

Volunteer Policies, Standards and Procedures



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Girl Scout Promise & Law

The Girl Scout Promise and Law guide everything we do, inspiring members to lead with courage, confidence, and character every day. They are central to many activities and traditions—recited at the start of troop meetings, during ceremonies and bridging events, at council and national gatherings, when representing Girl Scouts in the community, and throughout training and leadership programs.

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.

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.



Volunteer Policies and Standards

"We maintain that the strength of the Girl Scout Movement rests in the voluntary leadership of its adult members. We hold that the ultimate responsibility for the Girl Scout Movement rests with volunteers."

--Preamble, Constitution of Girl Scouts of the United States of America

Becoming an Antiracist Organization:

Volunteering with us is a commitment to the practice of anti-racism. We offer ongoing tools and training to all of our participants, volunteers (including Board members), and staff to participate effectively in this work, which takes a lifetime and is never done! Systemic racism affects everyone and requires care and commitment to dismantling. If you are not opened to actively doing anti-racism work, our organization is not a good fit for you. We ask volunteers to commit to practicing anti-racism by following our GSGNY Culture.

--Preamble, Constitution of Girl Scouts of the United States of America

Our Mission:

Building girls of courage, confidence, and character who make the world a better place.

Our Vision:

A New York City in which every Girl Scout feels empowered to lead in their community, the workplace, and the world.



Introduction

The Girl Scouts of Greater New York is chartered by the Girl Scouts of the USA and has the authority and responsibility to organize and provide Girl Scouting for all girls, grades K to 12, within the five boroughs of New York City. The Council recognizes the essential role of volunteers in fulfilling its mission to foster the growth of girls. To ensure effective and satisfying volunteer experiences, the Council is committed to an environment of respect and fairness in which volunteers receive support, recognition, and appreciation. The formulation and administration of these Volunteer Policies, Standards and Procedures reflect this commitment.

Policy

An established course of action which ***must*** be followed. Policies are established by the Council's Board of Directors or Girl Scouts of the USA. Girl Scouts of the USA policies are in the Blue Book of Basic Documents.

Standard- a specific practice which serves as a model for doing something well. They are flexible enough to meet the needs of a situation.

Procedure - a series of steps to ensure that the policies and standards are implemented.



Membership

All volunteers participating in the Girl Scouts of Greater New York must meet Girl Scouts of the USA membership standards; be registered as members of the Girl Scouts of the USA through the Council; be current on annual membership dues; and agree to abide by the policies, principles, mission, vision, values and goals of the Girl Scouts of the USA and the Girl Scouts of Greater New York.

Volunteer

Any volunteer position with the Girl Scouts of Greater New York is entirely voluntary and without compensation. The provisions of these Volunteer Policies, Standards & Procedures do not constitute a contract (either expressed or implied) of employment between a volunteer and Girl Scouts of Greater New York.

Benefits

Benefits to volunteers include opportunities for training, learning, and skills development; Girl Scout publications; documented volunteer experience, as well as, where appropriate, references upon request; and accident insurance for Girl Scout activities as part of GSUSA registration.

Well-Being of Girl Scouts

The Council is committed to providing an environment that safeguards and promotes the health and well-being of all girl members. In accordance with this commitment, the Council expects all volunteers to strive to ensure that the care and supervision of all girls engaged in Girl Scout activities are exemplary. Abusive or exploitive behavior of any type will not be tolerated. Child abuse and neglect are unlawful acts. It is against Council policy for any volunteer or staff to physically, sexually, emotionally, mentally, or verbally abuse or neglect a girl member. Such behavior will be referred to the proper authorities for further investigation and prosecution. The volunteer's position will be terminated.

Representation of Agency

Volunteers are **not** to contact organizations or individuals on behalf of the Council or to respond to 5 inquiries regarding the Council unless they are given express directions to do so by the Council. Prior to any action or statement which might affect or obligate the Council, volunteers should seek prior consultation and approval from appropriate staff. Actions requiring prior approval of Council staff may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual obligations exceeding \$2,000. Volunteers are authorized to act as representatives of the Council as specifically indicated within their position descriptions and only to the extent of such written specifications.



Advocacy and Electioneering

The laws governing nonprofit organizations draw a distinction between advocacy activities and electioneering activities. While we encourage girls and volunteers to actively work with and advocate with their public officials on policy issues, it is important to remember that any electioneering in your official Girl Scout capacity is prohibited.

** See: Blue Book of Basic Documents, Girl Scouts of the USA; Safety Activity Checkpoints; and Policies, Standards, & Procedures Girl Scouts of Greater New York.*

Electioneering is defined as the activity of trying to persuade people to vote for a particular political party or candidate. Such activity is a direct violation of the tax law that governs non-profit organizations. You may, however, campaign on behalf of a non-political cause to ease the individual without reference to your role as a Girl Scout leader.

