## **Quick-Start Guide**

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

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

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

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

### Kenosha Service Center

2303 37th St. Kenosha, WI 53140

### Kenosha Resource Center

T: 262-598-2247 Fax: 262-657-7104

### **New Berlin Service Center**

21516 W. Greenfield Ave. New Berlin, WI 53146

### **New Berlin Resource Center**

T: 414-443-3980 Fax: 262-544-8768 21430 W. Greenfield Ave. New Berlin, WI 53146

### **Mailing Address**

Girl Scouts of Wisconsin Southeast P.O. Box 14999 Milwaukee, WI 53214-0999 T: 800-565-4475

### **Marion Chester Read Center**

131 S. 69th St. Milwaukee, WI 53214

### Milwaukee Resource Center

T: 414-443-3924 Fax: 414-476-5958

### **Racine Service Center**

6240 Bankers Rd. Racine, WI 53403

### **Racine Resource Center**

T: 262-598-2200 Fax: 262-598-0898

Visit www.gswise.org for up to date resource center hours and closings.

## We Are Girl Scouts

Girl Scouts was founded in 1912 by trailblazer Juliette Gordon Low. We are the largest girl-serving organization in the United States and a member of the World Association of Girl Guides and Girl Scouts, a sisterhood of close to 10 million girls and adults in 145 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 for the word "God." *Note:* This disclaimer appears in the National Leadership Journey adult guides, but not in the girls' books. It is included here as a reminder to you, as a volunteer, that it's your responsibility to be sensitive to the spiritual beliefs of the girls in your group and to make sure that everyone in the group feels comfortable and included in Girl Scouting. Please feel free to share this information with girls' families.

## **Girl Scout Law**

I will do my best to be

honest and fair, friendly and helpful, considerate and caring, courageous and strong, and responsible for what I say and do, and to

respect myself and others, respect authority, use resources wisely, make the world a better place, and be a sister to every Girl Scout.

## More than 3 Million Strong

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

- 2.3 million girls 5 to 18 years of age
- **16,800** Girl Scouts overseas
- 888,000 adult volunteers
- **59** million alumnae
- 112 councils throughout the United States

At any given time, approximately 10 percent of girls are Girl Scouts, and it's interesting to know that:

- 80 percent of women business owners were Girl Scouts.
- 69 percent of female U.S. Senators were Girl Scouts.
- 67 percent of female members of the House of Representatives were Girl Scouts.
- Virtually every female astronaut who has flown in space was a Girl Scout.

## **Girl Scouts of Wisconsin Southeast**

- The council's jurisdiction includes Kenosha, Milwaukee, Racine, Washington, and Waukesha counties; southern Ozaukee County and East Troy in Walworth County.
- Over 17% of all the girls in Southeastern Wisconsin are Girl Scouts, ranking us fourth in the nation in market share.
- Our membership includes over 28,000 girls and more than 7,000 adults.
- The council has seven program centers providing year-round events and activities, including resident and day camp experiences. Girl Scouts of Wisconsin Southeast has the largest volunteer-led Girl Scout day camp program in the country. In addition, four service centers are located throughout the council, the headquarters is located at the Marion Chester Read Center in Milwaukee.

## **The Girl Scout Leadership Experience**

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

# **100 Years Young**

We're celebrating a century of trailblazing, leadership, fun, and friendship—and we're just getting started. Connect with Girl Scouts of the USA at www.girlscouts.org, www.facebook.com/GirlScoutsUSA, www.twitter.com/girlscouts, and www.pinterest.com/GSUSA. Your local council also shares event information, learning opportunities, tips, and advice at www.gswise.org and www.facebook.com/GirlScoutsWISE.

### **ToGetHerThere**



What will the next century bring? More of what Girl Scouts is known for, of course! And we're also rallying the nation around the cause of girls' leadership.

We know you've seen girls back down, opt out, and shy away from leading. You may have seen girls bullied by their peers, pressured by industries that celebrate unattainable beauty, and encouraged not to pursue science and math. You may have even struggled to explain to girls why women are in only 17 percent of seats in the U.S. Congress and 3 percent of the top positions at *Fortune* 500 companies.

We believe that, together, we can do better for girls, setting in motion a generational change, so that every girl born today blossoms into her full potential, whether that's running a science lab, running a corporation, or running a household. Together, we can transform the leadership landscape, so that every girl, in every zip code, stands up, stands out, and stands tall. Together, we can get her there.

