



Volunteer Essentials & Council Volunteer Policies and Procedures

2022-2024 Edition

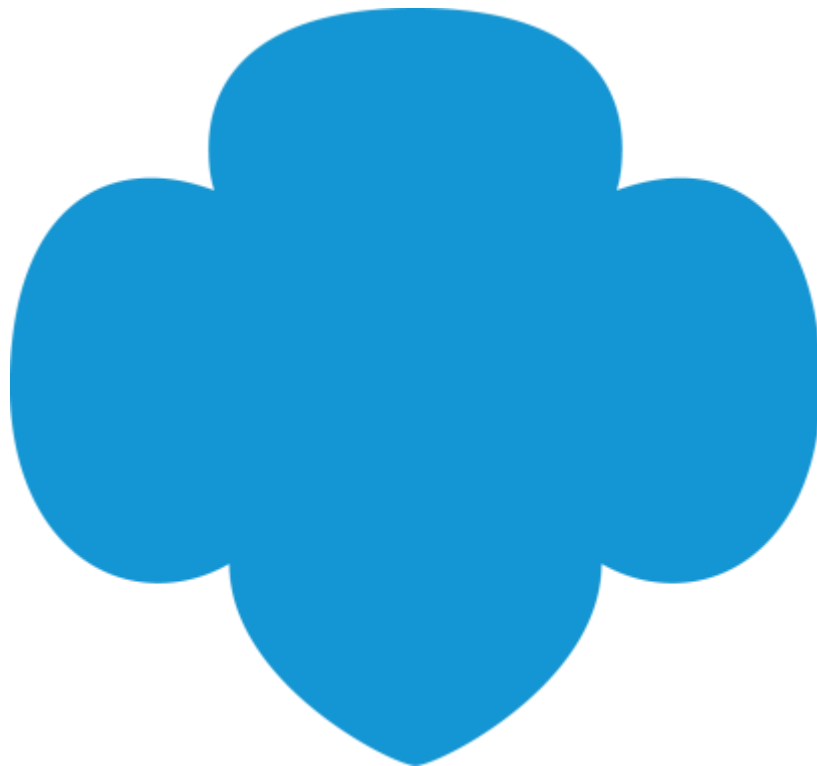


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Council Volunteer Policies and Procedures

Procedures Revised January 2024. All prior iterations are subsequently replaced by this update. Girl Scouts of Hawai'i (GSH) views Volunteer Essentials and Safety Activity Checkpoints and all their contents as the minimum standards by which Girl Scouting will operate in the council. GSH may choose to develop policies more strict than outlined in Volunteer Essentials and Safety Activity Checkpoints.

Unless otherwise noted, “adult” refers to someone who is at least 18 years of age, not in high school and registered as an adult member of the organization.

Throughout this document, pronouns are used to represent both female and male genders.

“Groups” is used throughout this document to refer to troops, service units, day camps, program groups (e.g., Afterschool Leadership Program), travel groups, events or any other form of participation pathway within Girl Scouting.

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Welcome! Adventures Ahead!

You're their hero—and ours too! Thanks to you, Girl Scouts will learn to listen to their hearts, think on their feet, and raise their voices for what they believe in. From all of us at Girl Scouts, thank you for sharing your time and talents as a Girl Scout volunteer!

As a Girl Scout volunteer, you are a community-builder, mentor, champion of fun, and a role model for what it means to lead with your heart. And because of you, Girl Scouts of all ages will have the opportunity to discover that a little imagination can go a long way as they chase their dreams, explore the world around them, take action to improve their communities, and make the world a better place.

Whether you're supporting them through their Girl Scout experience, guiding them as they choose the way they will run their Girl Scout Cookie business, or encouraging them as they raise their voices on issues, they care about most, you'll be their cheerleader, guide, and mentor as they develop essential life skills and gain the confidence they will rely on throughout their lives. The best part of this experience is while you're teaching them important life lessons and setting them up for happy, successful lives, you'll grow too! Because when you embrace leadership in all forms and show girls what it means to be resilient and strong, they learn, grow, and thrive. Before you know it, you'll be trying to keep up with your unstoppable troop. Imagine the excitement, the impact, and the memories that will be made—those are the moments you'll enjoy as a Girl Scout volunteer.

Thank you and welcome, we're glad you're here!

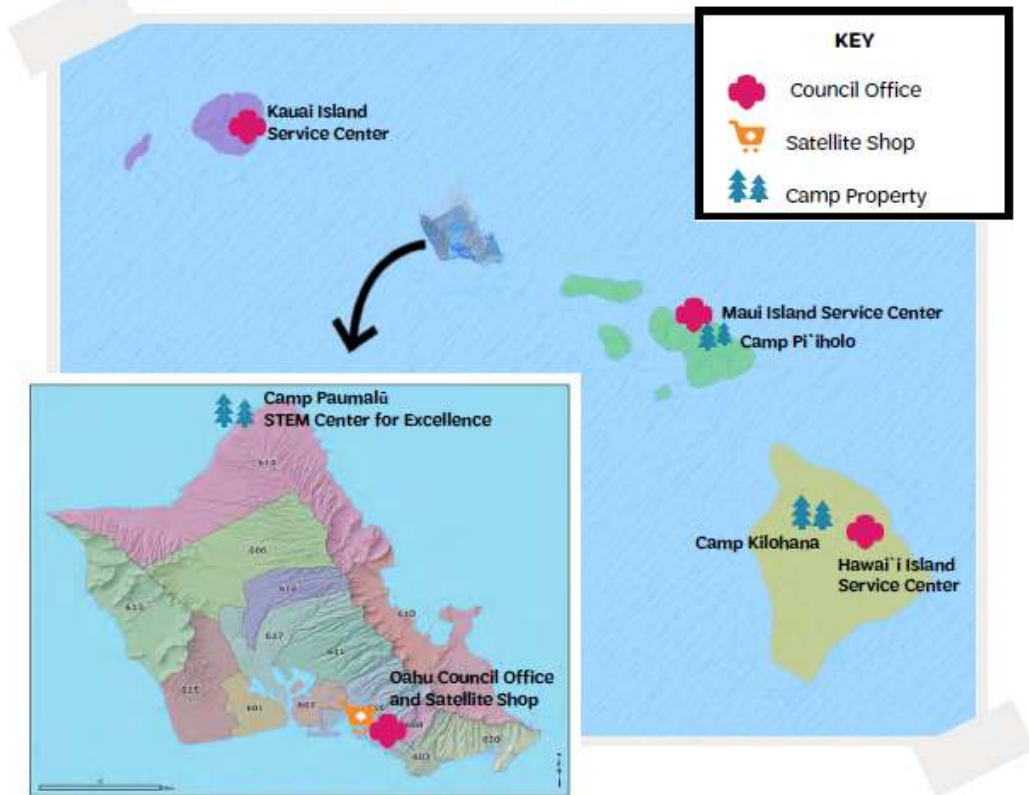
What's Inside?

This guide is designed to support busy, on-the-go troop volunteers. Inside you will find details and information to help you get started on your newest adventure—being an awesome leader for girls. We recommend that you begin by browsing the sections below and come back throughout the year to find answers to your questions as they arise. Ready to get started? Let's go!

New troop leader? We've got you covered. Check out the New Leader's Guide to Success, a resource designed especially for you. Plus, council staff and volunteer coaches are ready to help throughout your first year and beyond!

GIRL SCOUTS OF HAWAI'I MAP

Girl Scouts of Hawai'i serves the state of Hawai'i on all Hawaiian Islands. Visit us at our council office or one of our service centers:



Council Addresses

Main Office

410 Atkinson Dr., # 2E1, Box 3
Honolulu, HI 96814
TEL: 808.595.8400
FAX: 808.691.9340
customer@gs-hawaii.org
gshawaii.org

Camps

Camp Paumalu (Oahu)
Camp Kilohana (Hawai'i Island)
Camp Piihoho (Maui)

Girl Scout Service Centers:

Hawai'i Island

Mailing address: PO Box 384877
Waikoloa, Hawaii 96738
TEL: 808.966.9376

Kauai

4272-B Rice Street Suite 1
Lihue, HI 96766
TEL: 808.245.4984
FAX: 808.246.9285

Maui

200 B Liholiho Street
Wailuku, HI 96793
TEL: 808.244.3744
FAX: 808.244.4747



girl scouts
of hawai'i

   @girlscoutshi

www.gshawaii.org

All About Girl Scouts

At Girl Scouts, girls' dreams are our dreams and Girl Scouts is where they see the limitless possibilities ahead, because they are encouraged to aim for the stars and reach them! Whether they're making a new friend on the playground, raising their hand in class, starting their own nonprofit, or advocating for climate change or social justice, a Girl Scout builds a better world—just as Girl Scouts have been doing for over a century. With programs in every zip code, coast-to-coast and around the globe, everyone can find their place in Girl Scouts and start creating the world they want to see.

Girl Scout Volunteers

Girl Scout volunteers are a dynamic and diverse group. Whether you're a recent college graduate, parent, retiree, or really, anyone with a sense of curiosity and adventure (of any gender, who is 18 years or older and has passed their council's screening process), your unique skills and experiences have the power to change lives. With you as their mentor, Girl Scouts will grow and thrive.

Girl Scout Promise and Law

Girl Scout members and volunteers are united by the values in the [Girl Scout Promise and Law](#) and their shared commitment to embrace leadership in all forms. Each member agrees to follow Girl Scouts safety guidelines and pay annual membership dues of \$40 per youth and \$25 per adult. Volunteers and adults also have the option to purchase a [Lifetime membership](#).

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.

*Members may substitute for the word God in accordance with their own spiritual beliefs.

Ma ko'u 'olelo ho'ohiki

Au e kulia ai
E malama I Ke Akua a me ko'u aupuni
E kokua ia ha'i I na wa a pau
A e malama I ke kanawai a ka
Pu'ali kamali'i wahine

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.

E hana me ko'u ikaika a pau

E hana pololei
I kokua ma kahi I makemake 'ia
E hana me ka 'olu 'olu
E 'olu 'olu a no'ono'o i ka pono
E ho'okaikua ana i na Girl Scouts a pau
E hoohana pono i na mea I loa'a
E malama a e ho'opono I ka 'aina a ho'opuni ana e a'u
E ho'opono ia'u iho a me na hoalauna ma ka'olelo
ana a me na hana.

All members agree to abide by the policies and principles of GSUSA and GSH. Troop funds may be used to pay for girl and adult memberships. Troops are encouraged to budget for their members' renewal membership registrations as part of their annual financial planning.

When a family is in need, GSH may offer financial assistance for annual membership registration to Girl Scouts and adults. This assistance is limited to available funds and provided solely at GSH's discretion.

Girl Scout Grade Levels

They can join the fun at any point from kindergarten through twelfth grade. Girl Scouts six program levels are:

- [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)

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, activities, and Journeys. And at the center of it all are the youth. At Girl Scouts, everything centers around them, [it's what makes Girl Scouts truly unique](#). Our program is designed by, with, and for Girl Scouts. With a focus on girl-led programming and activities, they have the opportunity to take on leadership roles and learn-by-doing in a safe, fun, and cooperative environment.

Although youth may start building their leadership skills in school and on sports teams, [research shows](#) that the courage, confidence, and character youth develop as Girl Scouts stay with them throughout their lives. Our program and outcomes are based in research and our studies show that Girl Scouting has a measurable positive impact on youth. In fact, we can proudly say Girl Scouts are almost 10% more likely, than non-Girl Scouts, to have positive expectations about their future based on our studies. We encourage you to learn more about our program and outcomes as you [check out our studies and in-depth research](#) for insights and information.

The Girl Scout Leadership Experience has been purposefully designed to include a variety of fun and challenging activities to help them learn, grow, and thrive. And at the base of it all are three keys and three processes.

What we *do* in Girl Scouting all fits within our three keys: **Discover**, **Connect**, and **Take Action**.

- **Discover.** When Girl Scouts take part in fun and exciting badge activities, earn a Girl Scout Journey 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 youth 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.

So how do we *do* it? The Girl Scout Leadership Experience draws on three unique processes— **Girl-led**, **Learning by Doing**, and **Cooperative Learning**—that encourage them to try new things, write their own stories, and develop the skills and confidence to say, “I know I can do this!”

- **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.

As a volunteer, you’ll draw on these **three processes** as you lead Girl Scouts of any age. And naturally, girl-led at the Daisy level will look very different from girl-led at the Ambassador level. What is most important is that your Girl Scouts make decisions about the activities they will do *together* and make choices as their doing the activities *together*. As girls learn from their successful, and not so successful tries, they gain confidence. Everyone should have the opportunity to lead within their peer group. By the time they are Cadettes, Seniors, and Ambassadors, they will be using the leadership skills they’ve developed to take on more ownership of their activities, mentor younger Girl Scouts, and take action to make the world a better place.

One last tip about following these processes. Girl Scouting **isn’t** a to-do list, so please don’t feel that checking activities off a list is more important than tuning in to what interests and sparks their imaginations. Projects don’t have to come out perfectly—in fact, it’s a valuable learning experience when they don’t—Girl Scouts don’t have to fill their vests and sashes with badges. What matters most is the fun and learning that takes place as they make experiences their own, so don’t be afraid to [step back and let youth take the lead](#).

Highest Awards

The Girl Scout Bronze, Silver, and Gold Awards honor Girl Scouts who become forces for good and create a lasting impact in their communities, nationally and around the world.

As your Girl Scouts discover the power of their voices, they’ll want to take on an issue that is close to their hearts and meaningful to them. Encourage them to turn their ideas into reality by pursuing Girl Scouts’ highest awards.

- [The Girl Scout Bronze Award](#) can be earned by Juniors. The prerequisite is completion of one Junior Journey and the associated Take Action project. The Bronze Award is earned by the group.
- [The Girl Scout Silver Award](#) can be earned by Cadettes. The prerequisite is completion of one Cadette Journey and the associated Take Action project. The Silver Award can be earned by an individual girl or by a small group.
- [The Girl Scout Gold Award](#) can be earned by Seniors and Ambassadors who have completed either two Girl Scout Senior/Ambassador level Journeys and the associated Take Action project or earned the Silver Award and completed one Senior/Ambassador level Journey.

Did you know that a Gold Award Girl Scout is entitled to enlist at a higher paygrade when they join the U.S. military? A Gold Award Girl Scout’s achievements also prime them for the fast track when it comes to

college admissions and make her an outstanding candidate for academic scholarships and other financial awards.

Girl Scouts are eligible to earn any recognition at the grade level in which they are registered. Any Girl Scout is eligible to earn the Girl Scout Gold Award even if they joined Girl Scouts for the first time in high school.

Ask your council about Girl Scout Gold Award Girl Scouts in your community and how they're doing their part to make the world a better place. For inspiration, consider inviting a local Gold Award Girl Scout to speak to your troop about how they took the lead and made a difference. You'll be inspired when you see and hear what youth can accomplish when they take the lead—and by the confidence, grit, problem-solving, time and project management, and team-building expertise they gain while doing so!

Reflection

Was a badge-earning activity a resounding success? Or was it derailed by something your troop hadn't factored in? No matter the activity's outcome, you can amplify its impact by encouraging your Girl Scouts to reflect on their latest endeavor.

Reflection is the necessary debrief that reinforces what they learned. As your Girl Scouts explore the what's and why's, they'll make meaningful connections between the activity at hand and future challenges that come their way. In other words, reflection gives Girl Scouts the confidence boost they need to pick themselves up, try again, and succeed.

Keep in mind that reflection does not need to be a formal process, but you can kick-start the conversation with three simple questions: What? So what? and Now what?

What? Go over the “what” of the activity. For example, ask:

- What did we do today?
- What part was your favorite?
- If we did it again, what would you want to do differently and what would you want to repeat?

So what? You might ask:

- So, what did you learn by doing this activity?
- So, what did you learn about yourself?
- So, what did you learn about your community (or environment, school, or others) that you didn't know before?

Last, review the now what. Say something like:

- Now that we've done this, what would you like to do next?
- Now that you know this about yourselves, what would you like to try next?
- Now that we've completed this Take Action™ project, what do you think we should do next to make sure it continues?

This form of reflection, or whatever style of reflection you choose to use with your Girl Scouts, is a powerful component of the Girl Scout Leadership Experience that helps to carry these lessons with them for the rest of their lives.

Progression

Although program elements—like outdoor expeditions or entrepreneurial ventures—align across all grade levels, Girl Scout Brownies and Juniors won't be doing the same activities as Girl Scout Seniors and Ambassadors. But 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, nonjudgmental space](#) where your Girl Scouts can test their skills and be unafraid to fail.

Keep in mind that progression drives success for your troop. In the following links, we've outlined some suggestions that will help you determine when your Girl Scouts are ready for their next [outdoor challenge](#), their [next troop trip](#), or their next cookie-selling challenge.

Inclusion

Girl Scouts has a strong commitment to diversity and inclusion, and we welcome and embrace all abilities and backgrounds into our wonderful sisterhood. [Girl Scouts of Hawai'i Adult and Volunteer Policy](#) *explains our commitments and actions to build inclusive communities.*

Inclusion is at the core of who we are; it's about being a sister to every Girl Scout and celebrating our unique strengths. Part of the important work you will do includes modeling friendship and kindness for your Girl Scouts and showing them what it means to practice empathy. Through equal treatment, you can nurture an inclusive troop environment.

When scheduling, planning, and carrying out activities, carefully consider the needs of all involved, including school schedules, family needs, financial constraints, religious holidays, and the accessibility of appropriate transportation and meeting places.

The Girl Scout Program: National Program Pillars & More

[Girl Scouts four Program Pillars](#)—STEM, Life Skills, Outdoors, and Entrepreneurship—form the foundation of the Girl Scout program and work together to build their curiosity, kindness, and can-do spirit. In fact, every aspect of our program, and every Girl Scout adventure, can be traced back to one of our four program pillars.

STEM (Science, Technology, Engineering, and Math). Youth are naturally curious and have a strong desire to help others. Whether they're building a robot, developing a video game, or studying the stars, Girl Scouts become better problem-solvers and critical thinkers through STEM and gain the confidence to turn their ideas into breakthrough inventions to help others.

Life Skills. Girl Scouts life skills programming includes a mix of practical skills, tools, and activities that foster positive values like financial literacy, civic engagement, and community service. Skills that help them discover that they have what it takes to raise their voices as community advocates, make smart decisions about their finances, and form strong, healthy relationships—skills that inspire them to accept challenges and overcome obstacles, now and always.