Below is a list of electioneering examples. This list is not exhaustive, and if at any point, clarifications is needed, contact our Customer Care: customercare@girlscoutsnyc.org

When acting as a Girl Scout representative, a Girl Scout member **may not** engage in the following prohibited electoral activity:

- Endorse any candidate for public office or influence in any way the nomination or election of someone to a federal, state or local public office or to an office in a political organization.
- Use official Girl Scout letterhead or office email to write in support or opposition of a candidate or distribute campaign materials, including flyers, postcards, newsletters and signage.
- Coordinate or host council site visits, activities or other functions with an election campaign office.
- Participate in any election events or activities, including a campaign parade orally.
- Host a flag ceremony to open a political campaign event.
- Wear official Girl Scouts uniforms or other insignia to a political campaign event or fundraiser, even during non-work hours or wear campaign buttons on the Girl Scout uniform at any time, as well as on non-Girl Scout apparel, while conducting official Girl Scout business.
- Make financial contributions to candidates or political parties on behalf of Girl Scouts, meaning any payment, loan, deposit, gift, or other transfer of anything of value.

Girl Scout volunteers and Girl Scout members **may** engage in the following activities:

- Write, visit, or call your Members of Congress, Governor, state legislator and all other local policymakers in support or opposition to legislation, especially when Girl Scout or girl issues arise.
- Invite your elected officials to major council events, such as Gold Award Girl Scout ceremonies or other community events, hosted by your Council as long as the elected official is clear that they cannot use their speaking time as an election-related platform.
- Collecting signatures of members in their community who promise that they will vote on Election Day.
- Stage a public candidate debate on a wide range of issues concerning girls that the candidates would address if elected to the office and that are of interest to the public.
- Participate and host “get out the vote” registration drives, urge the public to register to vote and publicize efforts. Again, registration may not be specific to a particular political party or on behalf of a specific political party or candidate.

Volunteers may receive inquiries from family members, sponsors or other community partners regarding the stance of the Girl Scout organization related to specific social issues. As representatives of the Girls Scouts, you may respond referencing these volunteer policies, the [Blue Book of Basic Documents](#), and other statements issued or posted on our website by the Council. If you need assistance in responding to a question, contact our Customer Care at customercare@girlscoutsnyc.org .

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all information to which they are exposed while serving as a volunteer, whether this information involves a staff member, volunteer, caregiver, Girl Scout, or other person or involves overall agency business. Failure to maintain confidentiality may result in termination of the volunteer’s relationship with the Council or other corrective action.

Pluralism

The Girl Scouts of Greater New York will work towards the elimination of organizational behavior, action or structure which denies or limits access to power, resources, membership, participation, or recognition on the basis of race, religion, or national origin.

Affirmative Action

The **Girl Scouts of Greater New York** value diversity as essential to excellence and fully supports the “**Affirmative Action for Volunteers**” policy of Girl Scouts of the USA. This policy ensures that:

- There is **no discrimination** against otherwise qualified adult volunteers based on **disability, age, race, color, ethnicity, gender, creed, national origin, sexual orientation, or socioeconomic status.**
- **Affirmative action policies** are applied in **recruitment, selection, training, placement, and the recognition** of volunteers, with special emphasis on including underrepresented population groups.

While respecting the diverse opinions and practices of its membership, Girl Scouts **does not permit advocacy of personal, religious, political, or lifestyle preferences** within its programs.



Recruitment

The Council actively recruits new volunteers. Each volunteer position includes a **written position description** outlining:

- Specific responsibilities
- Required qualifications
- Expectations for the role
- Chain of command, identifying the **next person (volunteer or Council staff) in supervision**, referred to as “Supervisor” in this policy

All volunteers are **expected to complete the training** relevant to their positions.

Selection and Placement

Volunteers are selected based on:

- **Qualifications** and ability to perform the position
- **Willingness and availability** to complete required training

During a meeting with an authorized Council representative, the following will be discussed:

- Purpose and mission of the Girl Scout organization
- Specific position(s), skill required, responsibilities, reporting lines, and time commitment
- Training requirements
- Length of appointment

Every effort is made to place volunteers in positions that align with their interests and further the mission of the Council. Individuals not placed in their preferred positions may be recommended for other roles. Appointments automatically terminate at the end of the period stated in the written position description.

Ultimately, all volunteers serve at the discretion of the Council and may be released at will.

Background Checks

To ensure a safe and nurturing environment, all adults volunteering with girls must consent to and authorize the Girl Scouts of Greater New York to obtain:

- Independent criminal background reports
- Social Security number validation
- Relevant information from motor vehicle records, past employment, education records, or references as necessary for the volunteer role
- Credit reports, if the position involves handling money

Background checks are mandatory for all adults working with girls and must be renewed every three years.

