



Adult and Volunteer Policy

Building Equitable Community for All




Guiding Principles:


Having the opportunity to shape the life of a youth is an incredible privilege and responsibility. One of the most powerful ways to impact the lives of the next generation of strong females is for them to experience leadership in action through the adults who work with them or on their behalf. It begins with embodying and practicing the values articulated by the Girl Scout Promise and Law.

Mahalo for your support in nurturing the next generation of Girl Scouts!

Girl Scout Promise



Girl Scout Law



www.gshawaii.org

English

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

Hawaiian

Ma kō'u 'olelo hō'ohiki
Au e kulia ai
E malama I Ke Akua a me kō'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

English

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.

Hawaiian

E hana me kō'u ikaika a pau:
E ho'opono
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 'āina a ho'opuni ana e a'u
E ho'opono ia'u iho a me nā hoalauna ma ka'olelo
ana a me nā hana.

Creating a safe space for growth and well-being

Great importance is given to creating a safe, welcoming, and nurturing learning environment for all at Girl Scouts of Hawai'i. Research shows that when girls feel safe, both emotionally and physically, they do their best learning. Girl Scouts of Hawai'i, through its adult participants, is responsible for ensuring the safety and well-being of everyone, youth and adults. We embrace our commitments that serve as the framework for the policies of Girl Scouts of Hawai'i:

- Girl Scouts is committed to providing girls with a safe environment where they can discover, develop, and grow into their full leadership potential with dignity and respect.
- Girl Scouts is committed to creating an environment in which individual differences and the contributions of all teams members are recognized and valued.
- All Girl Scout programs, activities, or events that include subjects that may be considered sensitive or controversial in nature must be appropriately supervised and handled by the adults in charge.
- When using the premises of Girl Scouts of Hawai'i, all Girl Scout participants must create a safe, nurturing, and welcoming environment, and refrain from causing harm to individuals and/or causing physical damage to any of the GSH properties or facilities.

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.

Adults in Girl Scouting

GSH believes that the most important influence that adults contribute to Girl Scouts is to exemplify the values articulated in the Girl Scout Promise and Law, and for their decisions and actions to be guided by the principles stated in this policy and other GSH policies. For the purpose of this document, an adult participant is an individual over the age of eighteen (18) years of age who may or may not be a registered member of the Girl Scout Movement, but who may periodically or regularly participate in the logistics or implementation of girl-related programs, events, and activities.

Understandably, it is critical for all adult participants to conduct themselves in a manner that speaks well to the values, principles and beliefs of Girl Scouting. In situations when an adult is unable or unwilling to uphold and abide by the policies of Girl Scouts of Hawai'i, they will be jeopardizing their further involvement in Girl Scouting.

How to explore this Policy:

- 1. Keep an open mind and an open heart.** Some of the ideas we present may be new to you – that can be a good thing! At Girl Scouts, we encourage everyone in our community to discover more about ourselves, connect with people who are different and take action to make the world a better place for all people. This policy explains more about how we do that together.
- 2. Dig deeper.** This Policy, together with *Volunteer Essentials* and *Safety Activity Checkpoints*, may help you understand how we nurture belonging in Girl Scouts, how to be supportive adults and how to be active allies for youth. The policy includes a glossary of key terms to deepen your learning.
- 3. Ask for help.** Do you need this information translated into the language you speak? We're working to make all our materials accessible to all - please ask if you don't see the best version for you. Have other questions about what you're reading? We're here for you! Contact customercare@gshawaii.org with questions and a member of our staff will reach out to you.
- 4. Notice gender pronouns.** Because the youth, volunteers and staff at Girl Scouts express their gender identities in different ways, you'll notice we use a variety of gender pronouns throughout this Policy including she/her, he/him and they/them. When we talk about "girls" in this policy, we are referring to any girl-identified youth and any youth who participate in Girl Scout programs, including cisgender girls, transgender girls, and gender-expansive youth. When we talk about "you" in this policy, we are referring to adults who volunteer with GSH.

The Girl Scouts of Hawai'i Adult and Volunteer Policy is designed to help ensure the successful involvement of any adult participant, eighteen years or older, who interacts with Girl Scouts and makes decisions that impact their experiences. When developing this body of work, Council considered the policies of our national organization, Girl Scouts of the USA, as well as applicable federal, state, and local laws and incorporated widely accepted professional conduct and standards. Mahalo to all those who contributed to the development of the Girl Scouts of Hawai'i Adult and Volunteer Policy for building equitable community for all. This policy is for guidance only and does not constitute an employment relationship or contract.

