



Volunteer Policies and Practices

Thank you for joining us to share your skills, your talents, and yourself as a Girl Scout volunteer. The successful implementation of the new Girl Scout Leadership Experience rests on the commitment and leadership of volunteers like you. In Girl Scouting adult volunteers meet new people and develop new skills, while inspiring and empowering girls in our community. Welcome to Girl Scouts of Wisconsin Southeast!

A. Inclusion/Affirmative Action

Inclusion is a major philosophy in Girl Scouts. Therefore, there shall be no discrimination against an otherwise qualified adult volunteer by reason of disability or on the basis of age. Furthermore, there shall be no discrimination on the basis of race, color, ethnicity, sex, creed, national origin, religion, citizenship, ancestry, marital status, veteran status, or socioeconomic status. In addition, to ensure full equality of opportunity in all operations and activities of the organization, affirmative action policies and procedures shall be utilized in the recruitment, selection, training, placement, and recognition of volunteers. Special emphasis shall be placed upon securing representation of underrepresented groups.

B. Recruitment

The recruitment process consists of a number of methods to attract qualified volunteers who will be matched to appropriate open or newly-created positions. Written position descriptions that define specific responsibilities and clarify expectations will be completed prior to recruitment and used in the search. Each volunteer will also be required to complete an application, provide references, and undergo a background check prior to selection.

C. Selection

Each volunteer is selected on the basis of ability to perform the volunteer position, volunteer and council need, ability and willingness to attend training, and qualifications for membership in the Girl Scout Movement. Volunteers will receive a verbal interview prior to selection.

D. Membership and Membership Registration

All girls and adults participating in the Girl Scout Movement shall be registered as members with Girl Scouts of the USA (GSUSA) and individually pay the \$15 annual membership dues. Exceptions may be made for volunteers who are working in a temporary advisory capacity. Financial aid may be available. All volunteers participating in the Girl Scout Movement shall meet GSUSA membership standards and shall agree to abide by the policies and principles of GSUSA and the Girl Scout council.

E. Placement

Every attempt will be made to place volunteers in positions that meet both their needs and the needs of the council. In instances where this is not possible, the needs of the council will take

precedence over the needs of the individual. Individuals not placed in a position for which they applied may be recommended for other positions, and they may request reassignment.

F. Advantages

Advantages to volunteers include support in their position, training, and other learning opportunities. Volunteers are encouraged to enhance and develop their skills while serving with the council. As appropriate, the council will assist volunteers in broadening their skills through assignment to new volunteer positions involving additional and/or greater responsibilities. Other advantages for volunteers include council publications; tools for recording volunteer experiences; references upon request; liability insurance; and supplementary accident insurance, as part of national and/or council membership.

G. Performance Appraisal

Each volunteer shall be provided with the opportunity for a periodic performance appraisal and evaluation. The performance appraisal should include both a review of the volunteer's performance of position responsibilities and a discussion of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected. The performance appraisal session should also be utilized as an opportunity to ascertain the mutual interest of the council and volunteer in the volunteer's continued service in her or his position. The position description and standards of performance for a volunteer position will be the basis of the performance appraisal. It shall be the responsibility of each staff person in a supporting relationship with a volunteer to schedule, conduct the performance appraisal, and keep a confidential written record of the appraisal session.

H. Appointment and Reappointment

Operational volunteers shall be appointed for a term not to exceed one year (except for council delegates). Prior to the completion of her or his term, each volunteer who is to be reappointed to the same position or rotated to a different position may receive confirmation of such reappointment or rotation. Reappointment is based on past performance, adherence to council and GSUSA policies and standards, support of the Girl Scout purpose, values, and council goals, as well as positive relationships with the community, parents, other volunteers, and employed staff. There will be mutual acceptance of position accountabilities, expectations, and time commitments. The council may release the volunteer from his or her position with or without cause or notice at any time.

I. Uniforms

A uniform is not required for participation in Girl Scouting. Purchase of a uniform is at the volunteer's expense and is encouraged. The adult uniform is a Girl Scout scarf worn with membership pins for women and a tie for men. The scarf/tie and membership pins are to be worn with navy blue business attire. Volunteers are encouraged to wear the Girl Scout Membership Pin when they are not in uniform.

J. Conflict Resolution/Dispute

The conflict resolution process is based on the fundamental values of respect for the individual and fairness. The policy exists so members of the organization can air their grievances and have avenues to solving them. All volunteers may use the conflict resolution procedure. Every volunteer may expect a fair resolution of her or his dispute without fear of jeopardizing her or his volunteer status. Informal counseling by volunteer and staff personnel is the first step

in resolving a situation involving a conflict or dispute. The initiation of the conflict resolution procedure, however, will not restrict the council from taking immediate and appropriate action with respect to the volunteer. The procedure is as follows:

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

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

Step 3. In the event that the dispute is not resolved in Step 2, the staff member prepares a written report on the situation, including recommendations, and sends a copy to the chief Executive Officer for review, who will provide a final answer to the complaint normally within 10 working days. The findings shall be final and binding.

K. Recognition

The council's formal recognition system shall be consistent with the GSUSA publication *Adult Recognitions in Girl Scouting*.