This process supports the Council's mission to help girls build confidence, character, and courage in a safe and supportive environment with responsible adult mentors.

Training

Willingness and availability for training are essential for all volunteer positions. Volunteers appointed to specific roles must complete the mandatory training courses designated by the Girl Scouts of Greater New York within the required timeframe.

Additional training and adult learning opportunities are offered regularly to support volunteer growth and meet diverse needs. The Council strives to provide flexible scheduling and locations for all training sessions. Volunteers may also apply for educational opportunities offered by Girl Scouts of the USA or other community resources.

Supervision, Evaluation, and Reappointment

Every volunteer is entitled to:

- Ongoing support from their supervisor
- Regular performance evaluations based on their written position description, including goals, expectations, and time commitments

Annual reappointment is required for a volunteer to continue in a position.

Recognition and Appreciation

Volunteers serve Girl Scouts because they believe in the movement, enjoy giving service to others, and seek personal growth and development. There are also occasions that call for special recognition.

The Council maintains the personnel and procedures to ensure appropriate recognition of volunteer contributions. The recognition system aligns with the standards of Girl Scouts of the USA and Girl Scouts of Greater New York.

Problem-Solving

If a volunteer encounters a problem while performing Girl Scout activities, it is their responsibility to bring the issue to their volunteer supervisor for resolution.

- If the volunteer is not satisfied with the solution, they may request a meeting with a Volunteer Support Specialist, Volunteer Support Manager, or Supervisor of the Membership Department.
- If still unresolved, the volunteer may request a meeting with a designated member of the Board of Directors.

If a supervisor identifies a problem with a volunteer's behavior, ability, or willingness to meet the responsibilities of their position, and immediate removal is not required to protect the girls or the organization:

1. The supervisor will discuss corrective solutions with the volunteer.
2. The volunteer will be given opportunities to address the deficiency within an agreed-upon timeframe.
3. If no agreement is reached or performance does not improve, the supervisor may consider release of the volunteer from the position, following the steps outlined under Termination.



Termination

A volunteer may terminate their service at any time by providing written notification to their supervisor. The Council may terminate a volunteer's service for reasons including, but not limited to:

- Inability or unwillingness to perform the duties of the position
- Failure to complete required training
- Refusal or failure to comply with Council and/or Girl Scouts of the USA policies or standards
- Endangering the health, well-being, or safety of others
- Inadequate job performance
- Restructuring of volunteer positions will be notified.

Procedure of Termination

1. Facts should be gathered and documented.
2. The supervisor will discuss the matter with appropriate staff.
3. A meeting should be held with the volunteer, supervisor, and appropriate staff to review the situation.
4. If no resolution is reached, the volunteer should be given the opportunity to resign.
5. If the volunteer refuses to resign, the appropriate staff, with the supervisor's agreement, will inform the volunteer of their release and the effective date.
6. A written notice of release, signed by the appropriate staff, will be sent to the volunteer, and other relevant parties will be notified.

Grievance

A grievance is a complaint by a volunteer that policies or procedures related to their position are not being properly administered. The grievance procedure is designed to ensure objective review and orderly handling of volunteer complaints.

- Volunteers may expect a fair resolution of their grievance without fear of jeopardizing their volunteer status.
- Most grievances should be resolved through informal conferences and communication, aiming to resolve the root cause.
- If a volunteer and supervisor are unable to resolve a complaint informally, the volunteer may request a meeting with the Supervisor of the Membership Department.
- Initiating a grievance does not prevent the Council from taking necessary action.
- Following the grievance hearing, the decision of the Supervisor of the Membership Department will be reviewed with the Chief Executive Officer.

Policy Regarding Observed Dishonest Activity

All GSGNY volunteers are encouraged to report concerns about suspected illegal, fraudulent, or dishonest activity. Examples include violations of federal, state, or local laws, inappropriate handling of troop or service unit funds, and other forms of fraudulent financial reporting.

- Volunteers with knowledge or concerns about illegal, dishonest, or fraudulent activity should contact the Supervisor of the Membership Department.
- If the allegation involves that individual, the report should be directed to the CEO or a Board member.
- Volunteers must exercise sound judgment to avoid baseless allegations.
- Any volunteer who intentionally makes a false report may face discipline up to and including removal from their position.
- Retaliation against anyone reporting fraudulent activity is strictly prohibited.
- Complaints will be handled with sensitivity, discretion, and confidentiality to the extent allowed by law.

Alcohol and Drug Use

- The possession or consumption of alcoholic beverages is not permitted at events for girls held under the Council's jurisdiction or sponsorship.
- Unauthorized possession or consumption of alcohol is also prohibited on Council-owned or operated properties.