Outdoors. Girl Scouts has been building outdoor confidence and skills for over one hundred years through a variety of outdoor adventures like camping and nature focused badges that inspire them to spend time outdoors and develop a lifelong appreciation of nature. An appreciation that sparks their desire to take action as environmental stewards in their community and across the globe.

Entrepreneurship. Starting with Girl Scouts iconic Girl Scout Cookie Program and growing to include a series of entrepreneurship badges, this pillar instills and nurtures an entrepreneurial mindset and fuels their curiosity and confidence as they learn the essentials of running their own businesses and how to think like entrepreneurs.

Important Differences: Journeys and Badges

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

- **Journeys** are multi-session leadership experiences through which Girl Scouts explore topics such as bullying, media literacy, or environmental stewardship. They'll do hands-on activities, connect with experts, and take the reins on age-appropriate Take Action projects. Because of their leadership focus, Journeys are also a prerequisite for Girl Scouts highest awards, the Bronze, Silver, and Gold Awards.
- **Badges** are about skill building. When a Girl Scout earns a badge, it shows that she's learned a new skill, such as how to make a healthy snack, build and test a toy race car, or take great digital photos. Badges may even spark an interest at school or plant the seed for a future career.

If they choose, your Girl Scouts can pursue badges and Journey awards in the same year. If they do choose to take this approach, encourage them to find the connections between the two to magnify their Girl Scout experience. While you're having fun, keep in mind that the quality of their experience and the skills and pride gained from earning Journey awards and skill-building badges far outweigh the quantity of badges earned.

As a volunteer, you don't have to be the expert in any badge or Journey topic. In fact, when you show that you're not afraid to fail and willing to try something new, you are modeling what it is to be a Girl Scout. Our badge and Journey requirements are structured so your Girl Scouts can learn new skills without you having to be an expert in all the assorted topics, including STEM.

Check out the Volunteer Toolkit (VTK), that is available for troop leaders of all troop levels with resources and activity plans for badges and Journeys, as well as troop management tools. To access the VTK, go to gshawaii.org Click on "My GS", and then "Volunteer Toolkit."

Service units and troop volunteers may elect to rent Journey Boxes from Girl Scouts of Hawai'i offices. A Journey Box will include supplies (i.e. microscopes, bird feeder kits, puzzles etc..) to assist a troop in earning the journey badges to complete a journey. To rent your journey box today go to [GS Hawai'i Library Check out.](#)

Important Differences: 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. [Both projects serve essential needs, but at different levels.](#)

- When a Girl Scout performs **community service**, they are responding to an immediate need in a one-off, "doing for" capacity. In other words, they are making an impact right now.
- Through **Take Action/service learning**, Girl Scouts explore the root causes of a community need and address it in a lasting way; they truly make the world—or their part of it—a better place.

If your troop members want to pursue their Bronze, Silver, or Gold Award, they'll develop a Take Action project on an issue that's close to their hearts. To make Take Action projects even more impactful for your Girl Scouts, set time aside for them to reflect on their projects. When they take time to internalize the lessons they've learned, they're more likely to find success in their future projects—or anything else they put their minds to.

Traditions, Ceremonies, and Special Girl Scout Days

Time-honored traditions and ceremonies unite Girl Scout sisters, and the millions of Girl Scout alums who came before them—around the country and around the globe—and remind us how far their fellow trailblazers have come and just how far they'll go.

A few of those extra special days, when you will want to turn up the celebrations, include:

- Juliette Gordon Low's birthday or Founder's Day, October 31, marks the birth in 1860 of [Girl Scouts of the USA founder Juliette Gordon Low](#) in Savannah, Georgia.
- [World Thinking Day](#), February 22, celebrates international friendship. It is an opportunity for Girl Scouts and Girl Guides to connect with each other and explore a common theme around the world.
- Girl Scouts' birthday, March 12, commemorates the day in 1912 when Juliette Gordon Low officially registered the organization's first eighteen Girl Scout members in Savannah, Georgia.

So, whether they're working on a new badge, making new friends, or closing meetings with a friendship circle, your troop won't want to miss out on Girl Scouts' treasured [traditions, ceremonies, and special Girl Scout days](#).

Troop Management

Leadership is more than "being in charge" or having a title; it's recognizing that you are part of a team and understanding that team's needs and interests. Here's how you'll do that with your troop!

Your Role as a Girl Scout Volunteer

The Girl Scout Leadership Experience is based on three keys—discover, connect, and take action—but it's not just for your troop. As a Girl Scout Volunteer, you will embark on your own leadership journey as you help Girl Scouts develop the leadership skills they'll use to make the world a better place. Here are a few basic concepts that outline what leadership means in Girl Scouting.

Leadership is teaching your Girl Scouts:

- That they can do and be anything!
- That they are decision makers and should own their decisions.
- How to live the Girl Scout Law by modeling it for them.

As a leader, see yourself as a coach who:

- Advises, discusses, and cheers on your troop, not as a teacher with a planned lesson or activity but as a mentor and coach.
- Ensures each member understands and can carry out their responsibilities within the troop.
- Encourages Girl Scouts to build their skills and their ethics.
- Gives more responsibilities to them as they grow and develop.

It is important to remember that:

- You cannot know everything that your Girl Scouts might ever want to learn.
- You'll explore and learn alongside your Girl Scouts and grow your confidence in the process.
- You're not expected to know everything about Girl Scouting, but you should know where to go for information—and to ask for help when you need it.

Your Responsibilities as a Girl Scout Volunteer

Your responsibilities as a Girl Scout volunteer include:

- Accepting the [Girl Scout Promise and Law](#).
- Understanding and coaching Girl Scouts Three Keys to Leadership—discover, connect, and take action—that are the basis of the Girl Scout Leadership Experience.
- Sharing your knowledge, experience, and skills with a positive and flexible approach.
- Working in a partnership with your Girl Scouts so that their activities are girl-led and that they learn by doing, individually and as a group. You'll also partner with other volunteers and council staff for support and guidance.
- Organizing fun, interactive, girl-led activities that address relevant issues and match Girl Scouts' interests and needs.
- Providing guidance and information regarding Girl Scout group meetings with families on a regular and ongoing basis through a variety of tools, including email, phone calls, newsletters, blogs, other forms of social media, and any other method you choose.
- Processing and completing registration forms and other paperwork, such as permission slips.
- Communicating effectively and delivering clear, organized, and vibrant presentations or information to an individual or the group.
- Overseeing with honesty, integrity, and careful record-keeping the funds that they raise.
- Maintaining a close connection to your volunteer support team as well as your council.
- Facilitating a safe experience for every Girl Scout.

At all times groups will follow the girl/adult ratios listed in Volunteer Essentials and Safety Activity Checkpoints.

Each group activity will have at least two adults present, not related by blood, marriage, or household both of whom are current registered members with valid background check. Any time an adult male is working with Girl Scouts, an adult female who is a currently registered member of GSUSA and has successfully completed a criminal background check and not related by blood, marriage or household will also be in attendance at all times.

Planning for Your First Troop Meeting

Depending on the ages of your Girl Scouts, you might take the lead in guiding the structure and experiences of your troop—from how and when meetings are held to how the troop communicates, from steering girl-led activities to setting financial expectations. You'll make these decisions collaboratively with your volunteer team or co-leader, as well as with input from the Girl Scouts and their families and caregivers.

Use the questions below to guide your conversations with your troop committee volunteers or co-leader before discussing these topics with families and caregivers.

- When will we meet and for how long? How frequently should we schedule troop meetings?
- Where will we meet? Your meeting space should be somewhere safe, clean, and secure that allows everyone to participate. Some great meeting space ideas include schools, places of worship, libraries, and community centers. If working with teens, consider meeting at coffee shops, bookstores, or another place they enjoy.
- Which components of the uniform will families need to purchase? Which uniform components will the troop provide for each girl?
- Will our troop be a single-grade level or [facilitated as a multi-level troop](#) with Girl Scouts of many grade levels combined into one troop? If multi-level, how will we make sure they each get an age-appropriate experience?

- How will we keep troop activities and decisions girl-led? Use the Volunteer Toolkit to help you through this process by exploring options for activities and reviewing the meeting plans and resource lists.
- How often are we going to communicate with troop families? Which channels will we use to keep families in the loop? Effective communication [will help set expectations](#) and clarify family/caregiver responsibilities.
- Will our troop charge dues, use product program proceeds, and/or charge per activity? How much money will we need to cover supplies and activities? What should our financial plan look like?

Choosing a Meeting Place

What makes a great meeting space? It depends on your troop, but here are a few considerations as you visit potential locations:

- **Cost.** The space should be free to use.
- **Size.** Make sure the space is large enough for the whole group and all planned activities.
- **Availability.** Be sure the space is available for the day and the entire length of time you want to meet.
- **Resources.** Ask if tables and chairs come with the room and ensure that the lighting is adequate. A bonus would be a cubby of some sort where you could store supplies or a safe outdoor space for activities.
- **Safety.** Potential spaces must be safe, secure, clean, properly ventilated, heated (or cooled, depending on your location), free from hazards, and have at least two exits that are well-marked and fully functional. Also be sure first-aid equipment is on hand or bring your own first aid kit.
- **Facilities.** It goes without saying, but make sure that toilets are sanitary and accessible.
- **Communication-Friendly.** Check for cell reception in the potential space and whether Wi-Fi is available.
- **Allergen-Free.** Ensure that pet dander and other common allergens won't bother susceptible people during meetings.
- **Accessibility.** Your space should accommodate everyone with disabilities as well as parents with disabilities who may come to meetings.
- **Using a private home.** When Girl Scout activities take place in a private home, the adult in charge will ensure that all guns, alcohol, prescription drugs, etc. in the home are inaccessible. Pets will be kept contained during all Girl Scout meetings and activities.
 - Also see “Adult Volunteers/Volunteer Selection and Appointment” section for additional policies/procedures regarding adults who live in a home where meetings will take place.
 - In relation to pets, “contained” is defined as away from the group and not present at any time during the meeting or while an activity takes place.
 - “Inaccessible” is defined as not accessible; unable to be reached. Methods to make items inaccessible include, but are not limited to placing the items in a locked room, car or area of the home that is unavailable to meeting participants, or in a separate locked building.

Need a few talking points to get the conversation started? Try...

“I’m a Girl Scout volunteer with a group of [number of girls] youth. We’re doing lots of great things with them and for the community, like [something your group is doing] and [something else your troop is doing]. We’re all about leadership—the kind that Girl Scouts use in their daily

lives and the kind that makes our community better. We'd love to hold our meetings here because [reason why you'd like to meet there]."

Stuck and need additional support? Contact your council or your service unit support team for help with a troop meeting place.

Group Sponsorships

A group sponsorship is an arrangement between a group and a sponsor (an individual, business, or community group) whose aims and objectives for youth are compatible with Girl Scouting. BOTH the group and the sponsor derive some benefit from the relationship, e.g. a sponsor provides ongoing meeting space to a group and the group provides a form of community service for the sponsor.

When a religious group sponsors a Girl Scout group, members of a different faith or religious affiliation or non-affiliated members within the group cannot be required to take part in religious observances of the sponsor nor can the Girl Scout group exclude members who are not members of the sponsoring religious group.

Virtual Meetings

If your group or troop can't meet in person or hold a traditional meeting, there are many ways to bring the power of Girl Scouting home! Meeting virtually can be a fun and engaging option for your troop.

[Before setting up a virtual meeting](#), you'll want to:

- Partner with troop families to make sure the Girl Scouts are safe online.
- Select a meeting platform that allows families who may not have internet access to call in.
- [Think about logistics](#). Work with the Girl Scouts to set up ground rules; consider how you will incorporate in-person meeting traditions in your virtual space and how you'll keep meetings on track.
- Talk with families on [how to keep activities girl-led](#) if your Girl Scouts will be completing them from home.

And don't worry if your Girl Scouts want to use a web or social platform you're not as familiar with, because you'll learn alongside them! For more tips on successful virtual meetings, check out [Tips, Tools, and Ideas for Planning a Great Virtual Meeting](#).

Girl Scout Troop Size

The troop size "sweet spot" is large enough to provide an interactive and cooperative learning environment and small enough to encourage individual development. Though the ideal troop size is 12 girls, we recommend that groups be no fewer and no larger than:

- 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

A Girl Scout troop/group must have a minimum of five girls and two approved adult volunteers. Be sure to double-check the volunteer-to-girl ratio table below to make sure you have the right number of adults present for group meetings, events, travel, and camping at the lowest program level in attendance. Adults and Girl Scouts registering in groups of fewer than five girls and two approved, unrelated adult volunteers, at least one of whom is female, need council approval each year and typically only apply to new troops getting started and older Girl Scouts in high school whose troops is open on the troop opportunity catalog and willing to accept any new Girl Scout. For troops with less than 5 Girl Scouts and the minimum adult ratio, submit the [Troop Size Exemption Request](#) annually for council approval.

Juliette Girl Scouts

Individually registered members are also known as Juliettes, named after our founder, Juliette Gordon Low. Juliettes choose how to participate based on their schedule and interests.

Joining as a Juliette is great for Girl Scouts without a troop available nearby or who want to enjoy Girl Scout programming with their family. They can get started right away by earning badges independently or attending events to meet other Girl Scouts in their area. Check out the Girl Scouts of Hawaii’s Juliette Guide to learn what Juliette’s can earn and how to make it happen and other resources for [Juliette Girl Scouts](#).

Safety Wise Ratio for Girl Scouts and Volunteers

From troop meetings to camping weekends and cookie booths, adult volunteers must always be present to ensure Girl Scouts have fun and stay safe, no matter their grade level. If you are not sure about the number of adults you will need for your activity, the chart below breaks down the minimum number of volunteers needed to supervise a specific number of Girl Scouts; your council may also establish maximums due to size or cost restrictions, so be sure to check with them as you plan your activity.

Girl Scouts Volunteer-to-Girl Ratios	Group Meetings		Events, Travel, and Camping	
	Two unrelated volunteers (at least one of whom is female) for up to this number of girls:	One additional volunteer to each additional:	Two unrelated volunteers (at least one of whom is female) for up to this number of girls:	One additional volunteer to each additional:
Girl Scout Daises (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
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Safety in Girl Scouting

The emotional and physical safety and well-being of Girl Scouts is our top priority. Girl Scouts of Hawai‘i [Safety Activity Checkpoints](#) outlines the Safety Standards and Guidelines used in Girl Scouting, which apply to all Girl Scout activities. All volunteers should review the *Safety Activity Checkpoints* manual when planning activities with Girl Scouts in order to manage safety and risk in Girl Scout-approved activities.

For current COVID-19 guidelines, check your local council’s version of *Safety Activity Checkpoints*.

In *Safety Activity Checkpoints*, you will find:

- Girl Scouts Safety Standards and Guidelines, which apply to all Girl Scout activities, including requirements for adult supervision, permission slips, preparation, field trips and overnight trips, and other vital information.
- Activities that are not permitted by Girl Scouts of the USA and actions that girls and volunteers should not take.
- Policies surrounding chartered aircraft trips and aviation.
- First aid and overall health information.
- Standards for well-being and inclusivity along with ways to include Girl Scouts with disabilities and ways to ensure everyone’s emotional safety.
- Individual safety activity checkpoints for specific activities—such as camping, internet use, and water sports that provide activity-specific safety information.

The document is laid out in three primary sections, Safety Standards and Guidelines, Activities at a Glance, and individual safety activity checkpoint pages.

- **Girl Scouts’ Activities at a Glance** table provides a quick look at the safety standards for that activity with a focus on two critical points to keep in mind when considering and planning activities for you troop:
 - age-appropriate activities and participation by grade level, and
 - whether prior approval from your council is required before girls participate in a specific activity.
- **Individual Safety Activity Checkpoint** pages provide activity-specific safety measures and guidance on the individual activities that troops and girls may choose participate in.

Registering Girls and Adults in Girl Scouting

Every participant (girl or adult) in Girl Scouting must register and become a member of Girl Scouts of the USA (GSUSA). GSUSA membership dues are valid for one year. Membership dues cannot be transferred to another member and are not refundable.

Preregistration for the upcoming membership year occurs in the spring. Girl Scouts are encouraged to register early to avoid the fall rush. Early registration allows for uninterrupted receipt of forms and materials from the council, helps troops and councils plan ahead, and gets Girl Scouts excited about all the great things they want to do as Girl Scouts next year. A Girl Scout’s grade level is determined by the current membership year beginning October 1.

[Lifetime membership](#) is available to anyone who accepts the principles and beliefs of the Girl Scout Promise and Law, pays the one-time lifetime membership fee, and is at least 18 years old (or a high school graduate or equivalent). Volunteers with ten or more years of service can become lifetime members at the discounted young alum rate.

Adding New Girls to Your Troop

Growing your troop is a great way to share the power of the Girl Scout experience and [there are many ways to get the word out](#), like hanging posters at your girl's school, using social media to reach families in your community, or including your troop in your council's Opportunity Catalog or Troop Catalog.

Creating an Atmosphere of Acceptance and Inclusion

Girl Scouts is for everyone, and that's why we embrace girls of all abilities and backgrounds with a specific and positive philosophy of inclusion that benefits everyone. Each girl—regardless of socioeconomic status, race, ethnicity, physical or cognitive ability, sexual orientation, primary language, or religion—is an equal and valued member of the group, and groups reflect the diversity of the community.

As the State's premier leadership development program, Girl Scouts of Hawai'i creates opportunities for females in Hawai'i to realize the Girl Scout mission of "Girl Scouting builds girls of courage, confidence, and character, who make the world a better place." Their leadership experiences are made possible because of the thousands of dedicated and committed adults – parents, volunteers, community supporters, and staff – who create fun and safe learning environments. [Girl Scouts of Hawai'i Adult and Volunteer Policy](#) *explains our commitments and actions to build inclusive communities.*

We believe inclusion is an approach and an attitude, rather than a set of guidelines. Inclusion is about belonging, all girls being offered the same opportunities with respect, dignity, and celebration of their unique strengths. 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.
- Teach respect for, understanding of, and dignity toward everyone and their families.
- Actively reach out to Girl Scouts and families who are traditionally excluded or marginalized.
- Foster a sense of belonging to community as a respected and valued peer.
- Honor the intrinsic value of each person's life.

If you have questions about accommodating an individual girl, please reach out to our Customer Care by email customercare@gshawaii.org or by calling the customer service specialist at 808-595-8400.