L. Release

Either the council or the volunteer may initiate a release from a position with or without cause or notice. A volunteer is requested to give as much notice as possible when resigning. A minimum of two weeks is requested. Situations may arise that make it necessary to release an individual from a position. The council may release an individual because of, among other things, restructuring of positions, elimination of the volunteer position in which the individual serves, the volunteer's inability or failure to complete the requirements of the position, or the refusal to comply with council or GSUSA policies. Release from the position does not cancel membership with GSUSA unless it is determined that she or he is unable to meet the membership requirement.

M. Harassment

Girl Scouts of Wisconsin Southeast is committed to an environment and climate in which relationships are characterized by dignity, respect, courtesy, and equitable treatment. It is the policy of the organization to provide all volunteers with an environment free from all forms of unlawful or unwelcome harassment, including implied or express forms of sexual harassment.

The council expressly prohibits any form of harassment on the basis of race, color, religion, sex, age, national origin, disability, marital status, citizenship, ancestry, veteran status, or any other such characteristic.

Any volunteer who feels that she or he has been subjected to harassment of any type, whether by another volunteer, council staff member, or any agent of the organization should promptly report the incident to a supervisor or to the Chief Executive Officer. A volunteer may raise these

concerns without fear of reprisal. The supervisor, upon receiving such a complaint, must report the matter to the Chief Executive Officer, who will conduct an investigation and, depending on the findings, take appropriate corrective actions.

N. Sexual Harassment

It is against the council's policies for any individual, male or female, to sexually harass another volunteer, employee, or Girl Scout member of the same or opposite sex. The council reserves the right to refuse membership endorsement or reappointment, and to dismiss or suspend from affiliation with the council any volunteer who, in conducting the Girl Scout Program, sexually harasses another volunteer, employee, or Girl Scout member of the same or opposite sex.

Any volunteer who feels that she or he has been sexually harassed should promptly report such behavior to a supervisor or the Chief Executive Officer. A volunteer may raise these concerns without fear of reprisal. Upon receiving a complaint, a supervisor will report the matter to the Chief Executive Officer/Executive Director. The Chief Executive Officer will conduct an investigation and, depending on the findings, take appropriate corrective action.

O. Child Abuse

The council supports and maintains environments that are free of child abuse and neglect as defined by the Child Abuse Prevention and Treatment Act.

Child abuse and neglect are unlawful acts, and it is against the council's policy for any volunteer, male or female, to physically, sexually, mentally, emotionally, or verbally abuse or neglect any girl member.

The council reserves the right to refuse membership endorsement or reappointment, and to dismiss or to exclude from affiliation with the council, any volunteer implementing the Girl Scout Program who is found guilty of child abuse and neglect or has been convicted of child abuse and neglect.

P. Whistle Blower Protection

To the extent that any volunteer is aware or becomes aware of any potential violation of law or policy in connection with organizational business, the volunteer should report such matter. The volunteer is encouraged to report such matter in strictest confidence to their membership contact. GSWISE will use its best efforts to keep the identity of the reporting person confidential and appropriate steps will be taken to prevent retaliation.

While all volunteers are encouraged to communicate directly the council has partnered with an independent company that specializes in assisting volunteers who wish to notify management of a known or suspected violation of law or organizational policy.

GSWISE Volunteer Policies and Practices 7-25-11

Board Approved



Volunteer Agreement

The council agrees to:

- Provide the volunteer with a copy of the volunteer policies and practices.
- Provide the volunteer with a position description, an appointment letter and a volunteer agreement.
- Provide orientation, learning opportunities, and resources to prepare the volunteer for the position.
- Provide ongoing support, guidance and feedback.
- Give recognition for contributions to the council and Girl Scouting.
- Carry liability insurance and supplementary accident insurance as part of national/ council membership.

The volunteer agrees to:

- Register as a member of Girl Scouts of the USA and comply with membership requirements.
- Provide information to update application and contact information as changes occur.
- Provide updated information that may affect background screening results.
- Participate in council and GSUSA orientations, position-related courses, and learning opportunities.
- Meet with appropriate groups/teams as agreed for ongoing support and evaluation.
- Devote sufficient time and energy to fulfill the outlined position requirements.
- Be guided in all actions by the Girl Scout Mission, Promise and Law.
- Support the Girl Scout Leadership Experience and the national program portfolio.
- Remain informed about and comply with the most current policies, procedures, and guidelines of Girl Scouts of Wisconsin Southeast (GSWISE) and Girl Scouts of the USA (GSUSA).
- Affirm that Girl Scouts welcomes members of diverse demographics (race, ethnicity, age, sex, socioeconomic, veteran, etc.)
- Acknowledge that the volunteer position is voluntary and that Girl Scouts does not provide monetary compensation.



Acknowledgement

I acknowledge that I received a copy of Girl Scouts of Wisconsin Southeast's *Volunteer Policies and Practices* and *Volunteer Agreement*. I further acknowledge that I read and understand this document's contents and its prohibition of discrimination and harassment of any kind. I further state that if any portion of this document is unclear to me that I will seek assistance from a member of management to understand the document.

To complete the acknowledgement of the Volunteer Policies and Practices and Volunteer Agreement [click here](https://www.gswise.org/Volunteers/Becoming-a-volunteer/volunteer-application/volunteer-agreement.aspx) or copy and paste the url below into your web browser:

<https://www.gswise.org/Volunteers/Becoming-a-volunteer/volunteer-application/volunteer-agreement.aspx>