Smoke-Free Environment

The Girl Scouts of Greater New York maintains a smoke-free environment to ensure adults serve as positive role models for girls.

- Troop Co-Leaders or Troop Support Volunteers may not smoke or vape while Girl Scouts are present.
- The legal age for smoking/vaping in New York is 21 years; older girls may not smoke, even with parental permission.
- If a Troop Co-Leader must smoke/vape, it must be done in a designated area away from the girls, ensuring adult coverage for the troop according to Girl Scout adult-to-girl ratios.
- Smoking/vaping is only permitted in designated areas of Council-owned or operated properties and never during troop/group meetings or events while Girl Scouts are present.

Nurturing Diversity, Equity, Inclusion, and Belonging

Girl Scouts of Greater New York is committed to providing **diverse, equitable, and inclusive spaces** where girls, volunteers, and staff feel they belong. To foster these community values within troops, service units, camps, and events, consider the following practices:

- **Learn and Respect Names:** Make an effort to learn each person’s name, including correct pronunciation, for both children and parents.
- **Warm Engagement:** Use a friendly tone, consistently greet each community member on arrival, and say goodbye by name.
- **Cultural Awareness:** Learn about the cultures and identities represented in your community through books and articles. Respect cultural differences and avoid putting anyone on the spot to educate you.
- **Check In:** Occasionally ask girls if anything is worrying or bothering them. Be a trusted adult who listens and supports their needs and emotions.
- **Gender Inclusion:** Embrace diverse gender expressions by inviting community members to share their pronouns, verbally or on name tags. Clarify that sharing is optional and normalize the conversation positively.
- **Cultural Sharing:** Welcome discussions about cultural traditions, languages spoken, and family structures. Make this sharing a regular, predictable part of your time together.
- **Accessibility and Support:** Learn how to best support children and adults with disabilities, learning differences, or neurodivergence. Ask parents and adults, “What can we do to help you participate, learn, or feel successful?” Examples include visual aids, fidget items, and regular breaks. Never assume—asking is the most respectful approach.
- **Varied Activities:** Offer a variety of activities and notice when children do not engage. Explore ways to connect with each child individually, recognizing that interests and participation styles vary.
- **Optional Participation in Pledges:** Allow, but do not require, girls to recite the Pledge of Allegiance or Girl Scout Promise. Respect personal reasons for modifying or refraining from participation.

By intentionally practicing these strategies, volunteers create a welcoming, inclusive, and supportive environment where every girl and adult can thrive.

It increases trust, deepens relationships, and strengthens our community. At the same time, if you are unable to have this conversation with the staff members, you may:

1. Notify the Supervisor of Membership and Volunteer Support immediately upon identifying any concerns or issues related to membership or volunteer conduct.
2. Report Violations: Any violations should be reported either to customercare@girlscoutsnyc.org or directly to the Supervisor of Membership and Volunteer Support.

All reports will be reviewed promptly to ensure appropriate follow-up and resolution in accordance with Girl Scouts NYC policies.

We are thrilled to have your support and commitment to building an equitable, inclusive, and safe community at Girl Scouts.

By following this Volunteer Policy together, we are ensuring the physical and emotional safety of our girls while helping make the world a better place for everyone. Thank you for your dedication to this important work!



LGBTIA+ and Inclusion

Girl Scouts embraces, respects, and normalizes family diversity, including families with two dads, two moms, and transgender children and families. Events and activities should use inclusive language. For example, a “Mom & Me” event could be renamed “Girls & Their Grown-Ups.” Make an effort to connect with girls who may need help identifying an available grown-up to participate. If no adult can attend, allow the girl to choose a friend’s parent or a volunteer to join. Reinforce that every Girl Scout has caring adults in her life who will show up for her as part of this supportive community.

Gender identity (how a person expresses and identifies) and sexual orientation (who they love) are separate and never up for debate. No one should be forced to disclose or discuss these aspects of their identity. At the same time, children, adults, and families should have the choice and opportunity to share their full selves with pride.

Transgender girls in programs must receive equal access and opportunity to participate fully, without being stigmatized or “othered.”

Inclusion for People with Disabilities and/or Neurodivergence

Girl Scouts celebrates, welcomes, and affirms people with disabilities and/or neurodivergence, including learning differences, autism, or mental health factors. Programs are designed to be accessible to all children and families. Troop leaders collaborate to identify accommodations that meet each girl’s needs while focusing on her strengths, gifts, and assets. Leaders must ensure that accommodations are provided without excluding or stigmatizing anyone for their differences.