As you think about where, when, and how often to meet with your group, consider the needs, resources, safety, and beliefs of all members and potential members. Include the special needs of any members who have disabilities or whose parents or caregivers have disabilities. But please, do not rely on visual cues to inform you of a disability; approximately 20 percent of the U.S. population has a disability—that's one in five people of every socioeconomic status, race, ethnicity, and religion.

If you want to find out what someone with a disability needs to make her Girl Scout experience successful, simply ask the person or their family or caregiver. If you are open and honest, they'll likely respond in kind, [creating an atmosphere that enriches everyone](#).

It's important for all Girl Scouts to be rewarded based on their best efforts—not on the completion of a task. Give any Girl Scout the opportunity to do their best and they will! Sometimes that means changing a

few rules or approaching an activity in a more creative way. Here are some examples of ways to modify activities:

- Invite a Girl Scout to complete an activity after they have observed others doing it.
- If you are visiting a museum to view a sculpture, find out if a Girl Scout who is blind might be given permission to touch the pieces.
- If an activity requires running, a Girl Scout who is unable to run could be asked to walk or do another physical movement.

Focus on a person’s abilities—on what they can do rather than on what they cannot. In that spirit, use people-first language that puts the person before the disability.

Say:	Instead of:
They have a learning disability.	They are learning disabled.
They have a developmental delay.	They are mentally retarded; is slow.
They use a wheelchair.	They are wheelchair bound.

When interacting with a Girl Scout (or parent/caregiver) with a disability, consider these tips:

- When talking to a Girl Scout with a disability, speak directly to them, not through a family member or friend.
- It’s okay to offer assistance to a Girl Scout with a disability but wait until your offer is accepted before you begin to help. Listen closely to any instructions the person may have.
- Leaning on a girl’s wheelchair is invading her space and is considered annoying and rude.
- When speaking to a person who is deaf and using an interpreter, speak to the Girl Scout, not to the interpreter.
- When speaking for more than a few minutes to a Girl Scout who uses a wheelchair, place yourself at eye level.
- When greeting a Girl Scout with a visual disability, always identify yourself and others. You might say, “Hi, it’s Sheryl. Tara is on my right, and Chris is on my left.”

Registering Girl Scouts with Cognitive Disabilities

Girl Scouts with cognitive disabilities can be registered as closely as possible to their chronological ages. They wear the uniform of that grade level. Make any adaptations for the Girl Scout to ongoing activities of the grade level to which the group belongs. Young women with cognitive disorders may choose to retain their girl membership through their twenty-first year, and then move into an adult membership category.

Getting Support for Your Troop

Just as your Girl Scouts rally around each other for support, you will also have a dedicated Girl Scout support team, consisting of council staff and passionate volunteers like you. Your support team, which may be called a service unit at your council, is ready to offer local learning opportunities and advice as well as [answer your questions](#) about the Girl Scout program, working with girls, product sales, and much more.

Before you hold your first troop meeting with girls, consider the support and people resources you'll need to cultivate an energizing troop experience. Parents, friends, family, and other members of the community have their own unique strengths and can provide time, experience, and ideas to a troop, so get them involved from the very beginning as part of your volunteer troop team. This team is made up of troop leaders (like you) and troop committee volunteers.

Your [troop committee volunteers](#) are the extra set of eyes, ears, and hands that help the troop safely explore the world around them. Depending on your troop's needs, they can play a more active role—for instance, someone can step up as a dedicated troop treasurer—or simply provide an occasional helping hand when you need to keep a meeting activity on track.

If a parent or caregiver isn't sure if they can commit to a committee or co-leader role, encourage them to try [volunteering in a smaller capacity](#) that matches their skill set. Just like your young Girl Scouts, once troop families and caregivers discover they can succeed in their volunteer role, they'll feel empowered to volunteer again.

The Volunteer Toolkit

From toolkits and guides to regular contact with experienced individuals, you'll have all the support you need to be a Girl Scout volunteer. Here's a list of some important resources you'll want to check out.



Girl Scouts Volunteer Toolkit (VTK)

The Volunteer Toolkit is a customizable planning tool where you can find suggested meeting plans for most badges, access activity guides and badge requirements, track your Girl Scouts' achievements, and so much more. With inspiring ideas so you can engage your troop in a mix of activities all year long, it's the digital planning assistant that will help you power a fun-filled—and organized—Girl Scout year. Be sure to look for helpful icons to identify activity focus areas like the evergreen icon which tells you the activity can be taken outside or the globe icon which lets you know you can bring a global perspective to the activity. You'll find the Volunteer Toolkit in the left menu bar under My GS / My Account. VTK is accessible on any desktop, tablet, or mobile device.

With the Volunteer Toolkit, girls and leaders can explore meeting topics and program activities together and follow the fun as they plan their Girl Scout year. Using the Volunteer Toolkit:

Troop Leaders can:

- Plan the troop's calendar year and meeting schedule.
- Email parents/caregivers with one click.
- View the troop roster, renew memberships, and update Girl Scout's contact information.
- View meeting plans for Journeys and badges, including suggested tracks for multi-level groups (K-5 and 6-12).
- Customize meeting agendas to fit your troop.
- Explore individual meeting plans that show a breakdown of every step, including a list of materials needed, editable time allotments for each activity within a meeting, and printable meeting aids.
- Record attendance at meetings and their troop's badge and Journey achievements.
- Add council or custom events to the troop's calendar.

- Easily locate both national and local council resources, such as *Safety Activity Checkpoints*.

Parents and Caregivers can:

- View the troop’s meeting schedule and individual meeting plans to stay up to date on the badges and Journeys the troop is working on.
- Renew their memberships and update their contact information.
- View their Girl Scout’s attendance and achievements.
- See upcoming events the troop is planning or attending.
- Easily locate both national and local council resources.

Get started by visiting: www.gshawaii.org

Additional Tools and Resources

Safety Activity Checkpoints. Safety is paramount in Girl Scouting, and *Safety Activity Checkpoints* contains everything you need to know to help keep your girls safe during a variety of exciting activities outside of their regular Girl Scout troop meetings.

Tips for Troop Leaders. When you’re looking for real-world advice from fellow troop leaders who've been there, [this volunteer-to-volunteer resource](#) has what you need for a successful troop year.

Girl Scout Volunteers in Your Community. Remember that Girl Scout support team we mentioned? You’ll find them in your service unit! Troops are organized geographically into service units or communities. You’ll find a local network of fellow leaders and administrative volunteers [ready to offer tips and advice](#) to help you succeed in your volunteer role.

Customer Care Contacts. Questions? Need help resolving an issue? We’ve got you! Reach out anytime by either clicking on the “Contact Us” form at www.gshawaii.org or email customercare@gshawaii.org. During business hours Monday through Friday; you can reach a customer service specialist by calling 808-595-8400.

Newsletters/Communication.

There are many ways to stay connected with GSH and connect with fellow volunteers for support and ideas:

- Bookmark our website find resources, ideas, Girl Scout news, and important information visit gshawaii.org
- GSH email updates: Check your email inbox for periodic email from GSH with program and event information, helpful reminders, Girl Scout news and more.

Find us on social media at:

- www.facebook.com/girlscoutshi
- www.twitter.com/girlscoutshi
- www.instagram.com/girlscoutshi

Take Advantage of Learning Opportunities

We know that when you have the knowledge and skills you need to manage your girls, both you and your troop will thrive. Contact your council to ask about ongoing learning opportunities that will help you grow your skills and confidence.

- Navigate to **gsLearn** from your **myGS** portal to see training opportunities and courses.
- Navigate to our [events page](#) for skill training such as First Aid training, Wilderness First Aid, Troop Camp Training, New Leader Training, and Finance or Cookie Training.

Volunteer Appreciation

What begins with Girl Scouts speaking up at a troop meeting can go all the way to speaking in front of their city council for a cause they champion—and they will have your support to thank for that. Your volunteer role makes a powerful difference. Thank you for all you do.

Just as you'll receive support throughout your volunteer experience, when you reach the end of the term you signed up for, you'll talk with your support team about the positive parts of your experience as well as the challenges you faced, and you'll discuss whether you want to return to this position or try something new. The end of your troop year, camp season, overseas trip, or series/event session is just the beginning of your next adventure with Girl Scouts!

If you're ready for more opportunities, be sure to let your council support team know how you'd like to be a part of Girl Scouts' lives in the future—whether in the same position or in other, flexible ways. Are you ready to organize a series or event? Take a trip? Work with Girl Scouts at camp? Work with a troop of Girl Scouts as a yearlong volunteer? Share your skills at a council office, working behind the scenes? The possibilities are endless and can be tailored to fit your skills and interests.

Volunteer Appreciation



Without our passionate and dedicated volunteers, there would be no Girl Scouting. That's why we celebrate National Volunteer Month every April and turn up the party as we ring in National Girl Scout Leader's Day on April 22.

Girl Scouts also celebrates National Volunteer Week, which falls during the third week of April. What can we say, we love our volunteers!

Volunteer Awards are meant to recognize adult members who go above and beyond, resulting in exceeding the expectations of their positions and changing our organization, and even the world as we know it. [Join us](#) in celebrating our local volunteer heroes.

Do you know someone who deserves recognition?

Volunteers across our islands are encouraged to nominate superb adults for nationally recognized awards and are encouraged to hold Service Unit Recognitions in their local areas. Detailed descriptions of all awards, as well as nominating instructions and proper forms or links to forms are included in this guide. Girl Scout Adult Awards recognize those who provide exemplary service and go above and beyond the expectations of their position to make a difference for the organization and for girls. Download our [Volunteer Appreciation and Awards Guide](#) to get started!

Girl Scout Participation in Activities with Other Scouting Organizations

The decision by Boy Scouts of America (BSA) to open the Boy Scout program to girls has fundamentally altered the nature of the relationship between BSA and Girl Scouts nationally and locally. Local relationships between BSA and Girl Scout councils that have led to partnerships and joint activities in the past may now create certain risks or challenges for Girl Scouts. For this reason, councils are encouraged to avoid joint recruiting and/or joint participation in community events or activities.

Marketplace Confusion

To protect the integrity of the Girl Scout brand and reinforce our programming as unique, girl-only, and best in class, we must ensure that we take care that the activities in which girls participate are exclusive to the Girl Scout program, are safe and girl-led, and are conducted under the appropriate supervision of Girl Scouts.

Protecting Use of Girl Scout Materials

Girl Scout materials are intended for the exclusive use of Girl Scouts and are protected as the intellectual property of Girl Scouts of the USA. Materials include but are not limited to: Girl Scout logo, tag lines, and/or program and badge requirements.

Troop Finances

With your guidance, your Girl Scouts will learn money skills that will serve them throughout their lives. Your Girl Scout troop will plan and finance its own activities, and you'll coach your girls as they earn and manage troop funds. Troop activities are powered by proceeds earned through council-sponsored product program activities (such as the Girl Scout Cookie Program), group money-earning activities (council approved, of course), and any dues your troop may charge.

Remember that all funds collected, raised, earned, or otherwise received in the name of and for the benefit of Girl Scouting belong to the troop and must be used for the purposes of Girl Scouting. Funds are administered through the troop and do not belong to individuals.

Bank Accounts

POLICY

Please refer to the [GSH Troop Finance Guide](#) to review the latest guidelines.

All accounts will be held at American Savings Bank* and opened under the council's tax ID number and account information will be kept on file with the Service Unit Treasurer.

*Exceptions to the ASB rule may be allowed for remote locations in Hawai'i but must be requested in writing and are approved on a case-by-case basis.

Troops or Groups holding bank accounts at other financial institutions are at risk of being disbanded if they account has not been approved by Council.

All accounts will be opened under the council's tax ID number and account information will be kept on file with the Service Unit Treasurer.

PROCEDURE

Group bank accounts will:

- All funds held in Girl Scouts of Hawai'i Troop and Group Bank Accounts are the property of Girl Scouts of Hawai'i. Accounts may not be used to hold, transfer, or withdraw funds that are not directly related to Girl Scouts.
- Only be used for Girl Scout expenses, be used for all group expenses, and contain only Girl Scout funds.
- All checks must be endorsed by two (2) unrelated adults listed on the troop bylaws as authorized signatories.
- All troop accounts will have a minimum of two bank signatories or signers on each account as reflected on the bylaws. A minimum of two Bank Signatories must be unrelated by blood, marriage, or household, be a currently registered member of GSUSA and have successfully completed a criminal background check with no financial restrictions and maintain Good Standing with Girl Scouts of Hawai'i.
- Girl Scouts of Hawai'i prohibits employed staff from serving as bank signatories or holding Volunteer Positions that are responsible for Troop or Group Finances, unless the account is a Council Led Group.
- Girl Scouts of Hawai'i prohibits volunteers that have finance restrictions as a result of adverse decision to handle any Girl Scout Funds, including serving in a Bank Signatory or Treasurer capacity. Not have an employed staff member as a signer on the account unless it is a staff-led group.
- Service Units may impose additional requirements based on specific needs.
- Troop Bylaws should be reviewed at annually. If a Troop Bylaw change occurs after the annual filing, an interim Troop Financial Report may be required at the time of the bylaw change request.
- Girl Scout funds will not be commingled with non-Girl Scout funds in any manner.
- Girl Scouts of Hawai'i Troop and Group Accounts are prohibited from establishing credit card accounts, using pre-paid credit cards, and from having debit cards issued on the account.

Ownership of Funds

- Money earned is the property of the group or troop in its entirety and at no time does the Girl Scout or her family receive group funds directly.
- Troops and Groups are prohibited from Earmarking dollars earned per Girl Scout as the "Girls" funds.
- Unused funds remaining in the troop account when a Girl Scout discontinues or leaves the troop are the property of the Troop or Group and may not be issued to the individual in form of cash, credit, or other monetary designation. Council may assist in some situations.
- Remaining funds in Troop or Group Accounts at the time of Troop Disbanding or Account Closure are the property of Girl Scouts of Hawai'i and not the individual participants of the troop or group.

Girl Scout funds from one group will not be commingled with funds from any other Girl Scout group without the express permission of Council (contact: customercare@gshawaii.org).

Troop bank accounts are required to submit annual finance report to council annually. Failure to submit timely annual finance reports may subject the troop or group to be disbanded by council or have funds frozen until a resolution is reached.

For all processes and procedure related to opening a troop bank account, see Troop Finance Guide. See Financial Statements below for more information

Establishing a Troop Account

No matter how much your troop plans to save or spend, you'll need a safe place to deposit your troop dues, product program proceeds, and other funds. If you've stepped up to lead an existing troop, you may inherit

a checking account, but with a new troop, you'll want to open a new bank account. See the GSH [Troop Finance Guide](#) for steps on how to open a GSH Troop bank account with no monthly fee.

Here are a few helpful tips you can take to the bank:

- Girl Scouts of Hawai'i Troops and Groups are permitted to utilize American Savings Bank.
- Designate a "troop treasurer," that is, one person who is responsible for troop funds and for keeping a daily account of expenditures.
- Girl Scouts of Hawai'i prohibits Troop and Group Bank Accounts from having a debit card issued on the account.
- Girl Scouts of Hawai'i has established an Automated Clearing House (ACH) process to allow for Troop Funds to be transferred to cover Membership Registration and Council Event Registration. Complete the [Bank Account and ACH Agreement](#).
- As the ACH process may take several days, we discourage use on high demand events as spots are not confirmed until the ACH Transfer is complete.
- Keep troop funds in the bank before an activity or trip and pay for as many items as possible in advance of your departure.

Follow your council's financial policies and procedures for setting up an account. Most council-sponsored product program activities have specific banking and tracking procedures.

Bank Fees and Bank Charges

Girl Scouts of Hawai'i is not responsible for fees and charges assessed by the bank.

All troops that do not Opt-Out of Paper Bank Statements will be assessed a monthly fee for printed statements. Bounced Check fees and any other bank liability are the responsibility of the troop and its bank signatories.

Disbanding Groups

POLICY

Groups will follow the council's disbanded group procedures. A troop/group is considered disbanding when the following apply:

- The Girl Scouts have graduated high school.
- The troop has decided to no longer be active.
- Memberships are not renewed by November 30.
- The troop does not meet the membership criteria (Exceptions may be approved by GSH volunteer support staff)

PROCEDURE

1. Notify all current members and their parents/guardians that the troop leadership has chosen to disband and will no longer be continuing. Share they ways their Girl Scout can still participate, with a different troop, as a member in any council activities, or as a Juliette Girl Scout which is an individually registered member.
2. Communicate merging plans with your service unit and complete Disband Form to initiate the disband process. Include the planned timing of the disband.
3. For Merging: If there are remaining troop funds, close the troop/group bank account, and transfer funds to the continuing troop. Combined troop funds will be the property of all the Girl Scouts in the continuing troop.
4. All remaining funds are the property of Girl Scouts of Hawai'i. GSH will initiate the closure of bank account(s) upon receipt of the disbanding troop report.

Troops are prohibited from closing the account themselves. Groups with equipment should contact either their staff liaison (for groups other than troops) or their service unit manager (for troops) to determine the disposition of the equipment.

Disbanding Troops and Unused Troop Funds

When a troop disbands, any unused Girl Scout money left in the account becomes the property of the council. Troop funds are not the property of any individual member. Before disbanding, ask your Girl Scouts how they want to pay it forward.

The group may decide to spend any portion of the remaining funds on a final trip, troop activity, a Girl Scout Program such as camp, or to continue their Girl Scout Experience by renewing their membership for the coming year, buying uniforms and Girl Guides to Girl Scouting, and other Girl Scout related expense. As a troop, decisions on spending and/or donating the remaining funds of a disbanding or merging troop must always be girl-led. The group may decide to spend any portion of the remaining funds on a final trip, troop activity, a Girl Scout Program such as camp.

- No funds may be given to another troop, service unit, or donated to another organization.
- All remaining funds not spent as a troop and made eligible for all registered Girl Scouts are to be returned to council.
- No amount of remaining funds may be given directly to girls, parents, or guardians. This includes any form of cash, check, or cash equivalents such as gift cards.
- All transactions and any use of troop funds must be completed while girls and volunteers have current memberships.

In the event the troop disbands the troop must submit a [Disbanding Troop Report](#), and troop finance records must be surrendered to the Service Unit Treasurer or to Council within 60 days. When preparing for Girl Scouts of Hawai'i to close the troop account, much like when closing a personal account, be sure all checks and other debits have cleared the account. Girl Scouts of Hawai'i will close the troop account, Volunteers should never close a troop account themselves.