That's why we created ToGetHerThere, a cause that partners Girl Scouts with nonprofits and leading corporations under a bold and ambitious banner: achieve gender-balanced leadership—in every industry and every community—in a single generation. Want to learn more? You can find us at www.ToGetHerThere.org, www.facebook.com/ToGetHerThere, and www.twitter.com/togetherthere.

## Who Can Join Girl Scouts—and How?

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

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

## **Girls at Every Grade Level**

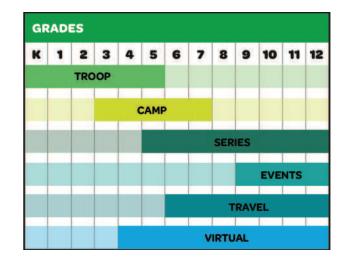
After girls join, they team up in the following grade levels:

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

## Flexible Ways to Participate

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

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



# Girl Scouts' Organizational Structure

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

## **National Organization and Worldwide Sisterhood**

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

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

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

## **Your Council**

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

Girl Scouts of Wisconsin Southeast has membership, volunteer development, and program staff assigned to each geographic area in the council. This mission delivery staff, assigned to each of the three regions, helps recruit and support volunteers and girls in assigned areas. (See GSWISE Council Map on page 7.)

## **Your Support Team**

A team of volunteers and staff provides you with local support, learning opportunities, and advice. As a volunteer, you will have the most contact with your Girl Scout support team, which may be called a service unit or another name. Never hesitate to contact them, because your support team will guide and assist you in all things Girl Scouting. If you have questions about the Girl Scout program, working with girls, resources in the National Program Portfolio (National Leadership Journeys and *The Girl's Guide to Girl Scouting*), or selling Girl Scout cookies and other products, go to your team for answers and ongoing support.

Experienced, trained volunteers are available in each area to help support adult volunteers. **Service area coordinators** assume the administrative responsibility of Girl Scouting in geographic areas. **Service area coordinators** also recruit and oversee **school or site organizers**, who recruit girls and adults in their communities.

Networking with other adult volunteers is strongly encouraged. **Regional conferences** are held throughout the year to provide opportunities for volunteer enrichment and to discuss council happenings. **Service area meetings** are held in local communities to discuss local events and service opportunities. Volunteers share best ideas and practices with one another, and connect with others in their community to help fulfill earned recognitions or bridging requirements. **All troops should be represented at regional conferences and service area meetings.** Dates and times are posted on the council website.

### **Resource Centers**

GSWISE operates four resource centers which are Girl Scout information centers and retail shops to assist volunteers in the delivery of the Girl Scout Leadership Experience. Virtual catalogs and online shopping are also available at www.gswise.org. The resource centers are a year-round source for Girl Scout uniforms, program books, and badges. Starter kits are also available and contain all the essentials every Girl Scout will need to begin her adventure in Girl Scouting, plus a free bag. Beyond the basics, resource centers offer accessories, sportswear, fun patches, and unique gift items.

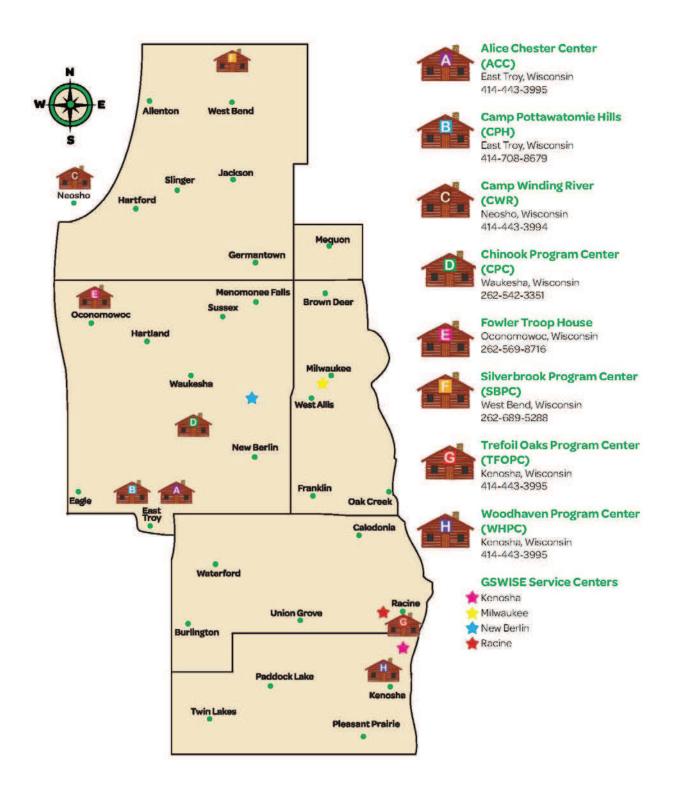
Each resource center has a selection of Girl Scout publications, along with additional resource materials, available for check-out by volunteers. The following items are also available at no charge:

- Take-out boxes filled with supplies to help adult volunteers with specific skill building activities. For a list of boxes and reservation form visit www.gswise.org
- Flags and bridges to be used for Girl Scout ceremonies and events
- Banners, gloves and flag belts for formal ceremonies and parades

Reservations are necessary due to the limited number of items. Please contact your local resource center for availability.