It carries forth by abiding and adhering to the existing policies of Girl Scouts of Hawai'i. Understandably, anyone not willing and able to agree and abide by Girl Scouts' values and the guiding principles and policies of Girl Scouts of Hawai'i will jeopardize their further involvement with Girl Scouting. In all such cases, the result will be determined by Council staff.

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Our Mission

Our mission at the Girl Scouts of Hawai`i (GSH) is to **build girls of courage, confidence and character who make the world a better place** for ALL people. To do this, we provide inclusive and engaging experiences for girls and youth who participate in Girl Scout troops, programs, and their adult allies. As adult participants and volunteers, you play an important role in bringing this mission to life! This policy is meant to help you understand what is expected of you in your role and how to be accountable for doing your part.

About Girl Scouts

Girl Scouts of the USA

Founded in 1912 by Juliette Gordon Low, Girl Scouts' national organization, Girl Scouts of the USA's (GSUSA) membership has grown from 18 members in Savannah, Georgia to 3.7 million members throughout the United States, including U.S. territories, and in more than 90 countries through USA Girl Scouts Overseas. GSUSA, through membership in the World Association of Girl Guides and Girl Scouts (WAGGGS) is part of a worldwide family of 10 million girls and adults in 145 countries. GSUSA is a nonprofit 501(c)(3) organization with its national headquarters located in New York City. Under the leadership of its volunteer National Board of Directors and its Chief Executive Officer, GSUSA provides direction and guidance for the national Girl Scout Movement. This includes issuing charter agreements with Girl Scout councils.

Girl Scouts of Hawai`i

In 1917, Girl Scouts began in Hawai`i with Queen Lili'uokalani and Florence Lowe, a teacher from Kamehameha School for Girls. Since then, tens of thousands of Girl Scouts have passed on the great traditions of Girl Scouting. Today, Girl Scouts of Hawai`i (GSH), as a chartered member of GSUSA, has the sole rights and privileges to administer the Girl Scout Program in Hawai`i. GSH is a nonprofit corporation registered in the State of Hawai`i, and is a federally recognized 501(c)(3) charitable organization. Its statewide headquarters is on O`ahu with Service Centers in Hawai`i, Kaua`i, and Maui counties. It is governed by a volunteer Board of Directors and operated by a team of professional staff led by the Chief Executive Officer. The staff works with all adults to help deliver the Girl Scout Program to girls.

Girl Scout charters define the relationship between a council and GSUSA. It binds the elements of Girl Scouting across the nation, into one large and cohesive Girl Scout Movement and gives common purpose. Within its charter, a Girl Scout council has the authority and responsibility to: provide and safeguard the Girl Scout Program; build an organization to serve its membership; secure and direct personnel; extend membership opportunities to all girls within its jurisdiction; finance its work; and develop its community and public relations.

Training and Learning Opportunities for Volunteers

As volunteers, your work, passion and commitment are vital to giving girls the best Girl Scout experience possible. We want to set you up for success in your role by offering what you need for on-going learning. In addition to this Adult and Volunteer Policy, you'll become very familiar with an online tool we call **Volunteer Essentials**. Think of **Volunteer Essentials** as your encyclopedia to Girl Scout volunteering! **Volunteer Essentials** is fully digital, and printable for your convenience and is updated throughout the year. It includes:

1. Creating the Essential Girl Scout Experience
2. Safety Activity Checkpoints
3. Information about online and in-person courses, including details on what's optional & required for every volunteer role
4. Details about all GSH guidelines, policies and procedures so you can get the information you need to excel in your role

Our training materials will support you to abide by the Girl Scout Promise and Law, and all of the practices that GSH and GSUSA require. Our job is to make sure you are adequately prepared to offer engaging and inclusive experiences for girls and youth who participate in GSH programs, from all races, ethnicities, gender identities and backgrounds. Your job is to learn the material, follow guidelines and ensure a welcoming and affirming space for all volunteers, kids and families. We'll hold ourselves and each other accountable to a high standard in this work together.

Service Unit Leadership

Some volunteers will hold responsibility of Service Unit leadership. While all volunteers are expected to uphold the practices in this Policy, these leaders must also sign a written agreement, which includes a term of appointment, specific leadership tasks, and the signature of a staff supervisor.

Girl Scout Leadership Experience

Since the day Juliette Gordon Low started her first troop, Girl Scouts has been about developing girl leadership. The Girl Scouts' founder understood that by improving the lives of girls, all of society would benefit. In keeping with this great tradition of transforming the world, Girl Scouts introduced its Girl Scout Leadership Experience. The Girl Scout Leadership Experience is based on an integrated approach to leadership that incorporates the development and interaction of the three domains – Intrapersonal (Discover), Interpersonal (Connect), and Strategic (Take Action) Leadership. Together we are changing the world through girl leadership.

