community Service and Take Action Projects

As your Girl Scouts look for meaningful ways to give back to their community, you can help sharpen their problem-solving skills and expand their definition of doing good by discussing community service and Take Action projects.

- Community service projects are all about making an impact right now and filling an immediate need in the community.
- Through their Take Action projects, Girl Scouts change the world—or their part of it—and make it better, going forward. Take Action Projects focus on creating a lasting, sustainable impact.

Girl Scout Highest Awards

As your Girl Scouts discover their passions and the power of their voices, they'll want to take on an issue that's capturing their interest and is meaningful to them. Encourage them to turn their vision into reality by taking on the ultimate Take Action projects in order to earn Girl Scouts' Highest Awards—the Bronze, Silver and Gold Awards.

The Girl Scout Bronze, Silver and Gold Awards

The Highest Award program gives Girl Scouts a chance to become forces for good and create a lasting impact on their communities, nationally and around the world. Information on the awards and guidelines can be found at

<https://www.girlscoutsp2p.org/en/members/for-girl-scouts/badges-journeys-awards/highest-awards.html>.

The Girl Scout Gold Award

The Girl Scout Gold Award can be earned by Seniors and Ambassadors and is the standout achievement of Girl Scouts who develop meaningful, sustainable solutions to challenges in

their communities and the world. Workshops and training for girls and adults are offered throughout the year and on gsLearn.

The Girl Scout Silver Award

The Girl Scout Silver Award can be earned by Cadettes. The Silver Award can be earned by an individual Girl Scout or by a small group. Silver Suite from GSUSA is the tool used for Silver Award project approval. Training is recommended for adults to help girls understand the requirements.

The Girl Scout Bronze Award

The Girl Scout Bronze Award can be earned by Juniors. The Bronze Award is earned individually or can be earned by the group.

Girl Scouts Carolinas Peaks to Piedmont Programs and Events

Participation in Council-Sponsored Programs

Many council-sponsored programs have limited capacity, and some programs allow only the Girl Scout youth members to participate in the actual activities. You can see all upcoming council events at <https://www.girlscoutsp2p.org/en/discover/activities/event-calendar.html>.

Program Partners

Program partners are programs and events advertised as a service to aid in troop planning. Program partners range from museums to commercial establishments to individual entrepreneurs. Troop leaders must ensure *Safety Activity Checkpoints* and Volunteer Essentials standards are adhered to when participating in a program offered by a program partner.

Council Patch Programs

GSCP2P has developed additional recognitions which supplement those offered by GSUSA. These patch programs offer Girl Scouts the opportunity to learn about subjects as an extension of badges, subjects of local interest or those that support council goals. These recognitions were created by GSCP2P, but Girl Scouts from any council can earn them. Read more at <https://www.girlscoutsp2p.org/en/members/for-girl-scouts/badges-journeys-awards/badge-patch-programs.html>.

Entrepreneurial Programs

The Youth-Volunteer Partnership

Underlying all the lessons that Girl Scouts can learn from their participation in the Girl Scout Cookie Program is the Girl Scout/volunteer partnership. Ideally, this is a partnership between the Girl Scout and their leader and between the Girl Scout and their caregivers.

Adults do not sell cookies. Adults participate only in supporting the direct involvement of Girl Scouts.

During the Girl Scout Cookie Program, the Girl Scout/volunteer partnership may look like this:

- Volunteers and Girl Scouts work together to make plans and set goals.
- Volunteers assist Girl Scouts by giving them access to the information and training they need but letting the Girl Scouts do the selling and delivering of cookies.
- Volunteers guide Girl Scouts in understanding the finances and letting them practice their skills.
- Volunteers advise Girl Scouts on how to market their cookies but allow them to make their own decisions.
- Volunteers help Girl Scouts understand their responsibility to support their local council but ensure that their participation is voluntary.

Girl Scout Cookie Booths

Cookie booths in areas with lots of foot traffic are a popular way for Girl Scouts to sell cookies as a team. At each booth, there must be two unrelated adult volunteers. Both adults must be registered members with completed and approved background checks. The council has an established process for developing and offering cookie booth locations, and you will learn more about this process during the cookie season.