Closing the Troop Account

When closing a troop account, be sure all checks and other debits have cleared the account before you request the account closure, submit the Troop Disbanding Report to Council and turn in all banking and troop account records to the Service Unit Treasurer or Council. Girl Scouts of Hawai'i will handle the closure of Troop and Group Accounts once the appropriate request has been received.

Girl Transfers and Troop Divisions

DEFINITION

A “transfer” is defined as a Girl Scout leaving one troop and joining another troop while her original troop remains active.

A “troop division” is when the intention is for one or more groups of Girl Scouts to leave a troop and form two or more Girl Scout troops as defined by the “group composition” policy.

A “troop merger” is when multiple troops convert to a single troop.

PROCEDURE

Groups shall follow the council’s girl transfer procedures.

Girl Scout group money belongs to the group and is not attributed to any individual girls. For girls who transfer to a new troop, the Girl Scout’s original

troop, in a gesture of Girl Scout sisterhood, may decide to make a gift to the new troop.

For those troops dividing and forming new troops, the troop funds at the time of the division will be divided equally between each new troop, based on the number of Girl Scouts in each. For troops that are merging from multiple troops to one troop, all existing bank accounts will be closed, and funds transferred to a newly created bank account. Contact Customercare@gshawaii.org for assistance with this type of request.

Financial Statements

POLICY

Each group will maintain accurate records of income and expenses and will submit reports as required.

Adult(s) in charge of group funds and/or bank accounts will be currently registered members of GSUSA and have successfully completed a criminal background check and be held accountable for those funds at all times.

Troop Bylaws should be reviewed annually. If a Troop Bylaw change occurs after the annual filing, an interim Troop Financial Report may be required at the time of the bylaw change request.

PROCEDURE

A completed Troop Finance Report along with a copy of the group's most current bank statement, must be submitted to the service unit treasurer for review no later than June of the current program year. The date of the report should coincide with the most recent bank statement date. The service unit treasurer will submit all forms to Girl Scouts of Hawai'i by June 30 of the current program year. If there is no service unit treasurer, the form is to be submitted directly to council.

Each troop or group must maintain financial records through an organizational system, using any combination of a binder or secure electronic drive containing copies of all up to date transaction logs (Troop Finance Worksheet, or similar financial tracking tool), receipts, bank statements, product sale summaries, Annual Report, and any additional financial paperwork. Records are to be kept with the troop and should be available for review by parents/guardians, the girls in the troop, service team members, and/or GSH staff for no less than three (3) years. This record, or a copy of it, should be transferred from one Leader to another as the leadership of troop changes: from one Treasurer to another as the office changes. Failure to file a Group Finance Report may result in withdrawal of permission to use the Girl Scouts of Hawai'i Taxpayer Identification.

A completed Service Unit Finance Report, along with transaction logs and a copy of the service unit's most current bank statement, must be submitted to council no later than June 30 of the current program year.

The Service Unit Finance Report, all receipts, and a detailed Finance Worksheet (or similar financial tracking tool) are to be kept with the service unit records and available for review by the members of the service unit, service team and/or GSH staff for no less than three (3) years.

Reimbursement for Expenses

DEFINITION

Girl Scouts should be involved in discussions regarding the use of Troop and Group Funds, use the Progression Charts to determine the level of involvement appropriate for the troop or group. Reimbursements for expenditures from group and/or council budgets must be approved in advance by the appropriate person.

PROCEDURE

Troops will only reimburse expenses that directly relate to a troop activity, and troop spending should be discussed in advance. In any request for reimbursement, it is important to keep financial records with receipts and by noting what the purchase was for, the date the reimbursement was completed, and by whom. Reimbursement requests should be submitted promptly after the expense is incurred as a troop or group may elect not to reimburse items submitted past 60 days.

Reimbursements must be made by request to a signer on the troop or group bank account. At no time is anyone permitted to pay for an activity with personal funds and reimburse themselves. Co-mingling of troop and personal funds, even with the intention to pay the troop back is strictly prohibited.

When reimbursing for driving expenses, reimbursements are to be made based on number of miles driven. Reimbursement for gasoline is not allowed by the IRS.

Donating Girl Scout Funds to other organizations

All troops and/or groups are advised to consider donating to their Sister Girl Scouts, Girl Scouts of Hawai'i Camps or Girl Scouts of Hawai'i Programs prior to making an donation request to be approved to an outside organization.

Prior to any troop and/or group making a monetary donation to another organization, a formal proposal must be submitted to council and a decision will be made by the Council Leadership team, submit your request to customercare@gshawaii.org. Girl Scouts groups and troops are prohibited from making cash and gift card donations to other organizations.

request

Lost/Stolen/Misappropriated Girl Scout Funds or Property

POLICY

If any Girl Scout funds and/or property are lost, stolen, or misappropriated at any level of Girl Scouting, an investigation will be conducted, and parties involved may be subject to legal action.

Any volunteer responsible for missing funds may be removed from their volunteer position and may be subject to legal action.

GSH may request a review of any troop, group, or service unit bank account either as a random audit or due to discrepancies in financial report information, missing information, inquiries from girls, volunteers, etc., pertaining to appropriate use of Girl Scout funds.

PROCEDURE

The individual(s) responsible for lost, stolen, or misappropriated Girl Scout funds or property must promptly provide all financial recording information as requested in order to comply with GSH policy. GSH staff will conduct an investigation and notify involved parties, as appropriate, of any legal action, financial restrictions, suspensions, or removal of volunteers from any roles.

Money-Earning Basics for Troops

Troops flex their financial muscles in two distinct ways:

The Girl Scout Cookie Program and other product sales of Girl Scouts (authorized product sales such as calendars, magazines, or nuts and candy) organized by your council. All Girl Scout members are eligible to participate in the council-sponsored product program activities each year with volunteer supervision—the Girl Scout Cookie Program. Please remember, volunteers and Girl Scout council staff don't sell cookies and other products—Girl Scouts do.

Participation Guidance

Girl Scouts' participation in council-sponsored product program activities and group money-earning projects is based on the following:

- Voluntary participation.
- Written permission of each Girl Scouts parent or guardian in the annual health and permission form.
- An understanding of (and ability to explain clearly to others) why the money is needed.
- An understanding that money earning should not exceed what the group needs to support its program activities.
- Observance of local ordinances related to involvement of children in money-earning activities as well as health and safety laws.
- Vigilance in protecting the personal safety of each girl.
- Arrangements for safeguarding the money.

Money Earning Guidelines

Keep these specific guidelines—some of which are required by the Internal Revenue Service—in mind to ensure that sales are conducted with legal and financial integrity.

- **All rewards earned by girls through the product program activities must support Girl Scout program experiences** (such as camp, travel, and program events, but not scholarships or financial credits toward outside organizations).
- **Rewards are based on sales ranges** set by councils and may not be based on a dollar-per-dollar calculation.
- **Troops are encouraged to participate in council product programs as their primary money-earning activity**; any group money earning shouldn't compete with the Girl Scout Cookie Program or other council product programs.
- **Obtain written approval from your council before a group money-earning event**; most councils ask that you submit a request for approval.
- **Girl Scouts discourages the use of games of chance.** Any activity which could be considered a game of chance (raffles, contests, bingo) must be approved by the local Girl Scout council and be conducted in compliance with all local and state laws.
- **Girl Scouts' Blue Book policy forbids girls from the direct solicitation of cash.** Girls can collect partial payment toward the purchase of a package of Girl Scout Cookies and other Girl Scout-

authorized products through participation in council-approved product program donation programs.

- **Girl Scouts forbids product demonstration** parties where the use of the Girl Scout trademark increases revenue for another business, such as in-home product parties. Any business using the Girl Scout trademark or other Girl Scout intellectual property must seek authorization from GSUSA.
- **Group money-earning activities need to be suited to the ages and abilities of the girls** and consistent with the principles of the Girl Scout Leadership Experience.
- **Money earned is for Girl Scout activities and is not to be retained by individuals.** Girls can, however, be awarded incentives and/or may earn credits from their Girl Scout product programs. Funds acquired through group money-earning projects must be reported and accounted for by the group according to council procedures.

Sample Money-Earning Activities

Collections/Drives

- Cell phones for refurbishment
- Used ink cartridges turned in for money
- Christmas tree recycling

Food/Meal Events

- Lunch box auction (prepared lunch or meal auctioned off)
- Themed meals, like a high tea or a build-your-own-taco bar, related to activities girls are planning; for instance, if girls are earning money for travel, they could tie the meal to their destination

Service(s)

- Service-a-thon (people sponsor a girl doing service and funds go to support a trip or other activity)
- Babysitting for holiday (New Year's Eve) or council events
- Raking leaves, weeding, cutting grass, shoveling snow, walking pets
- Cooking class or other specialty class

POLICY

Participation by groups in money-earning activities, other than council-sponsored product sales, must have demonstrated need and prior council approval.

Non-council-sponsored money-earning activities will not be approved if group financial reports are not current.

Group money belongs to the group and is not to be attributed to any individuals.

Money-earning activities will not receive approval if scheduled to be held during any aspect of the Girl Scout Cookie Program.

Girl Scout's participation in both council-sponsored product sale activities and group money-earning projects is based upon the following:

- Voluntary participation

- Written permission of each Girl Scouts parent or guardian in the annual health and permission form.
- An understanding of (and ability to explain clearly to others) why the money is needed.
- An understanding that money earning should not exceed what the group needs to support its program activities.
- Observance of local ordinances related to involvement of children in money-earning activities as well as health and safety laws.
- Vigilance in protecting the personal safety of each Girl Scout.
- Arrangements for safeguarding the money.

PROCEDURE

A group will complete the Request for Money Earning Activity Form and submit it for approval to council at least four (4) weeks prior to the proposed event.

NOTE: To enhance collaboration and share pertinent information, Council will inform the Service Unit Manager when an approved money earning request has been granted.

Girl Scout Daisies do not participate in group money-earning activities other than council-sponsored money-earning activities.

Per Volunteer Essentials, raffles, bingo, and other games of chance cannot be approved.

Commercial products with packaging and/or company logo/name may not be sold by Girl Scouts. To do so would imply endorsements of the products by Girl Scouts, which is not allowed.

How to request for Money Earning Project Approval

The Girl Scout Cookie Program and other council-sponsored product sales are designed to unleash the entrepreneurial potential in your girls. From there, your troop may decide to earn additional funds on its own. If a troop wishes to do another money-earning project, the troop has to participate in the cookie program the previous year at 55% participation (the same for troop proceeds) and also commit to participate in the coming Girl Scout Cookie Program at 55% girl participation. Exceptions for new troops will be considered on a case by case basis. The troop follows the guidelines in Volunteer Essentials: Money Earning Basics and Additional Group Money Earning sections and maintains good financial standing with council and submits annual Troop Finance Reports.

After that, the other activities can be approved by Council by submitting the [Money Earning Request](#) (i.e. Troops can't do another money-earning project instead of the Cookie Program). The Cookie Program however is not mandatory and is optional but this is the way Troops earn money (i.e. badges, supplies, outings, community service, events, etc.). If a Troop wishes to seek approval from Council to earn additional money, there is a "Request for Money Earning Project" form and process to get Council approval. There are also 'blackout dates' when no money earning projects can be held a) during the public facing Cookie Program dates i.e. Jan - March annually or b) during another GSH supported fundraiser or c) during local United Way blackout dates. Money earning projects must follow all GSH guidelines and Girl Scouts' Safety Activity Checkpoints. Council will forward the Approved / Denied GSH Money Earning Request form to the Service Unit Manager and Troop Leadership within 2 weeks of receipt of the request and a duplicate will be attached to the Troop Campaign records.

Soliciting Donations

DEFINITION

Girl Scouts of Hawai'i reserves the exclusive authority over approving Solicitation requests. Submit all such request ([money earning form](#)) to customercare@gshawaii.org. Donations can be cash or in-kind (materials and services) for which the donor does not receive any goods or services.

Cash from companies that donate to non-profits based on employee volunteer work (e.g., Intel, Wal-Mart) is also considered a donation. These funds can be designated to a specific group or activity and are called “pass-through donations” by GSH.

POLICY

Only registered adult volunteers may solicit donations to support Girl Scouts of Hawai'i programs or services. Girl Scouts will not solicit donations.

All volunteers soliciting donations of any kind must receive approval to request and accept donations on behalf of Girl Scouts of Hawai'i through customercare@gshawaii.org

Any donation, including pass-through donations, for which the donor requests a receipt for a charitable contribution must be made directly to GSH. GSH, as the non-profit organization, will issue a receipt to the donor in accordance with IRS regulations.

Donations may not be designated for the benefit of a specific individual. Door-to-door soliciting will not be permitted except for council product sales.

PROCEDURE

The IRS requires a receipt for all donations over \$250 if claimed as a deduction.

Donation solicitation might not receive approval if scheduled to be conducted during some local United Way campaigns.

Donation solicitation will not receive approval if scheduled to be conducted during all aspects of the Girl Scout Cookie Program.

Adult volunteers will submit the Donation Authorization to the GSH development associate for final approval at least four (4) weeks prior to the solicitation. Please contact customercare@gshawaii.org for documentation.

Pass-through donations received by GSH for designated groups will be forwarded in a timely manner to the adult in charge of the designated group, once the funds are received by the Finance department of GSH.

Help Your Troop Reach Its Financial Goals

We get it—there's something exciting about opening that first case of Girl Scout Cookies. However, before your Girl Scouts take part in all the cookie program fun, it's important they have a clear plan and purpose for their product program activities. As a volunteer, you have the opportunity to facilitate girl-led financial planning, which may include the following steps for the girls:

1. **Set goals for money-earning activities.** What do they hope to accomplish through this activity? In addition to earning money, what skills do they hope to build? What leadership opportunities present themselves?

2. **Create a budget.** Use a budget worksheet that includes both expenses (the cost of supplies, admission to events, travel, and so on) and available income (the group’s account balance, projected cookie proceeds, and so on).
3. **Determine how much the group needs to earn.** Subtract expenses from available income to determine how much money your group needs to earn.
4. **Make a plan.** The group can brainstorm and make decisions about its financial plans. Will cookie and other product programs—if approached proactively and energetically—earn enough money to meet the group’s goals? If not, which group money-earning activities might offset the difference? Will more than one group money-earning activity be necessary to achieve the group’s financial goals? In this planning stage, engage them through the Girl Scout processes (girl-led, learning by doing, and cooperative learning) and consider the value of any potential activity. Have them weigh feasibility, implementation, and safety factors.
5. **Write it out.** Once the group has decided on its financial plan, describe it in writing. If the plan involves a group money-earning activity, fill out an application for approval from your council and submit it along with the budget worksheet the girls created.

Remember: It’s great for girls to have opportunities like the Girl Scout Cookie Program to earn funds that help them fulfill their goals. As a volunteer, try to help girls balance the money earning they do with opportunities to enjoy other activities that have less emphasis on earning and spending money. Take Action projects, for example, may not always require girls to spend a lot of money!

Financial Management and Product Program Abilities by Grade Level

As with other Girl Scout activities, they build their financial and sales savvy as they get older. Every Girl Scout will be different, but here you’ll find some examples of the abilities and opportunities for progression of girls at each grade level.

Girl Scout Daisies

- The group volunteer handles money, keeps financial records, and does all group budgeting.
- Parents/caregivers may decide they will contribute to the cost of activities.
- Girl Scouts can participate in Girl Scout Cookie Program activities and other council-sponsored product programs.
- Daisies are always paired with a volunteer when selling anything. Girl Scouts do the asking and deliver the product, but volunteers handle the money and keep them safe.
- Girl Scouts should be given the opportunity to practice identifying money and counting back change with an adult during each transaction.

Girl Scout Brownies

- The group volunteer handles money, keeps financial records, and shares some of the group budgeting responsibilities.
- Girl Scouts discuss the cost of activities (supplies, fees, transportation, rentals, and so on) with guidance from their volunteer(s).
- Girl Scouts set goals for and participate in council-sponsored product programs.
- Girl Scouts may decide to pay dues to contribute to the cost of activities.

Girl Scout Juniors

- The group volunteer retains overall responsibility for long-term budgeting and record keeping, but shares or delegates all other financial responsibilities.
- Girl Scouts set goals for and participate in council-sponsored product programs.
- Girl Scouts decide on group dues, if any. Dues are collected by Girl Scouts and recorded by a group treasurer selected by them.
- Girl Scouts budget for the short-term needs of the group based on their plans and income from the group dues.
- Girl Scouts budget for more long-term activities, such as overnight trips, group camping, and special events.
- Girl Scouts budget for Take Action projects including the Girl Scout Bronze Award if they are pursuing it.

Girl Scout Cadettes, Seniors, and Ambassadors

- Girl Scouts estimate costs based on plans.
- Girl Scouts determine the amount of group dues, if any, and the scope of money-earning projects.
- Girl Scouts set goals for and participate in council-sponsored product programs.
- Girl Scouts carry out budgeting, planning, and group money-earning programs.
- Girl Scouts budget for extended travel, Take Action projects, and leadership projects.
- Girl Scouts may be involved in seeking donations for Take Action projects with council approval.
- Girl Scouts keep their own financial records and give reports to parents and group volunteers.
- Girl Scouts budget for Take Action projects, including the Girl Scout Silver or Girl Scout Gold Awards, if they are pursuing them.

Working with Sponsors and Other Organizations

Local sponsors can help councils power innovative programs for Girl Scouts. Community organizations, businesses, religious organizations, and individuals may be sponsors and may provide group meeting places, volunteer their time, offer in-kind donations, provide activity materials, or loan equipment. Encourage your Girl Scouts to celebrate a sponsor's contribution to the troop by sending thank-you cards, inviting the sponsor to a meeting or ceremony, or working together on a Take Action project.

For information on working with a sponsor, consult your council, which can give you guidance on the availability of sponsors, recruiting guidelines, and any council policies or practices that must be followed. Your council may already have relationships with certain organizations or may know of some reasons not to collaborate with certain organizations.

Fundraising/Fund Development

DEFINITION

Fundraising/fund development refers to a relationship between a Girl Scout volunteer and a donor – one in which the donor lends support to the organization and/or group in the form of money, products, or services to benefit the organization's objectives and services to girls or the group's budgeted activities. The donor receives a tax deduction, as allowable by law.

POLICY

Fundraising/fund development is the responsibility of the adult members of the council. Individual girls or groups will not solicit funds.

Prior approval will be obtained for any adult fundraising activity.

PROCEDURE

Adult volunteers will submit the Money Earning Project Request to council at least four (4) weeks prior to the solicitation for final approval, which is required to assure that businesses aren't being over-solicited.

