



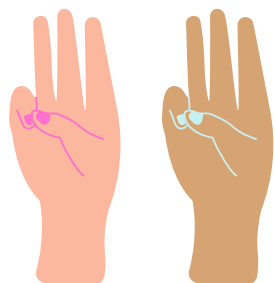
girl scouts 
of greater new york

Volunteer Committee Guidelines

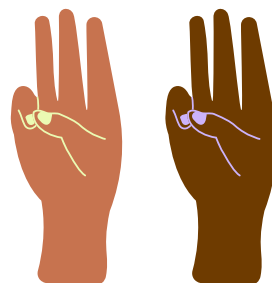


Our vision:
a New York City
in which every girl feels
empowered to lead in
her community, the
workplace, and
the world.

Our mission:
to build girls of
courage, confidence,
and character,
who make the world
a better place.



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



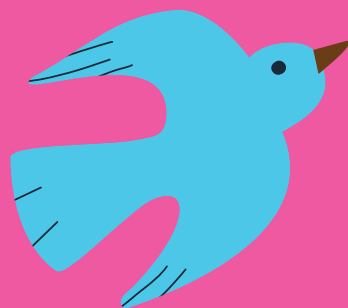
*Members may substitute for the word God
in accordance with their own spiritual beliefs

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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.



**Girl Scout
Motto**
Be Prepared.

**Girl Scout
Slogan**
**Do a good
turn daily.**



GSGNY Volunteer Committees

Girl Scouts of Greater New York is thankful to have an amazing volunteer base who offer their time to support the delivery of the Girl Scout Leadership Experience. Dedicated volunteer committees work cooperatively to deliver safe, meaningful experiences by following the Girl Scout Promise and Law.

Highest Awards Coaches

Highest Awards Coaches support Girl Scouts through their Silver and Gold Award process and it includes training, guidance and mentorship. Coaches must complete the Silver Award Learning Suite and GSGNY training. There are 3 areas of responsibilities:

- Reviewer
- Trainer
- On Call Mentor

Global Action Volunteer Committee

This committee organizes global education events. In partnership with GSUSA and GSGNY, they help build a strong global presence at the council level and support special Global Girl Scouting Days. This committee consists of experienced troop leaders.

Heritage Committee

This committee prioritizes Girl Scout traditions through their extensive knowledge of flag ceremonies, uniforms, and songs. They elevate traditional events including Juliette Gordon Low's birthday, Girl Scout Week, and Leader's Day. They also preserve memorabilia, photos, and books. This committee consists of troop leaders who share a common goal of preserving Girl Scout traditions.

Borough Program Committee (One committee per borough)

This committee shares talents, skills and expertise in organizing borough events that are aligned with the council's strategic program goals, and expand its reach in the program areas of STEM, Outdoors, Entrepreneurship, and Life Skills. Members of this committee are experts in the Girl Scout Leadership Experience.

STEM Champion Committee

This committee promotes and expands the efforts of the council's STEM goals. Members are subject matter experts in STEM or active participants in GSGNY STEM programs. They support staff-led STEM programs in the areas of cybersecurity, robotics, and coding. They also serve as mentors and a resource to volunteers leading STEM programs.

Recognition Committee

This committee supports volunteer appreciation efforts through the review of GSGNY's annual Volunteer Recognition awards. They also play an active role in planning and implementing the Volunteer Recognition Ceremony at which awards are presented.

Camp Volunteer Trainers

A team of experienced camp volunteers lead and implement CAMP OUT trainings. Camp Out is a GSGNY outdoor training requirement if you are taking your Girl Scouts to an outdoor camping experience. This is a progressive training with an online pre-requisite named SLEEP OUT. Once you have completed the SLEEP OUT training, attended day trips and overnight experiences at camp, you may be ready for the next step, which is becoming an outdoor camp certified adult. The Camp Volunteer Trainers teach two training courses a year and cover topics and techniques that include meal planning and preparation, outdoor cooking, hiking, campfire safety and the opportunity to show Girl Scouts how to be safe in the outdoors.