Here are some notes about locations for cookie booths:

- Troops have the option to select cookie booths through the online platform during booth selection rounds in January every year. Booths are selected in rounds to maintain fairness to all troops.
- Troops may approach individual businesses to set up cookie booths. Troops may reach out to a business with which they have a connection to request to host a cookie booth at their business. Businesses may only host a cookie booth during their open hours, they must be open and accessible to the public, and a Girl Scout must be able to patronize the establishment independently. All troop-secured cookie booths must be entered in Digital Cookie and approved by a service unit volunteer or the council. Troops failing to follow these expectations risk losing any bonus proceeds the troop had previously earned or is eligible for.
- For additional clarity, cookie booths will not be established or approved at locations that Girl Scouts cannot legally patronize, such as liquor stores, gambling establishments, bars and breweries for only those over 18 years old or marijuana dispensaries.

Service Unit Cookie Managers

Service Unit Cookie Managers will train and communicate with Troop Cookie Managers about the Girl Scout Cookie Program. The Service Unit Cookie Manager is the primary point of contact for Troop Cookie Managers. Additionally, Troop Cookie Managers complete cookie program training on gsLearn. Council product program staff will share pertinent information via Rallyhood, the Digital Cookie and Smart Cookies cookie program management platforms, e-mails and regular e-mail newsletters. Service Unit Cookie Managers train Troop Cookie Managers in November-December, and the Girl Scout Cookie Program begins in December.

Fall Product Program

Like the Girl Scout Cookie Program, the Fall Product Program combines educational activities with the opportunity for the troop to earn proceeds. The Fall Product Program is a friends and family program - those closest to the Girl Scout. It enables troops to earn startup proceeds by selling nuts and candy, magazine subscriptions and additional rotating items. Find more information at <https://www.girlscoutsp2p.org/en/members/for-girl-scouts/fall-product-and-cookie-program.html>.

Like the cookie program, the Fall Product Program is an opportunity for Girl Scouts to engage in entrepreneurial programming, support their troop activities and support the council. Council staff convey information through the e-mail newsletter and through Rallyhood. The Fall Product Program begins in September.

Chapter 7: Camping, Field Trips and Travel

Camping Opportunities

Troop and Service Unit Camping

Troop camping and service unit camporee experiences are overnight camping events planned and carried out by a Troop or Service Unit Leadership Team. A first aider is required for camping overnights as well as an Overnight and Activities License, Basic Camping Skills License or Primitive Camping Skills License depending on your selected accommodations. Troops and service units may camp on GSCP2P camp properties by reserving a campsite through our online system, [CampLife](#), which launched in the summer of 2025. You can use the interactive map and filter by group size and amenities to browse available units at all three of our camps for your selected weekend. Please note that a 25% deposit will be due at the time of reservation. For more information about our camp properties, units available for rental and activities offered, please check out our Troop and Service Unit Camping Guide [here](#). If you would like to request staff-facilitated activities as part of your camping weekend, please send those requests to info@girlscoutsp2p.org or call

us at 800-672-2148. If you would like to book a Troop Horseback Riding program with Circle C, please e-mail circlec@girlscoutsp2p.org for availability.

Approved activities will be added to your invoice in CampLife. All camping reservations and activity requests must be received at least four weeks prior to your selected weekend. The cancellation deadline for troop camping is four weeks out from your selected weekend. To cancel your reservation, please contact us at info@girlscoutsp2p.org or 800-672-2148. If you cancel your reservation within four weeks of your scheduled arrival date, the 25% deposit that is due at the time of reservation will not be returned with your refund.

Please note that the address shown for our “campground” on CampLife is the Hickory Service Center and not the address for the camp you have reserved. Please check out the [Visit Us page](#) for the addresses of each camp property.

Camping at non-council camps is also a great opportunity to explore our local parks and campsites. See *Safety Activity Checkpoints* to review requirements to take girls on camping events.