Girl Scouts, in their Girl Scout capacities, cannot solicit money for other organizations or individuals.

Girl Scout troops/groups will not receive approval to participate in crowd source funding campaigns.

When collaborating with any other organization, keep these additional guidelines in mind:

Avoid fundraising for other organizations. Girl Scouts are not allowed to solicit money on behalf of another organization when identifying themselves as Girl Scouts by wearing a uniform, a sash or vest, official pins, and so on. This includes participating in a walkathon or telethon while in uniform. However, you and your group can support another organization through Take Action projects. Girl Scouts as individuals are able to participate in whatever events they choose as long as they are not wearing anything that officially identifies them as Girl Scouts.

Steer clear of political fundraisers. When in an official Girl Scout capacity or in any way identifying yourselves as Girl Scouts, your group may not participate, directly or indirectly, in any political campaign or work on behalf of or in opposition to a candidate for public office. Letter-writing campaigns are not allowed, nor is participating in a political rally, circulating a petition, or carrying a political banner.

Be respectful when collaborating with religious organizations. Girl Scout groups must respect the opinions and practices of religious partners, but no girl should be required to take part in any religious observance or practice of the sponsoring group.

Avoid selling or endorsing commercial products. A commercial product is any product sold at a retail location. Since 1939, Girl Scouts and volunteers have not been allowed to endorse, provide a testimonial for, or sell such products.

Volunteer Matches. Funds received by GSH may be requested as a pass-through donation for groups or Troops. Funds received will be forwarded to the Troop bank account with GSH once the funds are received by the Finance department of GSH. GSH will issue the tax donation letter.

Creating a Safe Space

Creating the kind of environment in which Girl Scouts are unafraid to try new things and to be who they want to be starts with you! By meeting your Girl Scouts where they are, you'll help them develop the leadership skills they'll use today and in the future.

A safe space is where Girl Scouts feel that they can be themselves, without explanation or judgment. As a volunteer, the environment you create is just as important as the activities girls do—it's the key to

developing the sort of group that Girl Scouts want to be part of! Cultivate a space where confidentiality is respected, and girls can express their true selves.

Recognize and Support Each Person

You're a role model and a mentor to your Girl Scouts. Since you play an important role in their lives, they need to know that you consider each of them an important person too. They can weather a poor meeting place or an activity that flops, but they cannot endure being ignored or rejected.

- Give a shout-out when you see them trying their best, not just when they've had a clear success.
- Emphasize the positive qualities that make each person worthy and unique.
- Be generous with praise and stingy with rebuke.
- Help your Girl Scouts find ways to show acceptance of and support for one another.

Promote Fairness

Youth are sensitive to injustice. They forgive mistakes if they are sure you are trying to be fair. They look for fairness in how responsibilities are shared, in handling of disagreements, and in your responses to performance and accomplishment.

- When possible, ask the girls what they think is fair before decisions are made.
- Explain your reasoning and show why you did something.
- Be willing to apologize if needed.
- Try to see that responsibilities as well as the chances for feeling important are equally divided.
- Help them explore and decide for themselves the fair ways of solving problems, carrying out activities, and responding to behavior and accomplishments.

Build Trust

They need your belief in them and your support when they try new things. You'll also need to show them that you won't betray their confidence.

- Show them you trust them to think for themselves and use their own judgment.
- Encourage them to make the important decisions in the group.
- Give them assistance in correcting their own mistakes.
- Support them in trusting one another—let them see firsthand how trust can be built, lost, regained, and strengthened.

Inspire Open Communication

They want someone who will listen to what they think, feel, and want to do. They like having someone they can talk to about the important things happening in their lives.

- Listen to them. Respond with words and actions.
- Speak your mind openly when you are happy or concerned about something and encourage them to do the same.
- Leave the door open for them to seek advice, share ideas and feelings, and propose plans or improvements.
- Help them see how open communication can result in action, discovery, better understanding of self and others, and a more comfortable climate for fun and accomplishment.

Understanding Healthy Development in Youth

It sounds simple, but just being attentive to what youth are experiencing as they mature is a big help to them—and to you, as you guide and mentor them! You’ll experience different joys and challenges with each Girl Scout level, but here are some guidelines for meeting youths’ needs and abilities at different grade levels, you’ll also find these listed in the adult guide of each leadership Journey.

Girl Scout Daisies	
At the Girl Scout Daisy level (kindergarten and first grades), they...	<i>This means...</i>
Have loads of energy and need to run, walk, and play outside.	<i>They’ll enjoy going on nature walks and outdoor scavenger hunts.</i>
Are great builders and budding artists, though they are still developing their fine motor skills.	<i>Encouraging them to express themselves and their creativity by making things with their hands. They may need assistance holding scissors, cutting in a straight line, and so on.</i>
Love to move and dance.	<i>They might especially enjoy marching like a penguin, dancing like a dolphin, or acting out how they might care for animals in the jungle.</i>
Are concrete thinkers and focused on the here and now.	<i>Showing instead of telling, for example, about how animals are cared for. Plan visits to animal shelters, farms, or zoos; meet care providers, or make a creative bird feeder.</i>
Are only beginning to learn about basic number concepts, time, and money.	<i>You’ll want to take opportunities to count out supplies together—and, perhaps, the legs on a caterpillar!</i>
Are just beginning to write and spell, and they don’t always have the words for what they’re thinking or feeling.	<i>That having them draw a picture of something they are trying to communicate is easier and more meaningful for them.</i>
Know how to follow simple directions and respond well to recognition for doing so.	<i>Being specific and offering only one direction at a time. Acknowledge when they have followed directions well to increase their motivation to listen and follow again.</i>

Girl Scout Brownies	
At the Girl Scout Brownie level (second and third grades), they...	<i>This means...</i>
Have loads of energy and need to run, walk, and play outside.	<i>Taking your session activities outside whenever possible.</i>
Are social and enjoy working in groups.	<i>Allowing them to team up in small or large groups for art projects and performances.</i>
Want to help others and appreciate being given individual responsibilities for a task.	<i>Letting them lead, direct, and help out in activities whenever possible. Allow them as a group to make decisions about individual roles and responsibilities.</i>

Are concrete thinkers and focused on the here and now.	<i>Doing more than just reading to them about the Brownie Elf's adventures. Ask them questions to gauge their understanding and allow them to role play their own pretend visit to a new country.</i>
Need clear directions and structure and like knowing what to expect.	<i>Offering only one direction at a time. Also, have them create their own schedule and flow of your get-togethers and share those at the start.</i>
Are becoming comfortable with basic number concepts, time, money, and distance.	<i>Offering support only when needed. Allow them to set schedules for meetings or performances, count out money for a trip, and so on.</i>
Are continuing to develop their fine motor skills and can tie shoes, use basic tools, begin to sew, and the like.	<i>Encouraging them to express themselves and their creativity by making things with their hands. They may need some assistance, however, like holding scissors, threading needs, and so on.</i>
Love to act in plays, create music, and dance.	<i>They might like to create a play about welcoming a new person to their school or to tell a story through dance or creative movement.</i>
Know how to follow rules, listen well, and appreciate recognition of a job well done.	<i>Acknowledging when they have listened or followed the directions well, which will increase their motivation to listen and follow again.</i>

Girl Scout Juniors	
At the Girl Scout Junior level (fourth and fifth grades), they...	<i>This means...</i>
Want to make decisions and express their opinions.	<i>Whenever possible, allowing them to make decisions and express their opinions through guided discussion and active reflection activities. Also, have them set rules for listening to others' opinions and offering assistance in decision making.</i>
Are social and enjoy working in groups.	<i>Allowing them to team up in small or large groups for art projects, performances, and written activities.</i>
Are aware of expectations and sensitive to the judgments of others.	<i>Although it's okay to have expectations, the expectation is not perfection! Share your own mistakes and what you learned from them and be sure to create an environment where they can be comfortable sharing theirs.</i>
Are concerned about equity and fairness.	<i>Not shying away from discussing why rules are in place and having them develop their own rules for their group.</i>
Are beginning to think abstractly and critically and are capable of flexible thought. Juniors can consider more than one perspective as well as the feelings and attitudes of another.	<i>Asking them to explain why they made a decision, to share their visions of their roles in the future, and to challenge their own and others' perspectives.</i>

Have strong fine and gross motor skills and coordination.	<i>Engaging them in moving their minds and their bodies. Allow them to express themselves through the written word, choreography, and so on.</i>
Love to act in plays, create music, and dance.	<i>They might like to tell a story through playwriting, playing an instrument, or choreographing a dance.</i>
May be starting puberty, which means beginning breast development, skin changes, and weight changes. Some may be getting their periods.	<i>Being sensitive to their changing bodies, possible discomfort over these changes, and their desire for more information. Create an environment that acknowledges and celebrates this transition as healthy and normal for them.</i>

Girl Scout Cadettes

At the Girl Scout Cadette level (sixth, seventh, and eighth grades), they...	<i>This means...</i>
Are going through puberty, including changes in their skin, body shape, and weight. They're also starting their menstrual cycles and have occasional shifts in mood.	<i>Being sensitive to the many changes Cadettes are undergoing and acknowledging that these changes are as normal as growing taller! They need time to adapt to their changing bodies, and their feelings about their bodies may not keep up. Reinforce that, as with everything else, people go through puberty in different ways and at different times.</i>
Are starting to spend more time in peer groups than with their families and are very concerned about friends and relationships with others their age.	<i>That they may enjoy teaming up in small or large groups for art projects, performances, and written activities as well as tackling relationship issues through both artistic endeavors and Take Action projects.</i>
Can be very self-conscious, wanting to be like everyone else but fearing they are unique in their thoughts and feelings.	<i>Encouraging them to share, but only when they are ready. At this age, they may be more comfortable sharing a piece of artwork or a fictional story than their own words. Throughout the activities, highlight and discuss differences as positive, interesting, and beautiful.</i>
Are beginning to navigate their increasing independence and expectations from adults at school and at home.	<i>Trusting them to plan and make key decisions and allowing them to experience "fun failure," which is learning from trying something new and making mistakes.</i>

Girl Scout Seniors

At the Girl Scout Senior level (ninth and tenth grades), they...	<i>This means...</i>
Are beginning to clarify their own values, consider alternative points of view on controversial issues, and see multiple aspects of a situation.	<i>Asking them to explain the reasoning behind their decisions. Engage them in role-play and performances, where others can watch and offer alternative solutions.</i>

Have strong problem-solving and critical thinking skills and are able to plan and reflect on their own learning experiences.	<i>They are more than able to go beyond community service to develop projects that will create sustainable solutions in their communities. Be sure to have them plan and follow up on these experiences through written and discussion-based reflective activities.</i>
Spend more time in peer groups than with their families and are very concerned about friends and relationships with others their age.	<i>That they may enjoy teaming up in small or large groups for art projects, performances, and written activities. They'll also want to tackle relationship issues through both artistic endeavors and Take Action projects. Alter the makeup of groups with each activity so that they interact with those they might not usually pair up with.</i>
Frequently enjoy expressing their individuality.	<i>Encouraging them to express their individuality in their dress, creative expression, and thinking. Remind them frequently that there isn't just one way to look, feel, think, or act. Assist them in coming up with new ways of expressing their individuality.</i>
Feel they have lots of responsibilities and pressures—from home, school, peers, work, and other sources.	<i>Acknowledging their pressures and sharing how stress can limit health, creativity, and productivity. Help them release stress through creative expression, movement, and more traditional stress-reduction techniques.</i>
Are continuing to navigate their increasing independence and expectations from adults at school and at home.	<i>Trusting them to plan and make key decisions, allowing them to experience "fun failure," which is learning from trying something new and making mistakes.</i>

Girl Scout Ambassadors

At the Girl Scout Ambassador level (eleventh and twelfth grades), they...	<i>This means...</i>
Can see the complexity of situations and controversial issues—they understand that problems often have no clear solution and that varying points of view may each have merit.	<i>Inviting them to develop stories as a group and then individually create endings that they later discuss and share.</i>
Have strong problem-solving and critical thinking skills and can adapt logical thinking to real-life situations. Ambassadors recognize and incorporate practical limitations to solutions.	<i>They are more than able to go beyond community service to develop projects that will create sustainable solutions in their communities. Be sure to have them plan and follow up on these experiences through written and discussion-based reflective activities.</i>
Spend more time with peers than with their families and are very concerned about friends and relationships with others their age.	<i>They may enjoy teaming up in small or large groups for art projects, performances, and written activities. They'll also want to tackle relationship issues through artistic endeavors and Take Action projects. Alter the makeup of groups with each activity so that they interact with those they might not usually pair up with.</i>
Frequently enjoy expressing their individuality.	<i>Encouraging them to express their individuality in their dress, creative expression, and thinking. Remind them frequently that there isn't just one way to look, feel, think,</i>

	<i>or act. Assist girls in coming up with new ways of expressing their individuality.</i>
Feel they have lots of responsibilities and pressures—from home, school, peers, work, and other sources.	<i>Acknowledging their pressures and sharing how stress can limit health, creativity, and productivity. Help girls release stress through creative expression, movement, and more traditional stress-reduction techniques.</i>
Are continuing to navigate their increasing independence and expectations from adults—at school and at home—and are looking to their futures.	<i>Trusting them to plan and make key decisions, allowing them to experience “fun failure,” which is learning from trying something new and making mistakes.</i>

Managing Conflict

Conflicts and disagreements are an inevitable part of life, but if handled constructively, they show Girl Scouts that they can overcome their differences, exercise diplomacy, and improve their communication and relationships. Respecting others and being a sister to every Girl Scout means that shouting, verbal abuse, or physical confrontations are never warranted and cannot be tolerated in the Girl Scout environment.

When a conflict arises between Girl Scouts or a Girl Scout and a volunteer, get those involved to sit down together and [talk calmly in a nonjudgmental manner](#), keeping in mind that each party may need some time—a few days or a week—to calm down before being able to do this. Talking in this way might feel uncomfortable and difficult now, but it lays the groundwork for working well together in the future. Whatever you do, do not spread your complaint around to others—that won’t help the situation and causes only embarrassment and anger.

You’ll also find conflict resolution activities in some of the Journeys, such as the Amaze Journey for Cadettes or the Mission Sisterhood Journey for Seniors.

If a conflict persists, be sure you explain the matter to your volunteer support team. If the supervisor cannot resolve the issues satisfactorily (or if the problem involves the supervisor), the issue can be taken to the next level of supervision and, ultimately, to your council if you need extra help.

Conflict Resolution

DEFINITION

A “conflict” is defined as any kind of disagreement between two or more volunteers and/or parents; and/or a dispute over the interpretation of one or more council volunteer policies.

POLICY

All volunteers will have the opportunity to present their concerns and work to resolve the issues in a timely manner using the council’s conflict resolution procedures.

PROCEDURE

When you experience a conflict within your troop, be it parent/volunteer, volunteer/volunteer, or parent/parent, make an appointment with the parties involved to work with them toward the shared interest of ensuring an excellent Girl Scout experience.

Remember:

1. Listen to what is being said. Be mindful of body language. Take notes and ask questions.
2. If you are mediating between two parties, hear both parties out separately prior to the meeting and then bring them together. If you are one of the parties involved, try to put yourself in the other person's shoes and work together to uncover solutions that could result in mutual gain and have the best possible outcome for all parties.
3. Be direct. Many girls have been told since they were young to "play nice." That might mean softening our speech or assuring someone that something "isn't a big deal" even when it is. Don't tiptoe around important troop matters or apologize for doing what needs to be done for your troop. You can be both polite and assertive at the same time.
4. Efforts to resolve conflict should focus on facts, not people. Focus on specific events and how they negatively impacted, or could have negatively impacted, a fellow Girl Scout.
5. Set clear expectations. Conflict often arises as a result of confusion regarding roles, responsibilities, and expectations. Create a written agreement that specifies what the expectation is and what will happen moving forward.
6. Focus on the positive! Working through and getting past these conflicts now means a stronger, healthier relationship later.
7. If all previous steps above have been taken to resolve the situation informally, but the matter is still not resolved, then bring to the attention of the Service Unit Manager for resolution. If the conflict remains unresolved, contact council for support with can include code of conduct and behavior agreements, and/or the GSH Conflict Resolution process. Girl Scouts of Hawai'i will focus on defined resolution actions that are specific, achievable, comprehensive, and final.

Communications

POLICY

All members who create or interact on Girl Scout-related website and social media platforms are required to follow the procedures outlined below. Procedures are applicable for Girl Scout-related web and social media activities (i.e., planning a Girl Scout event/outing; communicating to service unit/troop members and families) and do not apply to personal use. Social media includes but is not limited to; social networking sites such as Facebook and Twitter, Yahoo! Groups and other forums, message boards, blogs, micro blogging, wikis, etc.

PROCEDURE

Any information that could jeopardize the safety and security of Girl Scouts and adults should not be disclosed on a website or social media platform. Exceptions are made only if websites or platforms are closed to the public, membership is carefully screened, and the information can only be viewed by members.

- Never post a Girl Scout's last name, email address, physical address, phone number or school.
- Never post the date, time and location of troop/group meetings, events, or trips. Use email to communicate this information.

Communicating Effectively At Any Age

Make sure your words and intentions create connection with people. Keep in mind how important the following attitudes are.

Listen. Listening to girls, as opposed to telling them what to think, feel, or do (no “you should”) is the first step in building a trusting relationship and helping them take ownership of their Girl Scout experience.

Be Honest. If you’re not comfortable with a topic or activity, it’s OK to say so. No one expects you to be an expert on every topic. Ask for alternatives or seek out volunteers with the required expertise. Owning up to mistakes—and apologizing for them—goes a long way.

Be Open to Real Issues. Outside of Girl Scouts, they may be dealing with issues like relationships, peer pressure, school, money, drugs, and other serious topics. When you don’t know, listen. Also seek help from your council if you need assistance or more information than you currently have.

Show Respect. Girl Scouts often say that their best experiences were the ones where adults treated them as equal partners. Being spoken to as young adults reinforces that their opinions matter and that they deserve respect.

Offer Options. Youths’ needs and interests change and being flexible shows them that you respect them and their busy lives. Be ready with age-appropriate guidance and parameters no matter what they choose to do.

Stay Current. Show your Girl Scouts that you’re interested in their world by asking them about the TV shows and movies they like; the books, magazines, or blogs they read; the social media influencers they follow; and the music they listen to.

Remember LUTE: Listen, Understand, Tolerate, and Empathize. Try using the LUTE method to thoughtfully respond when someone is upset, angry, or confused.