Defining Leadership

At GSH leadership is not defined by a position or title, limited by age, or dictated by one's social-economic status. Rather, it is about having the daily courage, confidence, and character to positively influence everyday circumstances and challenges in ways that better the world for others.

This is what Girl Scouts is about.

This positive youth development model is designed to help today's girls develop as leaders by realizing 15 short-term and intermediate Program Outcomes tied to the three keys of leadership – Discover, Connect, and Take Action. Girl Scouts are encouraged to discover their personal best and prepare for a positive future, connect with others in an increasingly diverse world, and take action to solve problems and improve their communities

The processes of Girl Led, Learning by Doing (Experiential Learning), and Cooperative Learning creates opportunities for them to understand what true leadership is about. Over time, they realize Girl Scouts' mission of leading with courage, confidence, and character as they make the world a better place.

Girl Scouts Community Values

Nurturing Diversity, Equity, Inclusion and Belonging

Girl Scouts of Hawai'i is committed to providing equitable and inclusive spaces where anyone who participates in GSH programs, including youth, adults, volunteers and staff know they belong. How can we live into these community values within our troops, service units, camps and events? Here are some good ways:

- Show care by learning each person's name with correct pronunciation (kids & parents!)
- Use a warm and friendly tone, and consistently greet each community member when they arrive. Say goodbye to each person by name as well.
- Learn about the cultures and identities of folks in your Girl Scout community by sharing stories, reading books & articles. Understand and respect cultural differences. Be sure not to put anyone on the spot or ask them to educate you.
- Occasionally ask the girls and youth who participate in Girl Scout programs if anything is worrying or bothering them. Be a trusted adult they can come to with their needs and emotions without judgment. You can still be a trusted and supportive adult even if you do not agree with youth by actively listening to their stories and experiences.
- Embrace diverse gender expression by inviting each community member to share their gender pronouns aloud or on name tags. Be sure to explain that no one has to share if they don't want to. Make this conversation matter-of-fact and use a positive tone.

- Welcome personal sharing about people’s cultural traditions, languages they speak and diverse family structures. Make this kind of sharing a consistent, reliable part of your time together.
- Learn the most valuable ways to support individual children and adults with disabilities, learning differences and/or or neurodiversity. Ask parents, “What can I do to support your child to learn/participate/feel successful in our group?” Ask adults, “Is there anything we can do to make this space more accessible to you?” Often, tools like visual aids or regular breaks are examples of things that help create access. Don’t assume what someone needs. Asking is the most respectful way.
- Provide a wide variety of activities for participants to engage in. Notice when children do not relate to an activity and get curious about why. (Not all kids are excited to earn badges, or engage in large group activities, for example). Find ways to connect with and relate to each child in your care.
- Allow, but don’t require, participants to say the Pledge of Allegiance or the Girl Scout Promise and Law at meetings. We must understand if they feel uncomfortable reciting pledges or participating in another tradition for any personal reason. We allow participants to refrain from participating or modify a pledge to meet their needs.

What to do About Bullying?

While it is normal for young people to explore using their power in different ways, it is never okay for any of us, adults or youth, to use our power to harm someone else. This is bullying and must be interrupted immediately in all Girl Scout troops and programs - including when harm is being done between adults. Any adult or volunteer who engages in bullying behavior may be asked to step down from their volunteer position until an investigation has been thoroughly completed.

Hostile language and behaviors are unsafe, threatening, discriminating and humiliating. Examples of bullying behavior that damages community and belonging include:

- Expressions of uncontrolled anger like mean words, discriminatory language, hostile tone of voice or yelling at someone (Yelling to get help with a safety problem is okay!)
- Gossip or intentionally damaging someone’s reputation, including negative postings on social media.
- Any unfair treatment that would make someone feel “othered,” excluded or stigmatized.
- Microaggressions cause people to feel ridiculed or targeted for an aspect of their identity. Painful examples of this might be implying that someone’s racial identity makes them exotic by asking “*what are you?*” or denying the significance of someone’s race by saying, “*I don’t see color.*” Other examples are showing surprise when a feminine woman identifies as a lesbian or confusion when a person identifies as gender non-conforming because of held stereotypes on gender expression and sexuality.
- Failure to accept responsibility and change behavior when someone has given you feedback about your harmful behavior.

- Failure to interrupt bullying, hateful speech or microaggressions. When no one in a community speaks up to interrupt these moments, it condones the behavior.
- Revealing a child's transgender and gender identity without expressed permission from the child and their family. Do not allow other parents or children to "out" anyone's gender identity or expression either. Each person is in charge of revealing their own gender identity how and when they choose.
- Encouraging others to engage in harmful behaviors against a person or a group of people because they harmed you first. There are respectful and healthy ways to work out our differences without perpetuating negative behaviors. Before reacting to harm, it is best practice to ask for help from a trusted adult ally or staff member.