Summer Camp

Summer overnight camp is a camping experience for individual Girl Scouts held annually at one or more of our GSCP2P camps. Girl Scouts from all parts of the council camp under the guidance of our skillfully trained counselors. Girl Scouts form units based on their ages and elected program themes and participate in activities related to that theme as well as “traditional” Girl Scout camp activities like archery, boating or climbing wall. Summer camp information is distributed in the camp brochure produced each winter and can be found [here](#) on our website.

Circle C Equestrian Center

Circle C Equestrian Center is located on the Keyauwee Program Center property in Sophia and operates year-round providing riding lessons, Girl Scout riding programs and summer camp. Circle C provides a high caliber of instruction and safety by providing professional, experienced instructors. All riders are carefully matched with one of our well-mannered, seasoned school horses for an enjoyable experience. The facilities include a lighted, indoor arena to comfortably ride in any weather, an outdoor arena, 14-stall barn and miles of trails for exploring. Both individual and troop riding programs are available throughout the year, as well as private, semi-private and group riding lessons. For more information, e-mail circlec@girlscoutsp2p.org.

Field Trips and Travel

Girl Scout Travel and Destinations

Girl Scouts encourages youth to try new things and see the world with fresh eyes, both inside and outside of their usual troop meetings.

Traveling as a Girl Scout can be a more engaging experience than traveling with family, school or other groups because Girl Scouts take the lead. They will make important decisions about where to go and what to do and take increasing responsibility for the planning of their trips. During this process, they will also build their organizational and management skills—skills that will benefit them throughout their lives. Girl Scout travel is built on a progression of activities, so Girl Scouts are set up for success. There are even opportunities for older Girl Scouts to travel independently through GSUSA's Destinations programs. See girlscouts.org/destinations for more information.

Keep Travel Plans Girl-Led

Remember to stay safe and put safety first. You should always have the appropriate youth-to-adult ratio and at least one Troop First Aider when required.

Required Chaperones/Adult Volunteers

Every Girl Scout related trip requires the following adults: Two troop leadership team members, one or more first aider or first aider provided by the venue of interest (see Chapter 3: Safety and Health Guidelines) and enough Troop Driver/Chaperones or other background screened volunteers to meet youth-to-adult ratios. Depending on the activity and the location of travel, you may need additional REQUIRED adult volunteers or additional training. All travel (more than field trips) require council approval and may also require domestic or international travel training available in gsLearn.

All chaperones are expected to review and agree to follow the Girl Scout Safety Guidelines commit to the following list:

- Be a positive role model.
- Respect all Girl Scout youth and adults equally, with no preferential treatment.
- Create a safe space for youth.
- Prioritize the safety of all Girl Scout youth.
- Support and reinforce a group agreement.
- Navigate pressure and stress by modeling flexibility and a sense of humor.
- Create an experience for/and with Girl Scouts.
- Be physically able to handle all aspects of one's role.
- Oversee the group assigned by troop leaders, which may not include their child.

Overnight & Activity License (online, self-paced course on gsLearn)

The Overnight & Activity License (formerly Be Safe, Be Ready) is required for all overnights and field trips outside of a normal troop meeting. These courses cover safety and procedures, how to incorporate girls of any grade level into the planning process, what to take and what to wear and more.

NOTE: You will not be able to build fires, make s'mores or cook over a campfire with the Overnight & Activity License.

This is an online, self-paced course available in the Content Library of gsLearn. You'll find gsLearn via the left menu bar of [MyGS](#) in My Account. For help logging into gsLearn, please contact info@girlscoutsp2p.org. After completing this course, volunteers can take their troop on field trips, simple overnights and camp at any of our GSCP2P lodges that have a kitchen and bathrooms in the same building.

Extended Overnight (4+ nights) – suitable for Girl Scout Juniors and above who have traveled three nights or more

Take a longer trip close to home, head to Seattle to check out the Space Needle, see Juliette Gordon Low's birthplace in Savannah, plan a cross-country trek or choose your own adventure! Extended overnight trips last four nights or more nights and take place in the United States. Follow these steps for a safe and fun trip!