Supporting Children Whose Needs Cannot Be Fully Met

In the rare instance that a troop leader cannot fully meet the needs of one or more children in their troop, the leader should contact their Service Unit Manager (SM) for guidance. The SM may consult with GSGNY staff to provide additional support.

A support plan may be developed, which could include increased parent involvement or structural adjustments to group activities. Every effort will be made to ensure that each child can continue participating, while avoiding hurt or stigmatization from exclusion.

In the unlikely event that a child’s needs cannot be met within her current troop, GSGNY staff will work with the child and family to identify an alternate troop that may be a better fit. The child can continue participating as an individual member of Girl Scouts until a suitable placement is found

Harrassment

The Council is committed to fostering an environment where relationships are guided by dignity, respect, courtesy, and equitable treatment. Any form of harassment based on age, race, color, ethnicity, gender, creed, national origin, socioeconomic status, sexual orientation, or disability is strictly prohibited.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, or verbal/physical conduct of a sexual nature that creates an intimidating, hostile, or offensive environment.

Volunteers who believe they have experienced harassment—whether by another volunteer, parent/caregiver, staff member, or agent of the organization—should promptly report the incident to their Volunteer Support Specialist or Supervisor. The receiving Volunteer Support Specialist must escalate the matter to the Chief Executive Officer (CEO), who will take appropriate measures to resolve or correct the situation.

Behavior that disrupts the troop or program, as determined by Girl Scout staff, may result in the removal of the child or volunteer from the troop and/or Girl Scouts.

Hostility

The Council strictly prohibits hostile behavior in any form toward anyone involved with the Council. Hostility includes, but is not limited to:

- Physical violence • Harassment, intimidation, or stalking
- Coercion or bullying
- Display of weapons
- Threats or hostile communication, including jokes or comments about hostility, whether in person or via writing, telephone, text messaging, voicemail, email, social media, or other technologies

Behavior that disrupts the troop or program, as determined at the discretion of Girl Scout staff, may result in the removal of the child or volunteer from the troop and/or Girl Scouts.



No Tolerance for Hate Speech or Harmful Actions

Girl Scouts of Greater New York (GSGNY) does not tolerate hate speech or actions intended to harm any member of our community based on race, color, creed, ethnicity, religion, age, disability, sexual orientation, gender identity or expression, national origin, ancestry, veteran status, citizenship, pregnancy, childbirth or related medical conditions, marital status, or political persuasion.

Investigation and Interim Measures

- GSGNY staff will investigate any volunteer accused of engaging in hate speech or harmful actions.
- Pending the investigation, the volunteer must:
 - Suspend all Girl Scout activities and duties until the matter is resolved.
 - Turn over all monies, materials, and records to a designated council representative until the investigation is complete.

Consequences

If the investigation determines that the volunteer engaged in hate speech or actions intended to cause harm, the volunteer will face automatic dismissal from their position.



Reporting Procedure

Whistleblower Policy for Volunteers

A whistleblower is a volunteer who reports an activity they believe to be illegal, fraudulent, dishonest, or harassing. Volunteers are encouraged to report concerns about such activities. Examples include violations of federal, state, or local laws, billing for services not performed or goods not delivered, or other forms of fraudulent financial reporting.

Procedure

- Volunteers with knowledge or concerns about illegal, dishonest, harassing, or fraudulent activity should contact their Volunteer Support Specialist.
- If the allegation involves the Volunteer Support Specialist or a member of the Membership Volunteer Support Team, the report should be directed to the Chief People Officer or the CEO.
- Volunteers must exercise sound judgment and avoid baseless allegations. Any volunteer who intentionally submits a false report may face discipline up to and including removal from volunteer positions.

Protection Against Retaliation

- Retaliation against whistleblowers is strictly prohibited. Examples include threats, physical harm, or loss of a volunteer position.
- Volunteers who believe they have experienced retaliation should immediately notify their Volunteer Support Specialist or a member of the Membership Volunteer Support Team, or direct the claim to the CEO. All complaints of retaliation will be investigated, and corrective measures will be taken if allegations are substantiated.

Confidentiality

- Whistleblower complaints will be handled with sensitivity, discretion, and confidentiality, to the extent allowed by law.
- Complaints will generally only be shared with individuals who need to know to conduct an effective investigation, take appropriate action, or, when necessary, with law enforcement personnel.

Social Media Guidelines for Volunteers

The term “social media” refers to tools that enable sharing information and building communities through online networks.

The use of social media helps increase the visibility of the Council as a unified organization, sharing news about activities, events, and initiatives. The Council regularly posts status updates, photos, links, and other content across various social media channels.

Creating a Page

- If you are creating a social media page for your troop or service unit, the page name should reflect the service unit name or Troop #xxxxx.
- For existing pages, set privacy to “friends only” so that people must request access before viewing content.