Listen. Hear them out, ask for details, and reflect back what you hear; try “What happened next?” or “What did they say?”

Understand. Show that you understand where they’re coming from with comments such as, “So what I hear you saying is...” or “I understand why you’re unhappy,” or “Your feelings are hurt; mine would be, too.”

Tolerate. You can tolerate the feelings that they just can’t handle right now on their own. Let them know that you’re there to listen and accept how they are feeling about the situation. Say something like: “Try talking to me about it. I’ll listen,” or “I know you’re mad—talking it out helps,” or “I can handle it—say whatever you want to.”

Empathize. Let them know you can imagine feeling what they’re feeling with comments such as, “I’m sure that really hurts” or “I can imagine how painful this is for you.”

Addressing the Needs of Older Girl Scouts

Let these simple tips guide you when working with teenagers:

- Think of yourself as a “guide on the side”—a partner, a coach, or a mentor, not a “leader.”

- Ask them what rules they need for safety and what group agreements they need to be a good team. When Girl Scouts take the lead in establishing group rules, they're more likely to stick to them.
- Understand that they need time to talk, unwind, and have fun together.
- Ask what they think and what they want to do.
- Encourage them to speak their minds.
- Provide structure, but don't micromanage.
- Give everyone a voice in the group—understanding that “speaking up” may look different for each person. For some, it might mean sharing their ideas in front of the entire group; for others it could mean submitting a written response or contributing as part of a group.
- Treat Girl Scouts like partners.
- Don't repeat what's said in the group to anyone outside of it (unless necessary for a safety). See “Report Concerns” below to understand the guard rails.

When Sensitive Topics Come Up

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 are facing such as bullying, peer pressure, dating, athletic and academic performance, and more. Some of these issues may be considered sensitive by families who may have opinions or input about how, and whether, Girl Scouts should cover these topics with their group.

Girl Scouts welcomes and serves families from a wide spectrum of faiths and cultures. When they 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 the parents and received guidance from your council.

When Girl Scout activities involve sensitive issues, your role is that of a caring adult volunteer who can help them acquire skills and knowledge in a supportive atmosphere, not someone who advocates a particular position.

Girl Scouts of the USA does not take a position or develop materials on issues relating to human sexuality, birth control, or abortion. We feel 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 parents and caregivers, along with schools and faith communities, are the primary sources of information on these topics.

We at Girl Scouts of Hawai'i offer a safe and welcoming place for all members. [Girl Scouts of Hawai'i Adult and Volunteer Policy](#) explains our commitments and actions to build inclusive communities. If you have concerns regarding a sensitive issue, please contact customercare@gshawaii.org for support and assistance.

Families/caregivers make all decisions regarding their Girl Scout's participation in the Girl Scout program that may be of a sensitive nature. As a volunteer leader, you must get written parental permission for any locally planned program offering that could be considered sensitive. Included on the permission form should be the topic of the activity, any specific content that might create controversy, and any action steps they will take when the activity is complete. Be sure to have a form for each Girl Scout and keep the forms on hand in case a problem arises. For activities not sponsored by Girl Scouts, find out in advance (from organizers or other volunteers who may be familiar with the content) what will be presented, and follow your council's guidelines for obtaining written permission.

Report Concerns

There may be times when you worry about the health and well-being of Girl Scouts in your group. Alcohol, drugs, sex, bullying, abuse, depression, and eating disorders are some of the issues they may encounter. You are on the frontlines of their lives which places you in a unique position to identify a situation in which a youth may need help. If you believe a youth is at risk of hurting themselves or others, your role is to promptly bring that information to their parent/caregiver or the council so they can get the expert assistance they need. Your concern about a Girl Scout's well-being and safety is taken seriously and your council will guide you in addressing these concerns.

Here are a few signs that could indicate a girl needs expert help:

- Marked changes in behavior or personality (for example, 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.
- Eating extremes, unexplained weight loss, distorted body image.
- Tendency toward perfectionism.
- Giving away prized possessions; preoccupation with the subject of death.
- Unexplained injuries such as bruises, burns, or fractures.
- Avoidance of eye contact or physical contact.
- Excessive fearfulness or distrust of adults.
- Abusive behavior toward other children, especially younger ones.

All volunteers of GSH will immediately report any incidents or strong suspicions of child abuse or neglect to the appropriate agency and inform GSH. Complete the Girl Scouts of Hawai'i [Mandatory Reporter Notification Form](#). Volunteers are to notify the COO within 48 hours of making a report. Definitions of abuse and additional information may be found at: <http://humanservices.hawaii.gov/ssd/home/child-welfare-services/>

Child Abuse reporting:

Oahu: 808-832-5300 **Statewide:** 888-380-3088

Child Trafficking reporting:

Oahu: 808-832-1999 **Statewide:** 888-398-1188

The child abuse and neglect reporting hotlines are answered 24 hours a day, seven days a week, 365 days a year. Mandatory Reporting Hotline: In Hawai'i, call 1-888-380-3088. This toll-free number allows you to report abuse or neglect of any child or adult to the Hawai'i Department of Human Services.

Child Abuse

POLICY

All volunteers of GSH will immediately report any incidents or strong suspicions of child abuse or neglect to the appropriate agency and inform GSH.

Volunteers are to notify councils Chief Operating Officer within 48 hours of making a report.

Definitions of abuse and additional information may be found at:

<http://humanservices.hawaii.gov/ssd/home/child-welfare-services/>

Mandatory Reporting Hotline: In Hawai'i, call 1-888-380-3088. This toll-free number allows you to report abuse or neglect of any child or adult to the Hawai'i Department of Human Services.

Impact of Policy

These policies or the procedures relating to volunteers will not be construed to constitute a contract of appointment, nor vest any rights of continued appointment to any volunteer.

The volunteer position is an at-will relationship with GSH. A volunteer is free to resign at any time and for any reason with advanced written notice. The council may also terminate the volunteer's appointment at any time and for any reason.

The Council Volunteer Policies and Procedures are subject to change at the discretion of the council.

Conflict of Interest

POLICY

A conflict of interest exists when the interests or concerns of any volunteer, any member of their family, or party, group, or organization in which the volunteer is actively involved may be seen as competing with or actually conflicts with the interests or concerns of GSH.

PROCEDURE

No individual connected with GSH will use her affiliation with the council for personal or family gain, for benefit of another individual or organization of which a member is affiliated or for personal, professional, political, or monetary gain without proper disclosure and council consent.

Harassment

POLICY

Harassment under this policy is any behavior which causes distress, feelings of a lack of safety, or physical harm to another person.

The council 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 expressed forms of sexual harassment.

Hostility

POLICY

Hostility under this policy is considered to include, but not be limited to, physical violence as well as harassment, intimidation, stalking, coercion, bullying, display of weapons, threats, cyberbullying, and talking or joking about hostility whether in- person or through some other means of communications including but not limited to as writing, telephone, voicemail, email, social media, or other digital communications.

PROCEDURE

GSH strictly prohibits hostility in any form against Girl Scout members, adult volunteers, staff members, visitors, or anyone else having some involvement with the council. Girl Scouts of Hawai'i reserves the exclusive right over decisions in response to hostility and abusive behavior. This includes, but is not limited to, the restriction or removal of a member from a troop, group, or council activity.

Volunteer Selection and Appointment

POLICY

There are several steps prior to an individual becoming an active volunteer with GSH. Upon completion of the steps, the volunteer will receive notification of appointment. These steps include:

- Register as a member of GSUSA for the current membership year.
- Complete a background check (depending on findings, some restrictions in volunteering may apply).

Only adults who have become registered members of GSUSA for the current membership year and have successfully completed a criminal background check will be appointed to volunteer positions. Appointed volunteers must also complete the training appropriate to their position.

The decision to exclude or limit an applicant's participation as a volunteer is solely within the discretion of GSH. An applicant charged with a misdemeanor or felony may be asked to complete a special review process.

Any person who will have direct contact with Girl Scouts must become a registered member of GSUSA for the current membership year and have successfully completed a criminal background check. Exceptions to this would be an individual who meets all the requirements under either of the below:

An individual who:

- Serves as a onetime advisor or consultant, e.g., a speaker or presenter,
- Is never left alone with girl(s), AND
- Is not counted when considering girl/adult ratio

A parent or guardian who:

- Attends a group family function e.g., court of awards, family picnic, etc., AND
- Is not counted when considering girl/adult ratio.

If the group meeting or activity is being held in a private residence all persons 18 years or older who reside at that residence must successfully complete a criminal background check prior to the first meeting. To be counted in the girl-to-adult ratio at a troop meeting or activity, an adult MUST be a registered member of GSH.

Successful background checks will be valid for five (5) years from the date the background check is completed. Girl Scouts of Hawai'i reserves the exclusive right to change frequency of background checks, re-check, deem a volunteer ineligible based upon the results of their background check, poor standing with council resulting for violation of the Volunteer Code of Conduct. See Rescission of Volunteer Appointment for additional details.

Restriction or Rescission of Volunteer Appointment

POLICY

Situations may occur that would require GSH to release or terminate a volunteer from one or all positions before the end of the assignment term. Any action to release or terminate a volunteer from one or all positions before the end of the assignment term are not taken lightly. Members that have had their volunteer appointment restricted or rescinded will be notified in writing via official GSH letter. Any action to release a volunteer will receive careful and detailed consideration. A volunteer may have their appointment terminated because of, but not limited to:

- Refusal to comply with GSH or GSUSA policies.
- Conduct inconsistent with the principles of the Girl Scout Movement as indicated by the Girl Scout Promise and Law.
- Inability to perform or fulfill the duties of the position as outlined in the Volunteer Role Description.
- Unsatisfactory completion of objectives and corrective action in regard to her or his role.
- In response to information received from routine Criminal Background Checks, volunteer appointments may be restricted or rescinded. In the event of an adverse decision determined based upon the results of a Criminal Background Check members will be notified via certified mail and provided a copy of the background check.
- Refusal or failure to adhere to financial guidelines of GSH.
- Registered sex offender status or crimes against a child.

Engaging Families

You want your Girl Scouts to have fun, be inspired, take risks, and learn about themselves and the world—that's why you're a Girl Scout troop leader or troop volunteer! Parents and caregivers want the same thing for their children but getting families to pitch in and play an active role in the troop while also enhancing the experience for their Girl Scout and themselves can be tricky for many volunteers. It doesn't have to be this way.

Kick the Year Off Right by Engaging Parents and Other Caregivers

When families step up and play an active part in troop life, your troop can shine its brightest! Plus, Girl Scouts feel a special sense of pride when their families take part and show interest in the things they are doing.

What Is a Parent and Caregiver Meeting?

It's the first meeting you have to start each troop year—whether you are a new or returning troop, it's valuable for all troops.

Why Hold a Meeting?

Kicking off each year with a parent and caregiver meeting sets the troop up for success. Outlining clear expectations, building a team, and engaging parents in the Girl Scout experience is a great way to start off on the right foot. When parents are involved, leaders have support, the troop has a plan, and Girl Scouts benefit! The meeting helps:

- Families understand what Girl Scouting can do for their child.
- Families and leaders identify ways they will work as a team to support the troop.
- Families and leaders agree about what the troop pays for and what families pay for individually.
- You fill key troop positions—you never know which parent will make an awesome assistant leader or troop cookie manager.
- Families know how the troop will communicate things like upcoming events or schedule changes.
- Families learn about uniforms, books, and other important basics.

For even more tips on working with troop families, check out [Girl Scouts' Tips for Troop Leaders](#) hub.

How to Keep Parents and Caregivers Engaged

Make the Ask(s). The main reason people don't take action is because they were never asked to in the first place. That's why hearing one out of three Girl Scout parents say no one had communicated expectations around involvement with their Girl Scout troop is so troubling. Parents may have many talents, but they're certainly not mind readers. If you're nervous about getting turned down, don't be. Sure, a few parents might be unable to lend a hand, but the helpers you do get will be worth their weight in gold. And just because someone wasn't available a month or two ago doesn't mean they won't be free to help now. Loop back, follow up, and ask again!

Make Sense of "Why." Explain that not only does the whole troop benefit with extra help from parents and other caregivers, but also that Girl Scouts feel a special sense of pride in seeing their own family member step up and take a leadership role. Getting involved can strengthen the caregiver/youth bond and is a meaningful way to show that they are a priority in their parents' lives.

Make It Quick and Easy. Everybody's got a full plate these days, so instead of starting conversations with a list of tasks or responsibilities that parents and other caregivers could take on (which can be intimidating), ask how much time each week they might be able to dedicate to the troop, then go from there. For instance, if a troop mom or dad has 15 minutes each week to spare, they could organize and manage the calendar for troop snacks and carpools. If a grandparent has one to two hours, they could assist with leading the troop through a specific badge on a topic they're already comfortable with.

Make Family Part of the Formula. While Girl Scout programming is always focused on the Girl Scouts themselves, it's important and helpful to open up a few events to their families throughout the year. Inviting the whole crew to celebrate their accomplishments in Girl Scouting—whether at a holiday open house, a bridging ceremony, or a fun "reverse meeting" where Girl Scouts take the role of leaders and guide the adults, including caregivers, through an activity—will help parents better understand the value of Girl Scouts and they'll be more likely to invest their time and talents to the troop.

That said, there's no need to wait for a special event to engage families in their Girl Scout's life. Keep communication lines open throughout the year—whether it's through your troop's social media page, personal emails, or in-person chats—to keep parents in the loop on what the Girl Scouts are doing and learning during each meeting and encourage them to let their children "be the experts" at home, explaining or teaching the new skills they've learned. You can get everyone in on the fun and keep Girl

Scouts strong at home by sharing the family badge guides on the Volunteer Toolkit with parents and caregivers.

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. As COVID-19-related travel restrictions are lifted across the globe and you and your troop feel safe doing so, you may be excited to travel and explore the world as a troop.

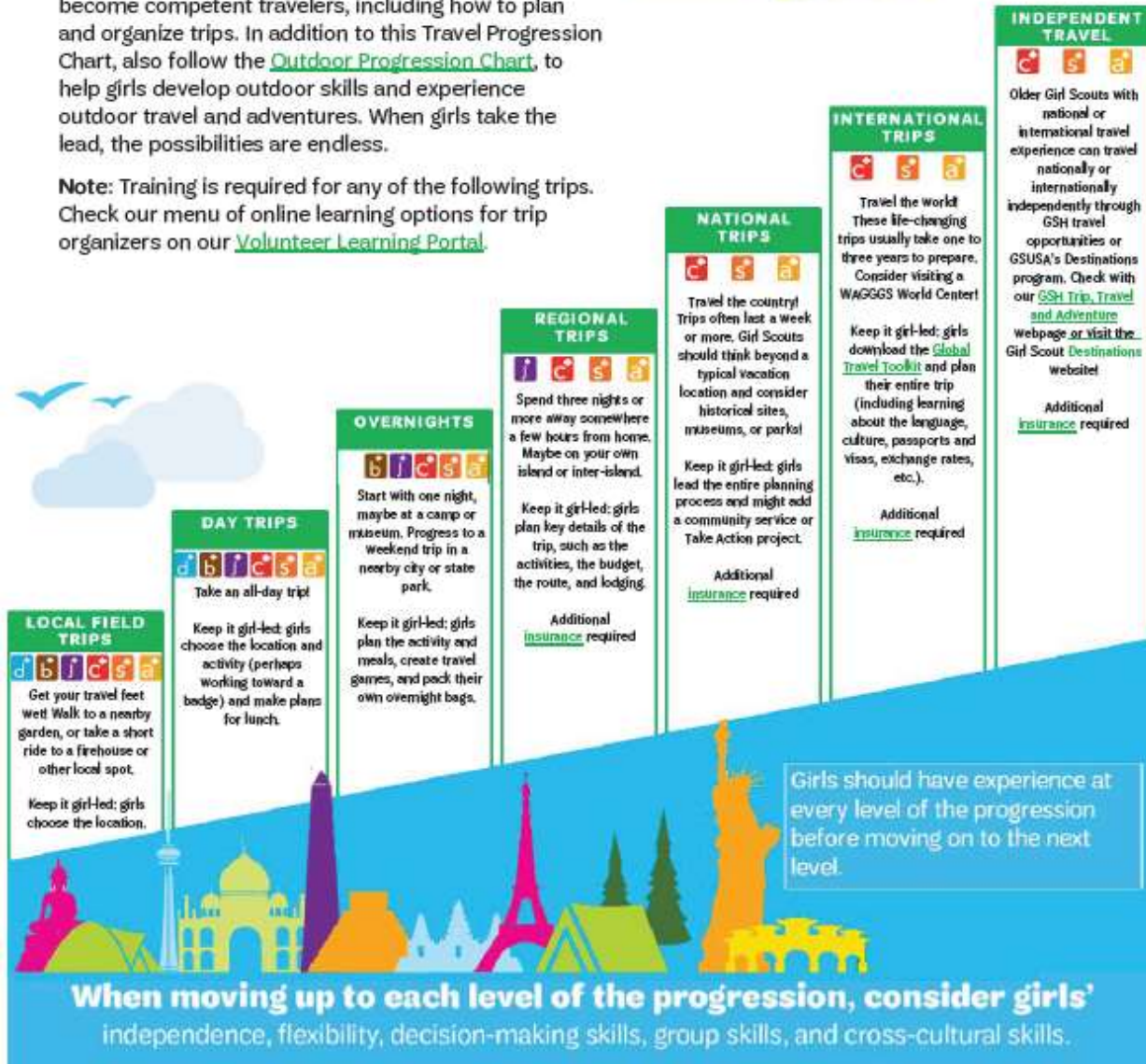
Traveling as a Girl Scout is a more engaging experience than traveling with family, school, or other groups because [girls take the lead](#). They'll make important decisions about where to go, what to do, and take increasing responsibility for the planning of their trips. During this process, they will 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 girls are set up for success. Daisies and Brownies start with field trips and progress to day trips, overnights, and weekend trips. Juniors can take their adventures farther with longer regional trips. And Cadettes, Seniors, and Ambassadors can travel the United States and then the world. There are even opportunities for older Girl Scouts to travel independently by joining trips their council organizes or participating in GSUSA's travel program, [Destinations](#).

Travel Progression

Progression allows girls to learn the skills they need to become competent travelers, including how to plan and organize trips. In addition to this Travel Progression Chart, also follow the [Outdoor Progression Chart](#), to help girls develop outdoor skills and experience outdoor travel and adventures. When girls take the lead, the possibilities are endless.

Note: Training is required for any of the following trips. Check our menu of online learning options for trip organizers on our [Volunteer Learning Portal](#).