- Along with the Overnight License, [Extended Troop Trip Training](#) is required for "hotel-camping" or any trips of more than two nights. This training can be used to help girls learn to plan their trips, and the volunteer gets credit for being trained at least two months prior.
- Complete the form here after you complete the training: [Troop Travel Application](#)

International Travel: For Seniors and Ambassadors

Some Cadettes may be ready – but international travel is NOT appropriate for Junior or below. There should also be no tagalongs under the age of 12!

International trips can be life-changing! Try croissants in Paris, meet a sloth in Costa Rica, visit the Taj Mahal and more on an international Girl Scout trip. Any trip out of the country (including Canada) is considered an international trip, regardless of length. Follow these steps for a safe and fun trip!

1. Complete the Extended Overnight License along with the Overnight License – Extended Troop Trip Training!
2. Submit your required travel forms and paperwork.

Ensure all travel is approved PRIOR to non-refundable deposits being made. Travel training is required for the PLANNING stage.

Field Trip and Travel Packet

When a troop leaves its meeting space, a leader or Troop Driver/Chaperone is responsible for gaining caregiver permission and assembling a field trip and travel packet. At least one packet must be assembled, although duplicate packets may be provided for additional drivers.

This chart below specifies items to be included:

Form	What it Does?	Find the Form
Girl Scout Health History and Medical Authorization	Provides medical history and authorizes medical treatment in the event of an emergency.	https://www.girlscoutsp2p.org/content/dam/girlscoutsp2p-redesign/forms-and-documents/experience/Girl%20Health%20History%20Form-%20August%202021.pdf
Procedure for Accidents and Emergencies	Tells you what to do in the event of an emergency.	See last page of Volunteer Essentials for sample.
Insurance Claim Form	Needed when emergency medical care is given for filing a claim.	How do I file a claim? http://www.mutualofomaha.com/documents/gs/how_to_file_a_claim_girl_scout_web_site.pdf .

Family Role in Travel

Troop travel provides an amazing opportunity for Girl Scouts to dream, plan and experience something that they can't with any other organization. Girl Scouts experience personal growth by planning their own trips, making decisions as a group, bonding with other Girl Scouts and gaining the independence that comes from traveling without family members. To ensure it is truly a Girl Scout trip, troops should limit the number of adults to the required youth-to-adult ratio for the trip.

Families may consider Girl Scout travel as a way to bond with their children. Please remember that all troop travel must comply with Girl Scout approval processes and guidelines. Even when families pay for themselves, the trip is still a Girl Scout function. Caregivers attending a Girl Scout trip must follow all Girl Scout principles and guidelines and cannot supersede the troop leader's authority. All adults and eligible youth must be registered members and background screened. It is not appropriate for anyone below the

Girl Scout Cadette program level to attend an international trip or a trip for more than four nights. A Girl Scout troop's or individually registered girls' earned money may not be used for family travel. 50% or more of the troop must be attending the travel to utilize Girl Scout money, and girls must vote to do so.

The Buddy System

The buddy system is a safety practice that groups two or three Girl Scouts of equal ability together to watch over each other in an activity or during a trip. Under this system, each pair/trio is responsible for staying with their buddy at all times, warning their buddy of danger, giving their buddy immediate assistance if it is safe to do so and calling or going for help when the situation warrants it. Before a trip, have Girl Scouts discuss the following with their buddy:

- What to do if you are separated from the group, whether by accident or because of a crime
- What to do in the event of a crime, including how to report
- What to do if you lose something significant like money, passport or luggage
- What to do if emergency help is needed
- How to perform basic first aid procedures
- How to deal with a large crowd (if applicable)
- What behaviors are expected - and what consequences exist - for not living up to those behaviors?

Safety Tips for Girl Scouts staying at a Hotel, Motel, Hostel or Dorm

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

your room and stuff towels around the door. Call the hotel operator immediately. If the door is cool, proceed slowly out the door, looking for flames or smoke. Repeat these instructions for any door you encounter.