Safety and Content Guidelines

- These measures help protect girls online, especially when posting photos or sharing meeting details.
- Remember that all content reflects Girl Scouts of Greater New York and GSUSA, so exercise caution when selecting posts.
- Discuss with your troop or service unit the importance of preserving the Girl Scout image online. Encourage members to use good judgment and discretion when posting.
- If contacted by Girl Scouts of Greater New York or GSUSA to remove content or links, comply immediately with the request.

Media Contact

The Board of Directors of the Girl Scouts of Greater New York requires that all media inquiries be directed to the Council’s Marketing and Communications Department or the CEO.

Media in New York City reach far beyond the five boroughs and often have a national scope. Because of this, it is essential that all adult volunteers and parents cooperate fully by contacting the Council regarding any media-related issues.

Policies Related to Fundraising

The Girl Scouts of Greater New York actively raises funds and program support each year on behalf of the girls it serves. We approach foundations, corporations, government entities, and individuals, who in turn receive acknowledgment of their gift for tax deduction purposes.

While we value the enthusiasm of adult volunteers to fundraise within their local communities, it is essential that all efforts complement one another and do not compete for the same resources.

Based on inquiries from individual leaders and Service Unit Managers who wish to fundraise on behalf of their own troop or service unit, the following guidelines have been established to ensure consistent and effective fundraising practices.

For Adults

- Adults are welcome to participate in fund-raising efforts on behalf of and together with the Council only when authorized in advance of the solicitation by the Council, and when the Council is the beneficiary. Government grants and corporate grants will go towards council programs according to how they are designated.
- Volunteers who work at companies that offer Volunteer Grants may apply for these grants. These grants must be made payable to the “Girl Scouts of Greater New York” and will be used for council programs. Volunteer hours must be verified by a member of the council staff and each volunteer must submit her/his own application based on the requirements to his/her company. Volunteers may apply for up to 50% of the funds from the volunteer grant for use by their troop. To meet IRS regulations and comply with donor intent, the funds must be used for appropriate Girl Scout activities and must benefit the entire troop rather than a specific individual. To apply for a volunteer grant, please get in touch with the Special Events and Individual Giving associate.
- Adult members in their Girl Scout capacities may not solicit financial contributions for purposes other than Girl Scouting.
- If adults solicit local businesses for in-kind donations, the donor must be advised that the contribution, which must be payable or given to the individual troop, is not tax-deductible.

For Troops

- Troop money-earning activities may not be held during the Council's Cookie Program or Fall Product Program.
- Those troops who wish to conduct an additional fundraiser to the Cookie or Fall Product Program must participate in the initial Cookie Campaign and Fall Product Program. All troop monies earned or raised are not the property of any one individual but of the troop or the Council.
- Girl Scouts may not engage in direct solicitation of money other than within the purview of the Cookie program.
- A Troop Money Earning Application must be completed, submitted, and approved by Council, before any fund-raising activity. Submit the form to our Customer Care Team at customercare@girlscoutsnyc.org. The form must be approved by both the Product Program team and Volunteer Experience team.

For Service Units and Groups

The vast majority of events at the Service Unit or Borough Level are not fund-raising events; they are program events that should be designed to run at cost. They should follow the Girl Scout guidelines for Girl Scout and adult participation. In the event there is a profit on an event, the proceeds should go to the Service Unit or Borough's Program Committee in a separate account to be used for start-up funds for future events or other approved Service Unit Expenses. Service Units/Boroughs who are interested in running a fund-raising event need to:

- First consider whether a fund-raising event is the best approach. Fund-raising events require a great deal of time and resources; the vast majority of events yield a small return and some events lose money.
- Understand the proceeds from Fundraising Events must come to the Girl Scout Council. The proceeds may be designated in one or more ways.
- Manage the event at the volunteer level including promoting the event, recruiting volunteers, Girl Scouts and attendees and managing the funds.
- Submit a written proposal to the Volunteer Experience department on the event, including its budget, date and anticipated proceeds. Proposals must be submitted no less than two months prior to anticipated event date and allow at least 3 weeks for approval.
- The proposal must be approved by the Volunteer Experience department and the Advancement department.

For Service Units and Groups Cont.

If approved:

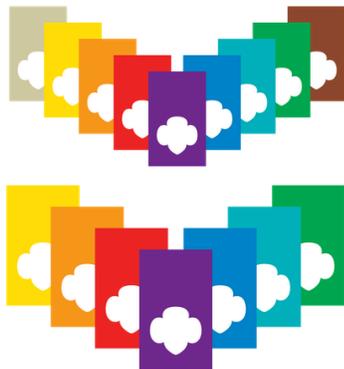
- Ensure promotional materials clearly state the percentage of proceeds that will benefit the Girl Scout Council, so this amount is transparent to the participants. For example, “xx% of the proceeds will support the Girl Scouts of Greater New York.”
- If applicable, confirm the tax-deductible portion and receipt process with the Council’s Individual Giving/Special Events team.
- Ensure you follow Girl Scout branding guidelines when using the Girl Scout name or logo.
- When given ample notice, the Council may be able to include approved Service Unit/Borough Events as an additional opportunity in one of its regular communications. Note that products or brands cannot be promoted or endorsed in these communications.