Planning Troop Adventures

As soon as you start thinking about planning a trip, refer to the [Girl Scouts of Hawai'i Safety & Travel Guide](#) to find out more about the approval process for overnight and extended travel. See the **Travel Information and Trip Application** tab on the forms tab/ [GSH Volunteer Resources](#) for more information.

Not sure where to begin? Check out the [Girl Scout Guide to U.S. Travel](#). This resource is designed for Juniors and older Girl Scouts who want to take extended trips—that is, longer than a weekend—but also features tips and tools for budding explorers who are just getting started with field trips and overnights.

Once Girl Scouts have mastered planning and embarking upon trips in the United States, they might be ready for a global travel adventure! Global trips usually take a few years to plan, and the [Girl Scout Global Travel Toolkit](#) can walk you through the entire process.

Safety First

If you're planning any kind of trip—from a short field trip to an overseas expedition—the “Trip and Travel” section of *Safety Activity Checkpoints* is your go-to resource for safety. Refer to the [Girl Scouts of Hawai'i Safety & Travel Guide](#). Be sure to follow all the basic safety guidelines, like the buddy system and first aid requirements, in addition to the specific guidelines for travel. You'll also want to refer to the COVID-19 guidelines in *Safety Activity Checkpoints* as well as any COVID-19 guidelines for your destination. You will learn more about how to use and follow Girl Scouts *Safety Activity Checkpoints* in the next section.

Travel and Girl Scout Program Connections

It's easy to connect eye-opening travel opportunities to the leadership training and skill building you're doing in Girl Scouts! When it's safe to travel together, Girl Scouts can use their creativity to connect any leadership Journey theme into an idea for travel. For example, they learn where their food comes from in the *Sow What?* Journey. That would connect well with a trip focusing on sustainable agriculture and sampling tasty foods!

There are abundant opportunities to build real skills through earning badges too. The most obvious example is the Senior Traveler badge, but there are plenty more, such as Eco Camper, New Cuisines, Coding for Good, and, of course, all the financial badges that help them budget and earn money for their trips.

Want to include Girl Scout traditions in your trip? Look no farther than the [Juliette Gordon Low Birthplace](#) in Savannah, Georgia! You also have the chance to deepen their connections to Girl Scouts around the world by visiting one of the WAGGGS (World Association of Girl Guides and Girl Scouts) [World Centers](#), which offer low-cost accommodations and special programs in five locations around the world.

And if your troop is looking to stay closer to home this year? Girl Scouts of Hawai'i has three properties that troops and service units may rent out. Start your reservation request by completing the [Statewide Camp Reservations](#) form and submitting the application fee.

As your Girl Scouts excitedly plan their next trip, remember to limit your role to facilitating the Girl Scouts' brainstorming and planning, never doing the work for them. Share your ideas and insights, ask tough questions when you have to, and support all their decisions with enthusiasm and encouragement!

Trips, Travel & Adventure

DEFINITION

A “field trip” is defined as any activity planned outside of the group's regular meeting place, time, and date.

A “day trip” is defined as an all-day visit to historical or natural points of interest. Not an overnight trip.

“Overnights” is defined as any activity that lasts for at least one (1) night but less than (3) nights AND/OR includes any inter-island or US Continental travel. NOTE: group travel with air transportation including inter-island, US Continental, or international – regardless of the length of stay – requires the purchase of additional Girl Scout insurance.

“Regional trip” and “National trip” is defined as any activity that lasts three (3) nights or more AND/OR includes any inter-island or US Continental travel. NOTE:

group travel with air transportation including inter-island and/or US Continental – regardless of the length of stay – requires the purchase of additional Girl Scout insurance. NOTE 2: group travel of three (3) nights or more requires the purchase of additional Girl Scout insurance. Only one purchase of additional Girl Scout insurance is needed for either/both air travel or 3 or more nights.

“International trip” is defined as any activity that includes travel internationally. NOTE: international travel requires the purchase of additional international Girl Scout insurance.

POLICY

Trip approvals are only granted when the group meets all safety wise ratio for the lowest program level of any Girl Scout attending, follows all Volunteer Essentials and Safety Activity Checkpoints, meets all the training required, receives council approval for trip.

At least one registered adult accompanying the group must have completed the required training. At least one registered adult accompanying the group must have completed First Aid certification and that person listed on the roster. Council requires proof of certification – either upload certification on trip application or taken with GSH within the 2 year validity period.

Any group travel that will be further away than 30 minutes of the nearest emergency medical response/center will require the first aid adult to have a current nursing license or greater (a current valid Wilderness First Aid certification is also accepted. GSH offers Wilderness First Aid and First Aid/CPR certification courses.)

If camping, one of the safety wise ratio adults (registered and background screened) must also have completed the Troop Camp Training course offered by GSH.

PROCEDURE

Groups must submit [Troop Trip Application Form](#) four (4) weeks in advance of a day trip or overnight trip, or eight (8) weeks in advance of a regional or national trip or any trip lasting 3 or more nights, or six (6 mo) months in advance of an international trip.

[Additional Insurance](#) is required for any trip lasting 3 nights or more, or has air travel (inter-island, US Continental and International). For GSH Troops, we can ACH the money due from your Troop Account. If your group wants optional sickness insurance, for any length of time, council can assist you. Please contact us at customercare@gshawaii.org or 808.595.8400 two (2) weeks prior to your event date.

The Annual Health and Permission Form provides parent/guardian permission to travel to attend and participate in troop and council-sponsored activities that are not more than three (3) nights AND/OR do not include air travel AND/OR not considered high-risk activities or sensitive issues as defined in the next section and outlined in Safety Activity Checkpoints.

The Event Specific Permission is to be used to obtain parent/guardian permission allowing a Girl Scout to travel to and from, attend, and participate in

activities lasting three (3) nights or more AND/OR to travel by air, weather inter-island, US Continental, international.

If a parent/guardian chooses not to sign the Annual Health and Permission Form, the parent/guardian will need to sign the Event Specific Permission for every activity outside the regular troop meeting location, time, and date.

Transportation

POLICY

Girl Scout groups and their drivers, traveling by car or van, must adhere to state laws and safe-driving practices at all times.

PROCEDURE

The number of occupants in the car will not exceed the intended capacity of the vehicle and each occupant will have her own seat and is buckled into a seatbelt.

The use of 15-passenger vans for Girl Scout activities is prohibited. Vans used to drive girls should not exceed an overall length of 224 inches, the standard length of a 12-passenger van. Each driver must:

- Be a registered member of GSUSA for the current membership year.
- Be at least 21 years of year.
- Have a first aid kit in the vehicle.
- Have in their possession the signed annual health and permission form for each Girl Scout and Adult member in vehicle (a 'driver packet' with the whole group is recommended for each vehicle).
- Provide valid driver's license, current vehicle registration and vehicle safety check, proof of liability insurance in compliance with state law; and
- Be in possession of the council after-hours emergency contact card.

One adult driver per vehicle is allowed as long as the adult/girl ratio is met for the group activity. Girl Scout groups traveling in one or more vehicles must include a minimum of one relief driver per group for trips more than 200 miles one way.

Mileage covered per day should be reasonable for the type of transportation being used, terrain and weather, as well as for the age of girl members being transported. Time should be allowed for eating, sleeping, rest and relaxation, recreation, and personal needs.

All participants should have current identification with them at all times.

In the event an accident occurs in a personal vehicle, the owner's personal automobile insurance is considered the primary insurance.

Any adult (female or male) who is a registered member of GSUSA for the current membership year and has successfully completed a background check may be a driver alone in a vehicle only for the period of time that travel takes place and must have a minimum of two girls in the vehicle. Once the destination is reached, the group is to reassemble and the required girl/adult ratios and adult training requirements for the group must again be met.

An adult driver (female or male) is allowed to be alone in a car with one child only if the adult driver is the parent/legal guardian of that child.

Car seats and booster seats will be used as required by state law.

Checklist for Drivers

When driving a car, RV or camper, take the following precautions and ask all other drivers to do the same:

- Ensure all drivers are adults at least 21 years old.
- Girl Scouts are not transporting other girls.
- Never transport anyone in flatbed or panel trucks, in the bed of a pickup, or in a camper- trailer.
- Keep directions and a road map in the car, along with a first aid kit and a flashlight.
- Check your lights, signals, tires, windshield wipers, horns, and fluid levels before each trip, and recheck them periodically on long trips.
- Keep all necessary papers up to date including, but not limited to your driver's license; vehicle registration; any state or local inspections; and insurance coverage.
- Wear your seat belt at all times and insist that all passengers do the same.
- Youth under 12 must ride in the back seats and car seats and booster seats must be used when required by state law.
- Follow all the established rules of the road in the state, including the speed limit. Some additional guidelines include keeping a two-car-length distance between you and the car ahead of you; not talking or texting on a cell phone or other personal electronic device while driving; not using ear buds or headphones while driving; and turning your lights on when your windshield wipers are on.
- Plan rest stops every few hours and avoid driving for extended periods at night. If traveling with others, prearrange stopping places along the way. When planning longer trips, arrange for relief drivers.
- Do NOT drive when you are tired or taking medication that may make you drowsy.

Additional information on transporting girls can be found on our Driver's Information Form and in these GSH Council Volunteer Policies and Procedures.

Girl Scout Activity Insurance

Every registered Girl Scout and registered adult member in the Girl Scout Movement is automatically covered under the basic Mutual of Omaha Activity Insurance plan upon registration. The entire premium cost for this protection is borne by Girl Scouts of the USA, and the basic plan is effective during the regular fiscal year (October 1 to the following September 30). For new members who register in the month of July or August, the Girl Scout Activity Insurance is in effect from date of membership purchase to the following fiscal year until September 30.

This insurance provides up to a specified maximum for medical expenses incurred as a result of an accident while a member is participating in an approved, supervised Girl Scout activity. This is one reason why all adults and girls participating in Girl Scouts must be registered members.

This insurance coverage is not intended to diminish the need for, or replace existing family health insurance. When \$140 in benefits has been paid under this plan for covered expenses, any subsequent benefits from the basic plan will be payable (up to the specified maximum) only for expenses incurred that aren't covered under another insurance policy. If there is no family insurance or healthcare program, a specified maximum of medical benefits is available under the basic plan.

An Activity Insurance plan is available for Girl Scouts taking trips (overnight for 3 nights or more, inter-island travel, US Continental travel, and International travel). These plans are secondary insurance that GSH offers to cover participants taking part in any council-approved, supervised Girl Scout activity. Information on how to submit additional insurance request is on the GSH trip approval form.

Homeowners should consider any personal homeowner insurance implications. The Homeowner should ask their Homeowner's insurance carrier if there are any insurance exclusions regarding holding troop meetings at the home, in the event an accident or injury occurs. Virus and communicable diseases, including transmissible pathogens in all forms are expressly excluded under the council's General Liability insurance also known as Plan 1 Insurance. Plan 1 insurance covers all members in the event of an accident or injury, but do not cover sickness or illness. In the event an exposure or illness that occurs during the course of a Girl Scout meeting at the home, the volunteer's homeowners or renters insurance would be responsible; unless otherwise expressly excluded from their personal homeowners or renters policies; in which case all liability is the responsibility of the volunteer.

Insurance

POLICY

Girl Scout activities must be covered by the appropriate Girl Scout insurance.

PROCEDURE

Additional Girl Scout insurance will be purchased as outlined:

To purchase the necessary additional Girl Scout insurance, contact customer care at least two (2) weeks prior to the event with the following information:

- Name of adult in charge
- Adult in charge's email address (or phone number if no email available)
- Troop or group name/number
- Name, date(s) and location of event/activity for which insurance is needed
- Type of coverage needed

Upon consultation with a GSH representative, instructions for submitting payment for the additional insurance will be given.

In case of any accident or injury, an Incident Report will be filled out and submitted, within 48 hours of the accident/injury, to Council. The Incident Report is located on the Forms page of the GSH website at gshawaii.org

Groups interested in taking part in high risk activities should contact council to determine if the activity will be allowed and will be covered by Girl Scout activity insurance.

Plan Name	Eligibility Summary*	Coverage Summary
<p>PLAN 1</p> <p>Basic Coverage included with membership dues (additional purchase of this plan is not required)</p>	<p>All Member and Nonmember participants of Girl Scout sponsored/supervised events.</p> <p>The cost is paid by Girl Scouts of the USA.</p>	<p>Covers all participants for any approved, supervised Girl Scout activity up to benefit allowed. Covers travel directly to and from the covered activities. Nonmembers are defined as family members or one-time invited guests or speakers.</p>
<p>PLAN 3P</p> <p>Accident and Sickness Insurance (additional purchase of this plan is required by GSH for any overnight for 3 nights or more, inter-island travel, US Continental travel. NOTE: International travel has a separate plan type.)</p>	<p>All Member and Nonmember participants of Girl Scout sponsored/supervised events.</p> <p>The cost is \$0.70 per participant per calendar day or portion thereof.</p>	<p>Covers all participants for accident and sickness while attending or participating in any approved and supervised Girl Scout activity including events lasting three (3) nights or more, Inter-island and Domestic Travel, up to benefit allowed. Nonmembers are defined as family members or one-time invited guests or speakers.</p>
<p>PLAN 3PI</p> <p>Accidents and Sickness Insurance for International Trips (additional purchase of this plan is required by GSH for any inbound or outbound international travel. NOTE: When GSH is hosting Girl Guides/Girl Scouts visiting the United States, there is a separate plan type.)</p>	<p>All Member and Nonmember participants of Girl Scout sponsored/supervised events.</p> <p>The cost is \$1.17 per participant per calendar day or portion thereof.</p>	<p>Plan 3PI provides accident and sickness insurance, along with travel assistance services for trips or events which take place outside the USA, up to benefit allowed, (Plan 3P provides only accident and sickness insurance, for trips or events that take place in or out of the USA. It does not include travel assistance.)</p>
<p>* For more detailed information on each plan, please contact Customer Care at (808) 595-8400. Purchase must be made two (2) weeks prior to the departure date or the activity date. An approved Trip Application must accompany the request for additional insurance.</p>		

Emergency Procedures



gsh

**PROCEDURES IN CASE OF FATALITY,
SERIOUS ACCIDENT OR EMERGENCY**

- Give immediate attention to injured.
- Call 911 for Ambulance, Police, or Fire.
- Stay at the site.
- Do not disturb victim or surroundings until police arrive.
- Notify GSH Representative **Molly Schmidt at 808-675-5512**
- If you cannot reach her, notify **Customer Service at 808-595-8400**
- Council will notify emergency contact per Girl or Adult Health History Record

Do not make statements that could be interpreted as either assuming or denying responsibility.



gsh

**IN CASE OF OBSERVED OR SUSPECTED
POSITIVE CASE OF INFECTIOUS DISEASE/
VIRUS/ILLNESS**

Notify GSH Representative **Molly Schmidt at 808-675-5512**
If you cannot reach her, notify **Customer Service at 808-595-8400**

Council WILL

- Handle confirmation and tracing the positive tester.
- Contact caregivers of anyone who may have been exposed (or other volunteers),
- Notify the facility or homeowner where a troop met, and
- Alert the state department of health.

Do not make statements or release any information to anyone outside of the designated contact at GSH.

Groups Although we always hope the worst never happens, all volunteers must be prepared to observe council procedures for handling accidents and fatalities. At the scene of an accident, first provide all possible care for the injured person. Follow established council procedures for obtaining medical assistance and immediately reporting the emergency. To do this, you must always have on hand the names and telephone numbers of council staff, parents/guardians and emergency services such as the police, fire department or hospital. Use the Girl Scouts of Hawai'i Emergency Card (pdf available online or to print) to report any incidents to the 24-hour emergency service. Always call 911 first for immediate help. Girl Scouts of Hawai'i procedures to be followed in the event of a serious accident, emergency or fatality:

1. **First adult:** Give priority attention to providing care for the injured person.
2. **Second adult:** Call 911 to secure police, ambulance, fire, etc.
3. Call the Girl Scouts of Hawai'i 24-hour emergency number: **808-675-5512**.
4. Give YOUR name, troop number, exact location and phone number where you can be reached.
5. Stay by the phone until you receive a return call from a Girl Scout representative. That individual will guide you and secure additional assistance as needed. If you cannot stay by the phone, leave all important information with the answering service.
6. Work with emergency personnel. Refer all media inquiries (press, radio, TV) to Girl Scouts of Hawai'i.
7. Do not speak to the media.

After receiving a report of an accident, council staff will immediately arrange for additional assistance at the scene, if needed, and will notify parents/guardians, as appropriate. If a Girl Scout needs emergency medical care as the result of an accident or injury, first contact emergency medical services, and then follow council procedures for accidents and incidents. Your adherence to these procedures is critical, especially with regard to notifying parents or guardians. If the media is involved, let council-designated staff discuss the incident with media representatives. In the event of a fatality or other serious accident, the police must be notified and a responsible adult must remain at the scene at all times. In the case of a fatality, do not disturb the victim or surroundings and follow police instructions. Do not share information about the accident with anyone but the police, Girl Scouts of Hawai'i and, if applicable, insurance representatives or legal counsel.

Emergency Care

As you know, emergencies can happen. Girl Scouts need to receive proper instruction in 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. You can help them by keeping in mind the following:

- **Know what to report.**

- **Establish and practice procedures for weather emergencies.** Know the type of extreme weather to expect in your area (e.g. tornadoes, hurricanes and lightning). Please consult with Girl Scouts of Hawai'i for the most relevant information for you to share with Girl Scouts.
- **Establish and practice procedures for such circumstances as fire evacuation, lost persons and building-security issues.** Every Girl Scout and adult must know how to act in these situations. For example, you and the Girl Scouts, with the help of a fire department representative, should design a fire evacuation plan for meeting places used by the group.
- **Assemble a well-stocked first aid kit that is always accessible.** First aid administered in the first few minutes can make a significant difference in the severity of an injury. In an emergency, secure professional medical assistance as soon as possible, normally by calling 911, and then administer first aid, if appropriately trained.

First Aiders

A first aider is an adult volunteer with a current, Girl Scout-approved certification in First Aid & CPR/AED for adults and children. Girl Scouts of Hawai'i accepts certifications from most certifying bodies as long as an in-person skills test is part of the certification process. Inclusion of child CPR must be indicated on the documentation from the course and submitted to Girl Scouts of Hawai'i. If, through the American Red Cross, National Safety Council, EMP America, or American Heart Association, you have a chance to be fully trained in first aid and CPR, doing so may make your activity planning go a little more smoothly. A child and adult trained volunteer is not required for regular troop/group meetings, however all activities outlined in *Safety Activity Checkpoints* require a first aider with certification to be present.