Cruises

Cruises have become a popular choice for Girl Scout troop travel in the past decade. A cruise provides an opportunity for troops to explore new destinations in a cost-effective way as food and transportation from port to port is included. Cruises from major cruise lines like Disney, Royal Caribbean and Carnival do not need a certificate of insurance for troops to travel. Further, for all international trips including cruises, troops do not need to obtain additional certificates of insurance for shore excursions purchased through the cruise line. Troop leaders must adhere to all *Safety Activity Checkpoints* for shore excursions and any onboard activity such as pools, hot tubs, etc. Very few cruise lines provide lifeguards, and it may be necessary for troops to bring their own lifeguard to enjoy water activities.

All custodial caregivers must provide notarized approval for Girl Scouts' travel outside the country on cruises. Finally, cruises are like moving cities and have the same issues as all locales where large groups of people are centered. Girl Scouts should always be chaperoned and never "roam" the ship alone.

From the Birthplace of Girl Scouting to the World Centers

The Juliette Gordon Low Birthplace in Savannah, Georgia, is a fantastic place for Girl Scout Juniors and older to visit. Reservations are required to take a group of Girl Scouts to visit the birthplace, and most educational opportunities are booked at least a year in advance, so book early!

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

Additional Considerations

- Girl Scouts may not be able to call/text on the trip. Explain to caregivers that their child will not be in regular contact while on the trip and explain the process you've set up for emergency communications.
- Adults must not have work or family obligations that occupy their time while they are chaperoning.
- Behavior and financial contracts developed by the troop and the troop leader for the trip are strongly encouraged. Both the Girl Scouts and their caregivers as well as the troop leaders should sign the contracts.

- A notarized permission to travel form from all custodial caregivers for minors to go outside the country may need to be completed, even if one caregiver is attending the trip. The requirements are set by the individual countries and U.S. law does not apply. Often both caregivers must sign, even non-custodial caregivers. If a parent is deceased, the country may require a death certificate.
- WAGGGS International Centers have their own forms and deadlines. Be sure to check with the center well in advance.
- If passports are required, check with each family to ensure they have a current passport AND find out the country that issued it. Visa requirements may be different depending upon which country issued the passport. Ensure that the passport will not expire within six months of the trip's travel date.
- Girl Scout/caregiver meetings are essential for a well-run trip. The benefit of effective communication cannot be overstated!

Chapter 8: Volunteer Resources and Rallyhood

Volunteer Resources

Volunteer Toolkit

The Volunteer Toolkit (VTK) is an innovative web application that helps leaders run and facilitate engaging troop meetings. The VTK can help you create a yearly plan, set your meeting calendar to include locations, dates and times, e-mail families and explore badges. Leaders can customize meetings, view material lists, plan according to Girl Scout milestones, reference meeting aids and choose engaging activities as a girl-led troop.

To access the Volunteer Toolkit and make changes to the Troop Year Plan, a volunteer must be a currently registered adult and an approved troop leader for the troop. Go to mygs.girlscouts.org and click on the “login for my account” tab to enter your login information. If you need assistance accessing the VTK, please contact a member of our team at info@girlscoutsp2p.org. For more information on the VTK, watch the Volunteer Toolkit tutorials on gsLearn.

Rallyhood

With the use of an online communication tool called “Rallyhood,” GSCP2P hosts real-time conversations on a number of topics. Rallyhood is a resource to connect with and receive mentoring from leaders and volunteers throughout the council. For an introduction to Rallyhood, watch the Rallyhood tutorials on gsLearn or <https://www.youtube.com/@Rallyhood.DoGoodToday>.

Join conversations on Rallyhood by sending a request to a rally to learn about specific topics of interest. You can find a list of rallies on the website: <https://www.girlscoutsp2p.org/en/members/for-volunteers/rallyhood.html>. Please note that some rallies require a valid volunteer position for the current membership year to be accepted.

Some popular rallies are listed below.