Antiracist Pledge

Volunteering with us is a commitment to the practice of antiracism. GSH offers ongoing tools and training to all of our participants, volunteers, including guest speakers, Board members, and staff to participate effectively in this work, which takes a lifetime and is evolving. Systemic racism affects everyone and requires care and commitment to dismantle. We ask volunteers to learn more about [Girl Scouts commitment to Diversity, Inclusion, Equality, and Racial Justice](#) and commit to practicing antiracism with us by following our *GSH Culture Code for Equity and Belonging*, below.

Equal Opportunity

GSH is an equal opportunity organization which means we are committed to assuring equal opportunity for all youth, adults, volunteers, and staff including part-time, full-time, and temporary staff. We seek committed volunteers over 18 years old and value diversity regarding race, color, creed, ethnicity, religion, age, disability, sexual orientation, gender identity or expression, national origin, ancestry, veteran status, citizenship, pregnancy, childbirth status, medical condition, marital status, political persuasion or any other classification protected by federal, state or local laws or ordinances. In other words, we do not discriminate, and all folks are not only welcome, but are encouraged to join us.

Do you understand the benefits of empowering spaces for diverse groups of girls and gender-expansive youth to be together? Then we believe you can serve as a wonderful role model! GSH welcomes adult volunteers of all ages and backgrounds who are female-identified, male-identified, gender non-conforming, transgender and gender queer to serve as troop leaders, co-leaders, and other troop roles.

Part of our mission at Girl Scouts is to provide female-identified role models for girls. It is important that girls receive this mentoring for positive identity formation and self-concept as they grow. Girls also benefit from engaging in positive relationships with adults of all genders. Being in a diverse community where non-binary genders are embraced models with freedom of self-expression is vital for all kids and volunteers in our programs. To ensure our girls and gender-expansive youth receive all the care and

mentoring they need, when we have a volunteer who is not female-identified, they will be paired up with an adult volunteer who is female-identified.

Who Can Be a Girl Scout and Who Can Participate in Girl Scout Programs?

GSH works to provide safety, care, and confidence-building opportunities where our Girl Scouts can thrive. Any girl-identified youth, including cisgender girls and transgender girls, can be a Girl Scout. Transgender girls in our programs are to receive equal access and opportunity to participate in every way without being stigmatized or “othered.” Each child and their family is in charge of how they identify and their gender identities may change over time. For example, if a youth who has previously been a Girl Scout begins to identify as gender non-conforming, gender creative, non-binary, or trans-male, they will continue to be welcomed at Girl Scouts. We are loyal to the children and families who participate in our programs and are evolving our inclusive practices all the time. In addition, youth who have not previously been a Girl Scout and who identify as non-binary or trans-male are welcome to participate in GSH council-run resident camps, and in other programs that are designed to support inclusion of non-binary, gender expansive and trans-male youth.

Girl Scouts is a program that honors and celebrates the evidence-based needs girls have to be together without boys present. These spaces provide safety, care, confidence-building opportunities and a break from dominant culture. These spaces also can nurture and support non-binary, gender expansive and trans-male youth. This need is a reflection of the way sexism, misogyny and transphobia intersect with racism to affect even young children. We are proud to offer brave spaces for Girl Scouts and gender-expansive youth to shine!

Handling potentially sensitive issues

Girl Scout programs, activities, or events may at times focus on subjects that might be considered sensitive or controversial in nature and must be appropriately supervised and handled by the adult(s) in charge. GSH knows that the purpose of Girl Scout program is to provide quality leadership development experiences for all youth to make the world a better place. At times, being a leader requires individuals to address and handle topics that are considered sensitive or controversial. Rather than avoid such topics, adults can, when appropriate for age-levels and situations, discuss or model how to positively address and handle sensitive topics for our youth. We respect and nurture belonging and safe spaces for every camper by respecting their gender identity. While we invite every camper and staff member to share their pronouns, we will only discuss gender identity if questions are raised organically. If questions or issues about gender identity arise among Girl Scouts, volunteers and staff may address the questions or issues with respect and in an age-appropriate manner. Training and guidance is provided and encouraged to all adults, volunteers, and staff.