The resource center staff is ready to answer questions about events, provide necessary resources, and assist in the selection of merchandise. For resource center locations and hours see the council website.

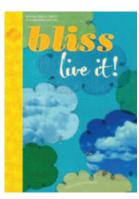
# Program Properties Operated by Girl Scouts of Wisconsin Southeast



# Getting Started with the National Leadership Program through Journeys

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

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

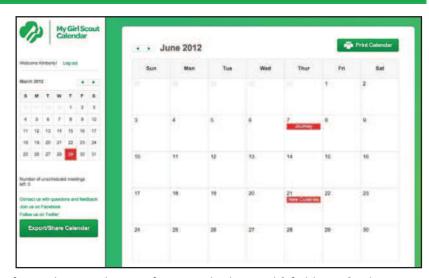


- 1. **Check out the Journey maps** at www.girlscouts.org/program/journeys/maps. These maps show you how all the fun and meaningful traditions of Girl Scouting fit right into any National Leadership Journey. There, you can also find information about the topics that each Journey covers, which you can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

# Planning in a Girl-Led Environment

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

- How many times each month will you meet? When do you plan to break for holidays?
- How many weeks do you need to allocate for the Girl Scout Cookie Program?
- Will you have time in your schedule for guest speakers and other visitors?



• If you've worked with this group before, what are their preferences: badge work? field trips? other activities? For specific ideas on how to incorporate badges, trips, and other Girl Scout traditions into a Journey, check out the online Journey maps for the grade level of the girls you're partnering with.

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

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

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

# Meeting with Girls for the First Time

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

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

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

- 1. **Introduce the Journey, its theme, and its ties to leadership.** Each Journey's adult guide gives you ideas for talking with girls and their parents/guardians about the Journey's theme and the Three Keys to Leadership.
- 2. Find out what interests the group (and be sure to include the other adult volunteers), so that you and the girls can begin to customize the Journey. Do the girls want to dig deeper into a particular aspect of the Journey? Without promising anything (yet!), ask the girls to talk about what they're passionate about, what they've always wanted to do, and how they would spend their time if money and other barriers were no object. Build off the ideas shared, but be sure to include opinions from all the girls. Ask direct questions of those who seem to be holding back or are unsure about answering, so everyone is included.
- 3. Get the girls talking about how they want to schedule their time together. Use the planning pages from their Journey (referring to your draft calendar only as needed, so that the girls lead). Consider questions like these:
  - Can girls organize and plan a field trip or longer travel opportunity that will allow them to learn more about a particular Journey topic or theme?
  - Is there an event that meshes with this topic or area of interest?
  - Can the girls locate and communicate with an expert in the field via email or social media?
  - Can they invite a guest speaker to answer questions or demonstrate particular skills?
  - Which badges can the group choose to work on that will deepen their skills in this particular area?
  - If they are Juniors or older, are they interested in pursuing their Girl Scout Bronze, Silver, or Gold Awards?
  - Do they have ideas for activities that will involve younger or older girls?

# **Using Safety Activity Checkpoints**



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

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

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

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

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

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

- *Caution:* You must get written pre-approval from your council for girls ages 12 and older who will operate motorized vehicles, such as go-carts and personal watercraft; use firearms; take trips on waterways that are highly changeable or uncontrollable; experience simulated skydiving and zerogravity rooms; or fly in noncommercial aircraft, such as small private planes, helicopters, sailplanes, untethered hot air balloons, and blimps.
- Warning: The following activities are never allowed for any girl: potentially uncontrolled free-falling (bungee jumping, hang gliding, parachuting, parasailing, go-karting, and trampolining); creating extreme variations of approved activities (such as high-altitude climbing and aerial tricks on bicycles, skis, snowboards, skateboards, water-skis, and wakeboards); hunting; shooting a projectile at another person; riding all-terrain vehicles and motor bikes; and taking watercraft trips in Class V or higher.