If you have any questions regarding this policy, don't hesitate to get in touch with our Customer Care at customercare@girlscoutsnyc.org, who will connect you with the Volunteer Experience department or the Advancement department.

Product Program Position Statement

The Girl Scout Cookie Program is designed for Girl Scouts in grades K through 12. Through this program, girls develop a wide range of skills, including goal setting, planning, marketing, leadership, and financial management.

The Girl Scouts of Greater New York supports Girl Scouts of the USA’s position that product sales should be integrated into the year-round activities of the troop or group, and all product sales will be promoted in alignment with this approach.



Troop Standards

GIRL SCOUT PROGRAM LEVELS BY GRADE



Daisy
K & 1st



Brownie
2nd & 3rd



Junior
4th & 5th



Cadette
6th → 8th



Senior
9th & 10th



Ambassador
11th & 12th

Troop Size and Leadership

It is recommended that troop sizes be a minimum of 12 Girl Scouts

Each Daisy, Brownie, Junior, Cadette, Senior, and Ambassador Girl Scout troop must have at least two trained, registered, and background-checked adult leaders. It is preferable that a leader share responsibility for no more than two troops. If an adult will function as the co-leader of more than one troop, these guidelines should be followed:

- Preferably, the co-leader should meet with each troop on a separate day and time.
- If the troops meet on the same day, they should meet on a different time schedule.
- If the troops meet on the same day and time schedule, the leader must have separate programs for each program level.

Ratio of Adults to Girls

The co-leaders, or another responsible adult designated by the leader or the Council, are present during all troop meetings and related activities. The Safety Activity Checkpoints require the following ratios of adults to girls:

For Meetings

Two Adults to every:

12 Daisy Girl Scouts
20 Brownie Girl Scouts
25 Junior Girl Scouts
25 Cadette Girl Scouts
30 Senior Girl Scouts
30 Ambassador Girl Scouts

One Adult to each additional:

6 Daisy Girl Scouts
8 Brownie Girl Scouts
10 Junior Girl Scouts
12 Cadette Girl Scouts
15 Senior Girl Scouts
15 Ambassador Girl Scouts

For Events, Trips, and Troop Camping:

Two Adults to every:

6 Daisy Girl Scouts
12 Brownie Girl Scouts
16 Junior Girl Scouts
20 Cadette Girl Scouts
24 Senior Girl Scouts
24 Ambassador Girl Scouts

One Adult to each additional:

4 Daisy Girl Scouts
6 Brownie Girl Scouts
8 Junior Girl Scouts
10 Cadette Girl Scouts
12 Senior Girl Scouts
12 Ambassador Girl Scouts

Troop Composition

Troops should reflect the diversity (economic, racial, cultural, and religious) of the community.

Uniforms

While Girl Scouts of the USA is a uniformed organization, many Girl Scouts and adults take pride in wearing the uniform. However, uniforms are not required to participate in Girl Scouting.

At each level, girls are asked to wear one required element—a tunic, sash, or vest—to display official pins and awards. No girl or adult should be discriminated against or excluded from any Girl Scout activity for not wearing a uniform.

Troop Funds

Troop money belongs to the troop, not individual members of the troop. Information about the treasury must be available to Girl Scouts in the Troop, caregivers in the Troop, Service Unit Managers, and Council staff. Therefore, Troop Co-Leaders must keep a detailed record of the Troop Treasury. It is recommended that Troop Co-Leaders schedule frequent family meetings to discuss troop funds.

If a Troop Co-Leader decides to vacate her volunteer position all monies from the Troop Treasury must be returned to the Council or turned over to the new Co-Leader of the Troop/Group.

Any fees incurred by Girl Scouts of Greater New York due to troop errors, omissions, change of bank, etc. are the responsibility of the troop.

If a troop decides to split into two or more groups (for example, due to size, leadership changes, or moving to new grade levels), Funds should be divided equitably among the girls who are continuing in Girl Scouts. This usually means that funds are split among girls (e.g., \$300 left in the account and 10 girls → \$30 per girl). If some girls leave the Girl Scouts entirely, they do not receive funds; the funds remain with active Girl Scouts.