LGBTQIA+ Inclusion

Family diversity will be embraced, respected and normalized at Girl Scouts, including representation of families with two dads, two moms, gender-diverse caregivers, and transgender kids and families. An important way to do this is to adapt Girl Scout events to use inclusive language. For example, a “Mom & Me” event could instead be for “Girls & Their Grown-Ups.” Make an effort to connect with girls who may need help identifying an available grown-up to participate with. If there is no adult who can attend a particular event, allow the girl to choose a friend’s parent or volunteer to go with them. Reinforce how every Girl Scout has adults in their lives who care and will show up for them because they are part of this supportive community.

A person’s gender identity (how they express and identify) and sexual orientation (who they love) are two different things and are never up for debate. This means we never force anyone to disclose or discuss these parts of their identity. At the same time, we make room for children, adults and families to have the choice and opportunity to share their full selves with pride. LGBTQIA+ identified youth who participate in our programs are to receive equal access and opportunity to participate in every way without being stigmatized or “othered.”

People with Disabilities and/or Neurodivergence

We celebrate, welcome and affirm people with disabilities and/or neurodivergence (such as people with learning differences, autism or mental health factors). We strive to make our programs accessible for kids and families with disabilities and/or neurodivergence. We work with troop leaders to identify accommodations that can be made in order to meet the needs of every Girl Scout, focusing on their strengths, gifts and assets. Troop leaders must be thoughtful to meet each child’s needs without excluding or stigmatizing anyone for their difference.

Religion and Spirituality in Girl Scouts

Girl Scouts does not endorse nor promote any particular religious or philosophical belief. GSH believes that religion is a private matter for families to discuss at home, thought ideas and concepts may be shared as a way to increase understanding. Thus, we do not dictate the form or style of its participants’ worship. The basis for this belief is because the Girl Scout Movement is founded on democratic principles, including freedom of religion.

- **Flexibility in wording for Spiritual beliefs in the Girl Scout Promise**

GSH nor Girl Scouts of the USAA makes no attempt to define or interpret the word “God” in the Girl Scout Promise. It looks to individual members to establish for themselves the nature of their spiritual beliefs. When making the Girl Scout Promise, individuals may substitute wording appropriate to their own spiritual beliefs for the word “God”.

- **Place of religion in the Girl Scout Program**

Girl Scouts are encouraged and helped through the Girl Scout Program to become better members of their community which may include a religious group, but every Girl Scout group must recognize that religious instruction is the responsibility of families and religious leaders. GSH Council, troops, groups, and Service Units shall respect the varying religious opinions and practices of its membership in planning and conducting activities. When a Girl Scout troop or group is sponsored by one religious group, members of different faiths or religious affiliations within the troop shall not be required to take part in religious observance of the sponsoring religious group.

Abuse Free Environment

Without exception, Girl Scouts does not tolerate the abuse, violence or the threat of violence or intimidation, bodily injury, or neglect of any child or adult. GSH works with its adults to maintain a safe and nurturing environment that is free from abuse or the threat of. We recognize that harassment and the infliction of abuse of any kind, including physical, sexual, mental, verbal, or emotional is detrimental to others, and in particular, to a youth's personal development. It is the responsibility of all adults to immediately report any evidence of abuse, injury, or neglect.

Substance Abuse Free Environment

Without exception, Girl Scouts are prohibited from possessing, using, or being under the influence of any substance that may impair or pose a safety risk to self or others. GSH maintains a safe learning environment for girls and adults, across all sites and properties, which includes an atmosphere free of any substances that is considered illegal, poses a serious risk, a threat or harm to others, adversely affects the quality of work and performance of an individual, or has a negative impact on productivity and morale of others. This includes, but is not limited to, alcohol, tobacco, vape, and prescription and over-the-counter drugs.

Harassment Policy

In Hawai'i, harassment is legally defined as stated in **711-1106**:

1. A person commits the offense of harassment if, with intent to harass, annoy, or alarm any other person, that person:
 - a. Strikes, shoves, kicks, or otherwise touches another person in an offensive manner or subjects the other person to offensive physical contact;
 - b. Insults, taunts, or challenges another person in a manner likely to provoke an immediate violent response or that would cause the other person to reasonably believe that the actor intends to cause bodily injury to the recipient or another or damage to the property of the recipient or another;
 - c. Repeatedly makes telephone calls, facsimile transmissions, or any form of electronic communication as defined in section 711-1111(2), including electronic mail transmissions, without purpose of legitimate communication;
 - d. Repeatedly makes a communication anonymously or at an extremely inconvenient hour;

- e. Repeatedly makes communications, after being advised by the person to whom the communication is directed that further communication is unwelcome; or
- f. Makes a communication using offensively coarse language that would cause the recipient to reasonably believe that the actor intends to cause bodily injury to the recipient or another or damage to the property of the recipient or another.
- g. Harassment is a petty misdemeanor. [L 1972, c 9, pt of §1; am L 1973, c 136, §9(b); am L 1992, c 292, §4; am L 1996, c 245, §2; am L 2009, c 90, §1]

At GSH, every youth, volunteer and employee is entitled to work in an environment free of harassment in all forms. Sexual, verbal and physical harassment of any kind are strictly prohibited and cause for immediate dismissal.