- **Fall Product and Cookie Program Manager Rallies:** Those that hold the Fall Product and Cookie Program Manager roles for either the troop or the service unit **SHOULD** join these rallies! Keep up to date on entrepreneurial programming for youth, which will help build a lifetime of skills and confidence. Join this community to ask questions, make suggestions and contribute to the discussion.
- **Gold Award Rally:** This is for caregivers, volunteers and girls who are interested in discussing the Girl Scout Gold Award program. Share tips, new information and education opportunities.
- **Daisy Troop, Brownie Troop, Junior Troop, etc. Rallies:** These rallies are for the troop leadership team members to share, discuss topics and interact with other volunteers holding the same roles across our 40-county footprint.
- **Service Unit Team Member Rally:** This forum is for volunteers who are service unit team members in addition to product programs. All updated information, invitations to meetings, trainings and resource materials will be shared here as well as an ability to interact with your peers with the same or similar roles.

Online Troop Catalog

The online troop catalog is the troop's "profile" in Volunteer Systems. Part of the information is public and is used by caregivers and youth to decide if the troop is right for them. This information includes the grades accepted into the troop, the number of spaces available in the troop, the interests/focus of the troop, the day of troop meetings and the frequency of the meetings. Some of the information is private and available **ONLY** to members of the troop and their caregivers, such as the troop's exact meeting location.

A troop catalog update should be submitted to make changes to the troop's online profile:

- An update **MUST** be submitted once per year for every troop during spring renewal (April-June) to prepare for the upcoming school year.
- Spring Renewal updates are held until late July when MyGS is "turned over" for the new school year.
- These optional/as needed updates are processed within a week of receipt.
- Connect with info@girlscoutsp2p.org or your Engagement Manager to give updates.
- Every troop leadership team member is responsible for ensuring an accurate depiction of their troop in the troop catalog. Troops **MUST** take girls who register into

the troop even if they have forgotten to update their spaces in the troop catalog. Remember, troop spaces are only available when the troop is not at capacity in the catalog. Families can register into a space that is open if the grade level matches and there is a space. This is an open and blind process that does not require connecting with any volunteer or staff member.

Procedures for Accidents and Emergencies

In Case of Minor Illness

1. Call a caregiver to come for the child from the emergency contacts on the Health History form.
2. Ensure that someone is home to care for the child.
3. DO NOT LEAVE A CHILD UNATTENDED.

In Case of a Minor Accident

1. Immediately give first aid or find a first aider.
2. Transport the injured person to an emergency room, if necessary, and contact the caregiver.
3. Ask the caregiver to come to the site or meet at the emergency room, if appropriate. (If a caregiver cannot be reached, call the emergency contact. Continue trying to reach the caregivers so they can assume responsibility for medical decisions.)
4. Record in writing:
 - Conditions existing at time of accident
 - Order of events following the accident
 - Names and addresses of witnesses
 - Medical attention, opinion or instructions received from caregivers
5. Notify the council office as soon as possible (within 48 hours) by e-mailing info@girlscoutsp2p.org.
6. If there is an accident requiring medical attention on any outing or event, contact the council service center and turn in a [GSCP2P Incident/Accident Report Form](#) within 24 hours.
7. Submit to council staff completed insurance forms and a copy of the record of the accident within five days.

In Case of a Serious Accident, Emergency or Fatality

1. Give priority attention to providing all possible care for the injured person(s).
2. Secure doctor, ambulance and police as appropriate.
3. Secure and/or retain a responsible adult at the scene of the accident.
4. Contact the caregiver and ask them to come to the site or meet at the emergency room. If caregivers cannot be reached, call emergency contact. Continue trying to reach the caregiver or emergency contact.

5. Contact council staff at 800-672-2148 or, if after hours, call 877-331-5904.
6. In the event of fatality, always notify the police.
7. Retain a responsible adult at the scene of the accident. See that no disturbance of the victim or surroundings is permitted until police have assumed authority.
8. Refer all media (newspaper, radio, TV) inquiries to the council's CEO, Chief HR and Business Operations and Chief Mission Delivery Officer.