Since activities can take place in a variety of locations, the presence of a first aider and the qualifications they need to have are based on the remoteness of the activity. For example, if at any point on your outing you are either without cell service or it would take 30 minutes or longer for an ambulance (emergency medical services, EMS) to reach your location, Wilderness First Aid certification is required.

Access to EMS	Minimum Level of First Aid
Less than 30 minutes	Current certification in First Aid/CPR & AED for adults and children.
More than 30 minutes	RN or higher; Current certification in Wilderness First Aid (WFA) or Wilderness First Responder (WFR).*

Wilderness *Although a WFR is not required, it is strongly recommended when traveling with groups in areas that are greater than 30 minutes from EMS.

It is important to understand the differences between a first aid course and a wilderness-rated course. Although standard first aid training provides basic incident response, wilderness-rated courses include training on remote-assessment skills, as well as emergency first aid response, including evacuation techniques, to use when EMS is not readily available.

Note: The presence of a first aider is required at overnights and any travel according to the above 30-minute radius table above. For large events—200 people or more—there should be one first aider for every 200 participants. The following healthcare providers may also serve as first aiders: physician; physician's assistant; nurse practitioner; registered nurse; licensed practical nurse; paramedic; military medic; and emergency medical technician. Your current certification or license must be on file with GSH, and indicate you are available to administer first aid and CPR to both adults and children.

First Aid Kits

Make sure a general first aid kit is available at your group meeting place and accompanies girls on any activity (including transportation to and from the activity). Please be aware that you may need to provide this kit if one is not readily available at your meeting place. The Red Cross offers a list of potential items in its Anatomy of a First Aid Kit (<http://www.redcross.org/prepare/location/home-family/get-kit/anatomy>). Please note that the Red Cross's suggested list includes aspirin, which you may not be at liberty to give to girls without direct caregiver/parent/guardian permission.

Health History and Annual Permission Form

POLICY

A health history and annual permission form is required each membership year for both youth and adult members as outlined in Volunteer Essentials and Safety Activity Checkpoints. These forms are kept with the Troop leadership.

Information contained on a health history form will remain confidential and be shared only with those who need to know in order to protect the health and safety of the participants.

High Risk Activities/Sensitive Topics

DEFINITION

"High risk activities" are defined as any activity that requires specialized skills, training, equipment and/or supervision. Examples of activities that are high risk include, but are not limited to, equine activities, white water activities, open ocean activities, ropes course and rock climbing.

"Sensitive issues" are those topics that are highly personal in nature or rooted in personal beliefs and values, e.g., health issues, child abuse, human sexuality, gender identity, and religion. Examples include, but are not limited to, bullying, peer pressure, dating, eating disorders, suicide, as well as drug and alcohol use. If an adult is in doubt as to whether a topic should be considered sensitive, they should contact their service unit manager or other staff liaison.

POLICY

Groups must submit [Troop Trip Application Form](#) four (4) weeks in advance of any activity that is considered high-risk or sensitive in nature, as defined in the next section and outlined in [Safety Activity Checkpoints](#).

Trip approvals are only granted when the group meets all safety wise ratio for the lowest program level of any Girl Scout attending, follows all Volunteer Essentials and Safety Activity Checkpoints, meets all the training required, receives council approval for trip.

PROCEDURE

The Annual Health and Permission Form provides parent/guardian permission to travel to attend and participate in troop and council-sponsored activities that are not more than three (3) nights AND/OR do not include air travel AND/OR not considered high-risk activities or sensitive issues as defined in the next section and outlined in Safety Activity Checkpoints.

The Event Specific Permission form is to be used to obtain parent/guardian permission allowing a Girl Scout to travel to and from, attend, and participate in activities considered high-risk or sensitive in nature, as defined in the next section and outlined in [Safety Activity Checkpoints](#).

If a parent/guardian chooses not to sign the Annual Health and Permission Form, the parent/guardian will need to sign the Event Specific Permission for every activity outside the regular troop meeting location, time, and date.

COI

Contracts

POLICY

All Contracts must be reviewed and approved by Girl Scouts of Hawai'i. Contracts may include a COI naming Girl Scouts of Hawai'i as an additional insured and must be sent to customercare@gshawaii.org for processing. No Girl Scout volunteer will enter into any agreement or contract that is binding on the council or includes a hold harmless clause.

“Binding” is defined as imposing or including a monetary cost or payment as part of the agreement or contract.

Any agreement or contract that is binding on the council and/or includes a hold harmless clause is to be forwarded to the volunteer's staff contact, who will forward it to the appropriate staff member for signing. An example could be a building/facility use contract.

To allow adequate time to review agreements or contracts, documents should be submitted at least two (2) weeks prior to the start date of the agreement.

Girl Scout Product Program

Learning to think like an entrepreneur? Developing business smarts? Getting to know customers and building lasting relationships? There's so much more to that box of Thin Mints®.

When they participate in the Girl Scout Cookie Program, everything your Girl Scouts learn prepares them to take on the world. Plus, Girl Scout Cookie proceeds stay in our local community to power amazing year-round experiences—experiences that broaden their worlds and spark their sense of wonder.

Five Essential Skills

Girl Scouts as young as five develop five essential skills through the Girl Scout Cookie Program—skills that will help them be successful today and throughout their lives:

- **Goal Setting.** Girl Scouts learn to create a plan to reach their goals.
- **Decision Making.** Girl Scouts learn to make decisions on their own and as a team.
- **Money Management.** Girl Scouts learn to create a budget and handle money.
- **People Skills.** Girl Scouts find their voice and up their confidence through customer interactions that build relationships.
- **Business Ethics.** Girl Scouts learn to act responsibly and honestly, both in business and in life.

But building their business know-how isn't just tied to the cookies themselves! Girl Scouts at any level can continue honing their entrepreneurial skills by earning the [Cookie Business badges, Cookie Entrepreneur Family Pin, and the Financial Literacy badges](#) year over year.

Before your cookie bosses open shop, be sure to check out these [helpful troop leader resources](#) that will empower you to:

- Manage your troop's funds.
- Learn how Girl Scouts participate in money earning.
- Discover how your troop can reach its financial goals.
- Plan activities to help them earn cookie pins and badges
- Understand just how much your Girl Scouts are capable of by grade level and [how their entrepreneurial skills progress](#).

Girl Scout Cookie History

What started with Girl Scouts selling home-baked cookies to raise money grew into enlisting professional bakers in 1936 to handle the growing demand—and the rest is history. [Explore Girl Scout Cookie History](#) to find out how cookies have helped build generations of female entrepreneurs and leaders who make the world a better place.

Where Cookie Proceeds Go

After paying for the cost of cookies and materials, [Girl Scout Cookie proceeds stay local](#) and help councils provide Girl Scout programs in science, technology, engineering, and math (STEM), the outdoors, life skills, entrepreneurship, and more—in camps, through leadership training, and multiple other ways. A portion of the proceeds is directly managed by Girl Scouts, and it's up to them to decide how to invest their troop's share of the earnings.

Your council will provide a breakdown of how cookie program proceeds support Girl Scout activities locally. Please share this information with Girl Scouts and their families so everyone understands that product program sales make it possible for your Girl Scout council to serve Girl Scouts.

Troop members share in the proceeds from a successful product program; proceeds are not distributed to individual girl members. Girl Scouts, however, may be eligible for rewards and cookie dough program credits that they put toward council-sponsored camps, programs, and Girl Scout swag. The council plan for rewards applies equally to all Girl Scouts participating in the product program activity. Visit the cookie section [Girl Scouts of Hawai'i Cookie Page](#) for more information about individual rewards and troop proceeds locally.

The [Girl Scout Blue Book of Basic Documents](#) specifies that:

"All money and other assets, including property, that are raised, earned, or otherwise received in the name of and for the benefit of Girl Scouting must be held and authorized by a Girl Scout council or Girl Scouts of the USA. Such money and other assets must be used for the purposes of Girl Scouting."

"Ownership of Assets," Blue Book of Basic Documents

Making s'mores under the stars, creating a lasting impact in your community, or ordering supplies for an eye-opening STEM project—there are limitless ways to put troop proceeds toward dynamic Girl Scout experiences! There are a few things, however, that don't qualify for "purposes of Girl Scouting," for instance, using troop proceeds to purchase memberships in or uniforms for another organization. We encourage all councils to remind their volunteers of this policy in order to protect the all-girl environment and to avoid diversion of Girl Scout funds.

Your Council's Role

When you are set up for success, you are better able to set up your Girl Scouts for success! That's why every year, our council provides trainings, guidelines, and procedures for conducting the Girl Scout Cookie Program and determines how the proceeds and product rewards system will be managed. Check the [cookie section](#) of our council's website to find the answers you need as well as local trainings and resources.

Each council also selects the vendors of its choice to provide the products for their product programs. Two commercial bakers are licensed by Girl Scouts of the USA to produce Girl Scout Cookies: [Little Brownie Bakers](#) and [ABC Bakers](#). You can also [Meet the Cookies](#) and find additional info on cookie varieties, including nutritional details.

Your Role

You play an exciting role in giving your Girl Scouts opportunities to practice the five skills as they learn how to think like entrepreneurs. Some of the things you'll do include:

- Get them excited about the opportunities to support the troop (but allowing their participation to be voluntary).
- Support both [competitive and apprehensive cookie bosses](#), helping all your Girl Scouts set meaningful goals for themselves.
- [Fostering partnerships with each Girl Scout's family](#) to ensure cookie season success, whatever that may look like, will help you build a positive partnership with Girl Scouts and families, and the [Cookie Entrepreneur Family pin](#) is designed to help families support their growth at home.

Not only can girls sell individually, both in-person and using the online tools provided by each vendor, they can also participate in booth sales during product programs. Your local council has additional guidance and processes to market and ensure every booth is in a safe and appropriate location.

As your Girl Scouts grow, your role will evolve from a hands-on one to providing oversight and support where needed. No matter their ages, remember that volunteers and parents/caregivers do not sell the product. Your role is to encourage your Girl Scouts and let their entrepreneurial spirit soar. Learning by doing is exactly how your Girl Scouts develop the business savvy and communication skills that will [empower them to reach any goals they set for themselves](#).

Another critical task for each troop is to establish a clear accounting system for all proceeds and product during the programs. It's up to you to make sure that money is spent wisely, that excellent records are kept (remember to keep copies of all receipts in a binder or folder), and that all product is tracked. For older Girl Scouts, your job is to oversee their work as they learn to keep impeccable records. Be sure to attend product program orientation or training so you are aware of the systems and helpful tools available.

The Girl Scout Cookie Program can be exhilarating and busy times during the troop year, but you're never alone in your efforts! You can reach out to your service unit product program manager when you're feeling stuck, or you can [build a cookie team](#) to provide the support your troop needs. Contact the Retail and Product Team for Cookie Business at cookies@gshawaii.org if you have questions. We're here to help!

Product Program Safety

Safety is the top priority while selling Girl Scout Cookies and other products. Volunteers, families, and Girl Scouts should be familiar with and practice the safety guidelines outlined in local program resources as well as those available in the [troop leader resources](#) section of girlscoutcookies.org and in *Safety Activity Checkpoints*.

Selling Cookies Online

Will your troop use the Digital Cookie® platform to manage its cookie business? Check the specific guidelines provided by each cookie vendor before participating. Before Girl Scouts begin selling online, they should partner with their troop leader and families to learn how to safely run their business online.

A few more online safety practices to keep in mind:

- The Girl Scout Cookie Program is a girl-led program; a Girl Scout should always lead online marketing and sales efforts, with the supervision of the parent or caregiver.
- Girl Scouts engaging in online sales and marketing must review and apply the [Digital Marketing Tips for Cookie Entrepreneurs and Their Families](#).
- Girl Scouts, volunteers and parents must review and adhere to the [Girl Scout Internet Safety Pledge](#), the [Digital Cookie Pledge](#), the [Supplemental Safety Tips for Online Marketing](#), and Girl Scouts' *Safety Activity Checkpoints* for Computer and Internet Use and Cookie and Product Sales (with the exception that they may share beyond friends and family).
- Girl Scout's sales links should never be posted to resale sites (Craigslist, eBay, Facebook Marketplace etc.).
- Girl Scouts must adhere to all terms and conditions on Digital Cookie and Smart Cookie platforms. For copies of terms and conditions, please contact GSUSA, ABC, or M2 as needed.
- Girl Scouts of the USA reserves the right to remove or disable the link for any reason including violation of guidance, inventory fulfillment issues, safety issues, or if sales and marketing activity goes viral and otherwise creates unanticipated disruption.

Additionally, families, Girl Scouts, and volunteers should contact and collaborate with their councils and Girl Scouts of the USA in advance on any national news media opportunities tied to girls online marketing and sales efforts.

The Buddy System

Using the buddy system, the troop is divided into teams of two. Each Girl Scout is responsible for staying with her buddy at all times, warning her buddy of danger, giving her buddy immediate assistance if safe to do so, and seeking help if needed. Girl Scouts are encouraged to stay near the group or buddy with another team of two so that in the event someone is injured, one person cares for the patient while two others seek help.

Preparing for Your Girl Scout Cookie Booth

Cookie booths—that is, cookie pop-up sales in areas with lots of foot traffic—are a fun way for Girl Scouts to connect with their community and practice their sales pitch with new customers. Booth locations must be approved by councils, facilitated within council jurisdiction, and participants must follow all council guidelines with regard to setting up, running, and taking down a booth.

Please check your local COVID-19 guidelines for any restrictions on booth locations and other safety considerations, or [consider a virtual cookie booth](#) or [virtual cookie rally](#) if it makes sense for your troop.

Create a great cookie booth experience for your Girl Scouts by:

- Using your best judgment in setting up cookie booths in locations that will be open, accessible, and safe for all Girl Scouts and potential customers.
- Choosing a high traffic area—this could be your local supermarket, mall, or park—where you'll maximize the number of visitors to your booth.

- Checking out your booth site ahead of the sale. Talk to business owners in the area so they'll know what to expect. Find out what security measures are in place—these may include lights for evening sales and whether a security camera watches the booth area—and where the nearest bathrooms are located.
- Respecting the surrounding businesses by making sure your booth isn't blocking a store entrance or exit.

Encouraging your Girl Scouts to unleash their creativity—and work on their advertising skills—to make colorful signs and booth decorations that potential customers can't resist! Remind Girl Scouts to be polite and to have their sales pitch ready for interested customers.

And keep in mind:

- A minimum of two volunteers (at least one of whom is a registered Girl Scout volunteer with the required background check), and one Girl Scout should be present at the booth at all times, unless it's a My Family booth with only your daughter(s). With two or more volunteers, you'll have adequate booth coverage if the Girl Scouts need to be accompanied to the restroom.
- If your Daisies are still learning how to make correct change, help them handle money as needed. But remember that Girl Scouts make all sales at the booth!
- Changing your cookie booth hours or location? Keep your customers in the loop and update your baker's Digital Cookie or Smart Cookie system with the new details. All scheduled booths are available on the Cookie Finder App ([IOS](#) or [Android](#)).
- Certain locations may be inappropriate for younger Girl Scouts based on the standards of your local community, may negatively impact the cookie program experience for girls, and/or may negatively impact our brand in your community. For additional clarity, Girl Scouts should not sell in or in front of establishments that they themselves cannot legally patronize.
- Additionally, with respect to marijuana dispensaries, we have been steadfastly combating the unauthorized uses of the Girl Scout trademark by the cannabis community, which has been marketing—without our authorization—certain cannabis products under our youth-appealing brand. We are continuing to aggressively fight these unauthorized uses of the Girl Scout brand and hope that our councils and volunteers will join Girl Scouts of the USA's efforts by discouraging cookie booth locations at such locations.

For more tips to make your booth a success, check out our [Cookie Booth Essentials](#). For additional information about setting up a booth and safety and security suggestions, consult your council guidelines. Always report incidents as soon as possible, within 24 hours using our webform [Incident Report form](#) (located on the volunteer resources page of our website).

Cookie Donation Programs

Cookies also help Girl Scouts make a big impact in their community! Your council may have an established cookie donation program where customers can purchase cookies that will be donated to an organization by your council. Cookie donations are not only a great talking point for Girl Scouts to share with their customers—they're also a thoughtful way to show girls how cookies can help them give back.

With cookie donations, remember that:

- All cookie donation programs must be approved by your council.

- Donated cookies must stay within the council jurisdiction unless your council has the approval from other council jurisdictions.
- Donated products cannot be resold and must be used in a responsible and ethical way.
- Donated products are used in a way that does not undermine the work of councils or jeopardize the integrity of the Girl Scout brand.

Handling Product Complaints

Girl Scout Cookies are well loved and for good reason—it has always been the practice of Girl Scout councils and the bakers to guarantee customer satisfaction with their delicious cookies. If a customer is not satisfied with the quality of their cookies for some reason, they can contact the baker via the phone number printed on the side of the cookie package. Troops should notify their council if they are aware of any customer dissatisfaction.

Recognizing Cookie Sellers in the Media

Focusing on entrepreneurial outcomes has always been the focus of the Girl Scout Cookie Program. The cookie program has never been about and does not focus on individual’s sales results.

- There are many impressive cookie bosses throughout the United States, and the Girl Scout organization will continue to recognize dynamic cookie entrepreneurs for various achievements tied to the Girl Scout Cookie Program and through their participation in Girl Scouts.
- Girl Scouts of the USA does not currently track the top seller(s) of Girl Scout Cookies on a national level and does not identify a specific Girl Scout as the number one or “record-breaking” national cookie seller.
- Girl Scout councils should not reference such Girl Scouts as “top sellers” in the media. Doing so detracts from the essence of the Girl Scout Cookie Program, which is based on offering Girl Scouts important experiences in entrepreneurship, business, and finance from a young age as well as providing them and local Girl Scout councils with the funds necessary to power amazing experiences and opportunities for Girl Scouts year-round.

Additional Resources and Support

So how are you feeling? Excited? Anxious? Not quite sure yet? That’s ok, it’s normal. We know that volunteering isn’t always easy, especially when you’re new, so we can’t thank you enough for jumping in to be the mentor and role model they need! Guiding your Girl Scouts—even if you’re still figuring things out—is nothing short of amazing!

The important thing to remember is, you’re not alone. We are in this with you, ready to help and support you at all times! Thanks again! It’s going to be a great Girl Scout year!