If We Can't Meet a Child's Needs

In the rare occasion that a troop leader is not able to meet the needs of one or more children in their troop, they should contact their Service Unit Manager for further guidance, tools and resources. The SUM may reach out to GSH staff for support. A support plan may be coordinated to include tools for communication, conflict resolution, alternative ideas, code of conduct agreements, added parent support, or structural changes to group activities. Every possible effort will be made to keep each child who wants to participate in the group. We must guard against the hurt and stigmatization of not being included.

In the unlikely event that a child's needs are unable to be met by the troop the child is in, GSH staff will work with the child and their family to find an alternate troop that may be a better fit. The child can continue to participate as an individual member of Girl Scouts, or be issued a refund of membership dues and council service fees.

Taking Charge of Physical and Emotional Safety

Checklist for Drivers

In order to drive children as part of our Girl Scout program, you must...

1. Be 18 or older
2. Have a valid driver's license
3. Carry the minimum insurance required by law
4. Complete the GSH Background Check Process
5. Be a registered member of GSH

Before You Volunteer, You Must...

Complete the GSH Background Check Process and understand the Child Abuse and Mandated Reporter obligation. The results of this Background Check will be shared with staff or volunteers as needed and disqualification will remain confidential. Until a clear Background Check has been submitted to Girl Scouts, adult members are prohibited from:

- Driving or supervising Girl Scouts
- Handling money on behalf of Girl Scouts
- Being responsible for products
- Obtaining personal information of members (i.e. rosters)
- Attending a Girl Scout overnight activity

Once your background check has cleared, volunteers agree to fulfill their role by:

- Completing required GSH training, whether in-person or online, for all the duties in that volunteer role(s)
- Understand the GSH and Girl Scouts of the USA policies, and agree to abide by the **Safety Activity Checkpoints** and **Volunteer Essentials** guidebooks. Not sure what's required? Council is here to help – please ask or submit questions or request for volunteer training and support to customercare@gshawaii.org

Mandated Reporting of Child Abuse

Girl Scout volunteers are required to report known or suspected cases of **child abuse** to Child Protective Services. If a volunteer is told or suspects that a child has been abused, they must report this information to the assigned council staff member. Together, you are required by law to make a report with Child Protective Services. All GSH staff are Mandated Reporters and receive training to make these reports. Failure to do so has legal ramifications.

If any adult volunteering or working with GSH suspects that another adult is abusing children in any way, they are required by law to call Child Protective Services and make a report. GSH Council can guide you with training and more information.

Policy on Registered Sex Offenders

Registered sex offenders and adults living with registered sex offenders are expressly prohibited from serving as Girl Scout volunteers. Neither group will meet our Background Check qualifications. As a result, registered sex offenders will not have access to Girl Scouts in any way. These individuals will not be permitted to host children in their cars, homes, or engage in activities together at all.

Holding Ourselves Accountable

The intention of this Policy is to clearly inform all adults and volunteers on our stance as an organization striving to be inclusive, diverse and equitable to all members and program participants. We are deepening our tools, training and policies to reflect these values and bring them into practice. As such, volunteers who are not actively practicing

these same values and willing to follow our guidelines for physical and emotional safety, will not be a good fit for our organization. Girl Scouts of Hawai`i reserves the right to release any volunteer from service if their actions are inconsistent with our clearly named policies, principles and procedures.

Managing Conflicts Together

While Girl Scouts of Hawai`i directly supports all adults in our community (parents, volunteers, staff) to understand this Policy, our Culture Code, safety policies, and expected behaviors, volunteers are responsible for reinforcing these practices when the need arises. This means reminding other adults of what is expected if their conduct is mildly inappropriate or out of bounds. Examples of this kind of conduct include using a harsh tone of voice, microaggressions, consistently arriving late or not following through on tasks, receiving feedback defensively or refusing to talk through problems together. These kinds of issues require courageous conversations and are part of being a responsible community member. Don't know where to start, ask Council staff – we are here to help!

If you see no improvement in the behavior of the adult after a courageous conversation or need help to have the discussion, ask your Service Unit Leader or Council for support. In this way, conflicts can be managed directly, and Volunteer Essentials, the GSH Policy for Adults and Volunteers, along with other training tools, can be reinforced through everyday practice.