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

# **Understanding How Many Volunteers You Need**

Girl Scout groups are large enough to provide a cooperative learning environment and small enough to allow for development of individual girls. It is recommended that group sizes, when possible, are as follows:

Girl Scout Daisies: 5–12 girls
Girl Scout Brownies: 10–20 girls
Girl Scout Juniors: 10–25 girls

Girl Scout Cadettes: 5–25 girls
Girl Scout Seniors: 5–30 girls
Girl Scout Ambassadors: 5–30 girls

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

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

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

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

# Following the Girl Scouts Safety Guidelines

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

- 1. **Follow the Safety Activity Checkpoints.** Instructions for staying safe while participating in activities are detailed in the Safety Activity Checkpoints, available from your council. Read the checkpoints, follow them, and share them with other volunteers, parents, and girls before engaging in activities with girls.
- 2. Arrange for proper adult supervision of girls. Your group must have at least two unrelated, approved adult volunteers present at all times, plus additional adult volunteers as necessary, depending on the size of the group and the ages and abilities of girls. Adult volunteers must be at least 18 years old (or the age of majority defined by the state, if it is older than 18) and must be screened by your council before volunteering. One lead volunteer in every group must be female.
- 3. **Get parent/guardian permission.** When an activity takes place that is outside the normal time and place, advise each parent/guardian of the details of the activity and obtain permission for girls to participate.
- 4. **Report abuse.** Sexual advances, improper touching, and sexual activity of any kind with girl members are forbidden. Physical, verbal, and emotional abuse of girls is also forbidden. Follow your council's guidelines for reporting concerns about abuse or neglect that may be occurring inside or outside of Girl Scouting.
- 5. **Be prepared for emergencies.** Work with girls and other adults to establish and practice procedures for emergencies related to weather, fire, lost girls/adults, and site security. Always keep handy a well-stocked first-aid kit, girl health histories, and contact information for girls' families.
- 6. **Travel safely.** When transporting girls to planned Girl Scout field trips and other activities that are outside the normal time and place, every driver must be an approved adult volunteer and have a good driving record, a valid license, and a registered/insured vehicle. Insist that everyone is in a legal seat and wears her seat belt at all times, and adhere to state laws regarding booster seats and requirements for children in rear seats.
- 7. **Ensure safe overnight outings.** Prepare girls to be away from home by involving them in planning, so they know what to expect. Avoid having men sleep in the same space as girls and women. During family or parent-daughter overnights, one family unit may sleep in the same sleeping quarters in program areas. When parents are staffing events, daughters should remain in quarters with other girls rather than in staff areas.
- 8. Role-model the right behavior. Never use illegal drugs. Don't consume alcohol, smoke, or use foul language in the presence of girls. Do not carry ammunition or firearms in the presence of girls unless given special permission by your council for group marksmanship activities.
- 9. Create an emotionally safe space. Adults are responsible for making Girl Scouting a place where girls are as safe emotionally as they are physically. Protect the emotional safety of girls by creating a team agreement and coaching girls to honor it. Agreements typically encourage behaviors like respecting a diversity of feelings and opinions; resolving conflicts constructively; and avoiding physical and verbal bullying, clique behavior, and discrimination.
- 10. Ensure that no girl is treated differently. Girl Scouts welcomes all members, regardless of race, ethnicity, background, disability, family structure, religious beliefs, and socioeconomic status. When scheduling, helping plan, and carrying out activities, carefully consider the needs of all girls involved, including school schedules, family needs, financial constraints, religious holidays, and the accessibility of appropriate transportation and meeting places.
- 11. **Promote online safety.** Instruct girls never to put their full names or contact information online, engage in virtual conversation with strangers, or arrange in-person meetings with online contacts. On group websites, publish girls' first names only and never divulge their contact information. Teach girls the Girl Scout Online Safety Pledge and have them commit to it.
- 12. **Keep girls safe during money-earning activities.** Girl Scout cookies and other council-sponsored product sales are an integral part of the program. During Girl Scout product sales, you are responsible for the safety of girls, money, and products. In addition, a wide variety of organizations, causes, and fundraisers may appeal to Girl Scouts to be their labor force. When representing Girl Scouts, girls cannot participate in money-earning activities that represent partisan politics or that are not Girl Scout—approved product sales and efforts.

# Girl Scouts of Wisconsin Southeast 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! **Bylaws below.** 

### 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. Information on accessing the ethics reporting service and the full Whistle Blower policy is posted on our website, under "Contact Us".