Acceptable Use of Funds

- Funds cannot be distributed as cash or personal refunds to families.
- Instead, the council or troop leader(s) will:
- Transfer funds into the new troop's bank account(s), or
- Use funds for Girl Scout-related expenses (registration, uniforms, badges, trips) for the girls moving forward.

Leadership Changes

- If leadership changes but the troop remains intact, the funds stay with the troop, not with the departing leader.
- If the troop dissolves completely, remaining funds must be returned to the council (often to a general troop development fund).

Council Reporting

- A Troop Disband or Split Finance Report is usually required, submitted with the troop's final bank statement to customercare@girlscoutsnyc.org and Volunteer Support Specialist.

Troop Misuse of Funds

Troop funds are the property of the troop and the Girl Scouts of Greater New York (GSGNY) and must be used exclusively for Girl Scout-related activities that benefit the girls. All troop leaders and volunteers are entrusted to manage funds responsibly and transparently

1. Definition of Misuse - Misuse of troop funds includes but is not limited to: Using funds for personal expenses (e.g., groceries, gas, household bills). Withdrawing cash without receipts or documentation. Mixing personal and troop funds in the same account. Failing to submit required financial reports. Refusing to transfer funds when girls move or a troop disbands.

2. Accountability & Transparency - Troop bank accounts must have two unrelated, registered, and background-checked signers. Leaders must keep accurate records of all income and expenses. Parents/guardians are entitled to request troop financial reports at any time. Annual troop finance reports must be submitted by the council deadline.

Troop Misuse of Funds Cont.

3. Consequences of Misuse of troop funds GSGNY will take action if troop funds are misused:

- Review & Corrective Action – Volunteer may be required to provide receipts, repay funds, or complete training.
- Restriction or Removal – Volunteer may be removed from money-handling or leadership roles, up to and including termination.
- Council Intervention – Troop bank accounts may be frozen or closed.

4. Reporting Concerns

Concerns regarding troop finances should be reported to the Volunteer Support Specialist. Reports are kept confidential, and GSGNY is required to investigate.

By following this policy, volunteers ensure that troop funds are used ethically and transparently, supporting the Girl Scout mission of building girls of courage, confidence, and character.

5. Prevention

- Require two signers for every transaction.
- Avoid cash withdrawals unless pre-approved by council policy.
- Provide parents/guardians with regular financial updates.
- Maintain receipts and documentation for all purchases.
- Submit accurate and timely annual troop finance reports.



Recognizing and Reporting Signs of Child Abuse

It is important that you, as a Girl Scout Leader, be able to recognize signs of child abuse in girls. If you notice these signs, you should follow council guidelines for reporting the information to the proper agency or authority. You should alert a council staff member, a child protection agency, or a law enforcement agency.

Alert council by calling the Emergency Phone Line at 212-645-4009.

You may also call the appropriate authority directly:

- Administration for Children's Services, Child Abuse and Maltreatment Hotline: 1-800-342-3720. This is a 24-hour-a-day, 7-day-a-week, confidential hotline to report child abuse or neglect.
- New York City Police Department: 911. In an emergency situation, and to protect a child you believe is in immediate danger, you should contact the police department/emergency services.

When you call to report child abuse, you may be asked the following questions:

- Name and address of the child and family members
- Child's age, sex, and primary language
- Nature and extent of the child's injuries
- Type of abuse or neglect, including evidence of a prior history of maltreatment of the child or siblings.
- Any additional information that may be helpful.

We expect that, as Girl Scout volunteers, you would follow the ethical mandate of reporting such cases. If you have any questions about reporting, please contact your volunteer support Specialist or a member of the Volunteer Membership team.

Transportation Guidelines

“Private passenger cars, station wagons, and vans may be used during Girl Scout activities. They must be properly registered, insured, and operated by adults with a valid license for the type and size of vehicle used. Any other form of private transportation may be used only after Council approval had been obtained.”

- The number of passengers does not exceed the intended passenger limits of the vehicle.
- Each person has her or his own seatbelt or car restraint per current child safety laws.
- Observe NY State Booster Seat Law, “all children ages 4 to 7 measuring 4 feet 9 inches or less be restrained in booster seats or other appropriate child safety devices”.
- There is adequate space for luggage and equipment, which is stowed securely.
- All vehicles should be equipped with a first aid kit.
- No alcohol or drugs are to be consumed before or during Girl Scout trips. Please be aware that some over-the-counter medications may cause driving impairments.
- All city and state traffic laws and regulations are followed.
- Appropriate behavior while in the vehicle is discussed with Girl Scouts before each trip.
- Each driver has a copy of destination directions and phone numbers.
- Stop and pull off the road to a safe location if there is a need to make phone calls or send text messages.

Recommendations: GSGNY

If you have questions regarding insurance, please contact your insurance carrier, GSGNY does not require additional insurance be obtained for the transportation of girls.