If the conflict is not resolved with the support of the Service Unit Leader Support Manager, you may use the *GSH Grievance Process* (outlined below) to seek support from GSH staff. Adults who continue behaving outside of our organizational values may receive coaching, a written warning, and temporary or permanent removal from their troop and/or service unit.

If a conflict arises in a troop that cannot be resolved through our GSH Grievance Process, next steps may include a troop leadership change, splitting the troop into two groups, or disbanding the troop altogether. In this unlikely event, every effort will be made to reassign each Girl Scout to an alternative troop in order to meet everyone's needs more effectively.

No Tolerance for Hate Speech or Actions

Hate speech or actions taken to harm any member of our community based on their race, color, creed, ethnicity, religion, age, disability, sexual orientation, gender identity or expression, national origin, ancestry, veteran status, citizenship, pregnancy, childbirth status, medical condition, marital status or political persuasion, is not tolerated at Girl Scouts.

GSH staff will investigate any adult or volunteer who has been accused of engaging in hate speech or actions taken to harm any member of our community. Pending the investigation, the adult or volunteer will be required to:

- Suspend all Girl Scout activities and duties until the matter has been resolved.
- Turn over all monies, materials, and records to a designated representative of the council until the matter is resolved.

If the investigation finds that the adult or volunteer has engaged in hate speech or actions with the intent to cause harm, consequences will include automatic dismissal.

Youth who exhibit hate speech or actions will be guided to understand the depth of pain they've caused, required to apologize, repair harm and participate in a family meeting to deepen understanding of the issue with parents present.

Consequences for Safety Violations

Violations of the following standards will result in immediate disciplinary action. GSH holds the right to dismiss any adult or volunteer from their duties for violating safety requirements. This may include prevention from all participation in Girl Scouts, including troops and activities. The following is expressly prohibited:

- Possession or distribution of alcohol, drugs, or any controlled substance at a Girl Scouts program
- Smoking and vaping around children (including in homes) and in non-smoking areas
- Bringing dangerous or unauthorized materials on Girl Scout property, including (but not limited to) explosives, fireworks and firearms.
- Unless prescribed by a personal physician, possession of marijuana or any controlled substance is not allowed on property that Girl Scouts owns and operates.
- Adults who are responsible for supervising or providing transportation must not be under the influence of alcohol, marijuana, any controlled substance, or prescription that alters your mental state.

Note: Alcohol may be served at an adult-only Girl Scouts event with prior written approval by GSH.

Additional examples of unacceptable conduct, subject to disciplinary action, include:

- Failure to comply with Hawai'i State Law that requires a driver and each passenger to be restrained by a separate safety belt in a passenger car, truck or van.
- Failure to comply with Hawai'i State Law regarding the use of car seats for children. Children must be in a belt-positioning booster seat until they are at least 7 years old.

- Failure to comply with the American Academy of Pediatrics and the National Highway Traffic Safety Administration guidelines which prohibit children under 12 years of age from riding in the front seat of a car equipped with air-bags.
- Failure to comply with Hawai'i State Law regarding the use of cell phones or other electronic devices without a hands-free device while driving.
- Falsifying or making material omissions in GSH records.
- Misappropriation of any Girl Scout funds.
- Theft or inappropriate removal of property that belongs to or is in the possession of Girl Scouts of Hawai'i, GSH employees, girl members, adult members, troops, service units, or visitors, and/or malicious or willful destruction or damage to such.
- Soliciting or accepting gratuities for personal gain or benefit.
- Violation of federal, state, or local laws.

As a reminder, any Girl Scout volunteer who is formally accused of, charged with, or under investigation by authorities for any automatically disqualifying offense will not be allowed to volunteer until disposition of the charge. This includes offenses which result in disqualification, such as hate speech or actions.

How to File a Grievance

All adults in our organization should first try to resolve problems by talking directly to one another in brave, respectful conversations. If it is not possible to come to a resolution that works for everyone, a volunteer may need to file a grievance.

A grievance is a complaint that another adult's behavior is in violation of this Policy, the Girl Scout safety protocols or Volunteer Essentials and is not improving with feedback. The *GSH Grievance Process* works to handle these complaints in an orderly and fair manner. To file a grievance, you should:

1. Contact your Service Unit Manager. Set up a meeting to share the adult behaviors you've witnessed that are outside the Girl Scouts expected behavior norms and include details from this policy for building equitable community for all, safety policies, and/or procedures. This meeting may include the person with concerning behavior if you'd like help from your Service Unit Manager to have a courageous conversation.
2. If you are not able to resolve your grievance with your Service Unit Manager's guidance, then reach out to Council at customercare@gshawaii.org.
3. If the problem you're having concerns a staff member or the staff member responsible for volunteers in your community is not able to support you to resolve your grievance, contact that person's supervisor. Not clear who that is? Send an email to: customercare@gshawaii.org.
4. Describe both the nature of the problem and what attempts (if any) you have already made to resolve it. Be prepared to provide documentation to support your claim.
5. If an acceptable solution is still not found, you may take the issue to GSH's Chief Officer who oversees membership and volunteer support. A final decision about the conflict should be made during this step. It is the Chief Officer's responsibility to ensure that any decisions or follow up steps are implemented. Not clear who that is? Send an email to: customercare@gshawaii.org.
6. Written documentation of the grievance along with the follow-up actions and agreements must be signed by all parties involved. A copy of this document will be kept on file by GSH staff.

GSH staff also are responsible for what they say and do. If you believe that a member of the GSH staff has violated the standards articulated in this Policy, then you are encouraged to speak with that staff member directly to express your concern and give feedback. You may want to include another staff person for support in this conversation. Working out problems directly increases trust, deepens relationships and strengthens our community. At the same time, if you are unable to have this conversation with the staff member, you may:

1. Notify the Chief Operating Officer
2. Report violations to customercare@gshawaii.org

Mahalo for your support and commitment to building an equitable, inclusive, safe community at Girl Scouts. **By following this Adult and Volunteer Policy together, we are taking charge of the physical and emotional safety of our keiki while making the world a better place for all people. Thank you for your commitment to this work!**

Resources

What resources are available to share with members of my Troop

For girls:

- Grades K–5
 - [Step Up, Stand Up, and Get Involved](#) (PDF)
 - [Take a Stand: A Guide for Kids Who Are Ready to Change the World](#) (PDF)
- Middle school
 - [Step Up, Stand Up, and Get Involved](#) (PDF)
 - [Share Your Passion: A Guide for Tweens Who Are Ready to Change the World](#) (PDF)
- High school
 - [Step Up, Stand Up, and Get Involved](#) (PDF)
 - [Join the Movement: A Guide for Teens Who Are Ready to Change the World](#) (PDF)

For adults:

- [Raising Awesome Girls](#)
 - [Why Tolerance Isn't Working](#)
 - [Help Girls Take Action Against Racism](#)

Key Terms

Diversity - Psychological, physical, and social differences that occur among any, and all individuals; including but not limited to race, ethnicity, nationality, socioeconomic status, education, marital status, religion, language, age, gender identity, sexual orientation, mental or physical ability, perspectives, learning styles, etc.

Inclusion - The guarantee of fair treatment, access, opportunity, and advancement while at the same time striving to identify and eliminate barriers that have prevented the full participation of some groups.

Equity - The guarantee of fair treatment, access, opportunity, and advancement while at the same time striving to identify and eliminate barriers that have prevented the full participation of some groups.

Belonging - Feeling accepted as a member or part. Acceptance does not mean you agree on everything with everyone around you. Sharing your differences and still accepting a person creates peace. Belonging focuses on our connections, rather than our differences.

Discrimination - The unfair or prejudicial treatment of people and groups based on characteristics such as race, gender, age, financial ability, or sexual orientation.

- **Racism** - Prejudice, discrimination, or antagonism directed against a person or people on the basis of their membership in a minority or marginalized racial or ethnic group
- **Homophobia** - Fear, hatred, discomfort with, or mistrust of people who are lesbian, gay, or bisexual.
- **Transphobia** - Fear, hatred, disbelief, or mistrust of people who are transgender, thought to be transgender, or whose gender expression doesn't conform to traditional gender roles.
- **Ableism** - The discrimination of and social prejudice against people with disabilities based on the belief that typical abilities are superior. Ableism is rooted in the assumption that disabled people require 'fixing' and defines people by their disability.
- **Religious Discrimination** - Opposition or hostility towards another because of their religious beliefs or lack of religious beliefs.
- **Classism** - The systematic oppression of subordinated class groups to advantage and strengthen the dominant class groups, assigning characteristics of worth and ability based on social class.

Privilege - Refers to certain social advantages, benefits, or degrees of prestige and respect that an individual has by virtue of belonging to certain social identity groups. These privileged social identities correlate to people who have historically occupied positions of dominance over others.

Intersectionality - The acknowledgement that everyone has their own unique experiences of discrimination and oppression and we must consider everything and anything that can marginalize people – gender, race, class, sexual orientation, financial ability, physical ability, etc.

Allyship - The role of a person who advocates and actively works for the inclusion of a marginalized or politicized group in all areas of society, not as a member of that group but in solidarity with its struggle and point of view and under its leadership.