Volunteer Committee Position Descriptions

__ I agree to the terms, responsibilities, and primary tasks listed in my Position Description.

All Council Volunteer Committees Responsibilities and Duties

- Reflect, through words and actions, the values contained in the Girl Scout Promise and Law in order to serve as an effective role model for Girl Scouts
- Present a positive image of Girl Scouting to Girl Scouts, volunteers, staff, and community members
- Uphold and interpret GSUSA and GSGNY policies, standards, and procedures
- Support the council's strategic goals and programs with a true commitment to advancing our mission
- Be a voice for our movement
- Understand and value the voices of Girl Scouts
- Work as a thought leader in true partnership with council staff
- Maintain current knowledge of the Girl Scout program and other council initiatives
- Be a strategic thinker with an open mind and positive, forward-thinking attitude
- Work with diverse people across New York City for the benefit of the council as a whole
- Practice clear communication, collaboration skills, adaptability, and flexibility
- Be a proactive committee member and plan to attend 75% of meetings scheduled, including at least one meeting at the council headquarters
- Maintain a committee bank account and submit records and reports including the financial records of any event, annually or as requested
- Work collaboratively with council Programs team to ensure flyers and communications materials are brand-compliant, and secure the necessary permissions for events with the council
- Promote troop leader growth through scheduled roundtables, events, and workshops
- Attend required trainings for the position, as well as check-in meetings or calls with council staff as needed
- Promote and seek out opportunities to ensure committees welcome new members, in order to continue the work of sustainability for respective positions

Global Action Volunteer Committee Primary Tasks

- Organize Global Education events connected to: The Global Action Award, World Thinking Day, and International Day of the Girl
- Help build a strong global presence at our council
- Support special Global Girl Scouting Days, including through education about WAGGGS World Centers
- Recruit and mentor new members

Highest Awards Coaches Primary Tasks

Reviewer Responsibilities: This team will use the provided rubrics to review and provide feedback of Silver and Gold Award Projects to the Highest Awards Coordinator within 3 days of receiving Proposals and Final Reports. If reviews are not completed within three business days, the Highest Awards Coordinator will review the proposal or Final report and let the team member know that it is completed.

The Trainers Responsibilities: This team will receive a schedule of all planned trainings for the year and sign up via formstack for staff-led events. Roles can include: 1. Chat support for virtual events 2. Set up, PowerPoint and food support for in person events 3. One on one support for Learning Lounge/Office Hours. This team can organize and lead their own trainings with staff-provided content for SU, troops, or boroughs. Must participate in two trainings a year in order to remain active Trainer.

On-Call Mentor Responsibilities: Members of this team will be willing to act as a Senior or Ambassadors Project mentor and or project advisor. Commitments can be up to one year. Check in 1 time a month/quarter with the Girl Scout who is working on their Gold Award Project. Provide encouragement and make sure Girl Scout is staying on track and guide Girl Scout to resources that may benefit the project. This team would provide us with their interests/specialties so we can match people with projects that may be a good connection. Commit to 1 additional meeting to review rubric and expectations.

Heritage Committee Primary Tasks

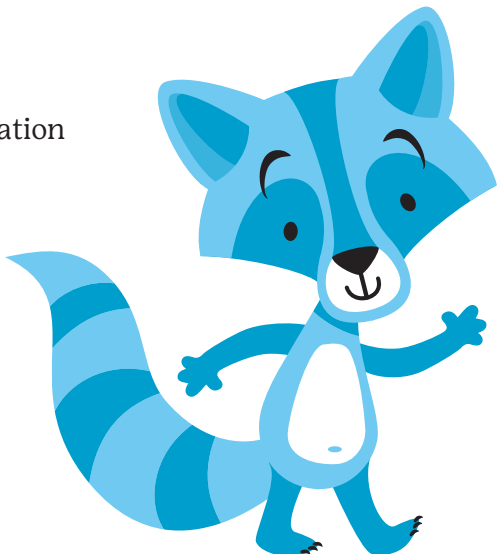
- Collect, organize, preserve, and display historical records of the council including photos, memorabilia, uniforms, books, and oral histories
- Research and locate resources to further traditions
- Organize events focusing on our traditions including ceremonies, Juliette Gordon Low’s birthday (October 31st), Girl Scouts’ birthday (March 12th), and Leader’s Day (April 22nd)
- Be subject matter experts on flag ceremonies, uniforms, and songs, and bring workshops to Service Units
- Recruit and mentor new members

Borough Program Committee Primary Tasks

- Promote Camp events and encourage a pathway to the Highest Awards at any local event.
- Organize at least 2 events per year (one event must be related to our core council program areas of STEM, Outdoors, Life Skills, and Entrepreneurship)
- Support and encourage Service Unit and Family Engagement events
- Be a subject matter expert on the Girl Scout Leadership Experience and various Girl Scout programs in order to support the troop experience, including but not limited to Girl-led programs, Journey Days, Badge Days, and Encampments
- Research and identify local community supporters, guest speakers, and external vendors to support the local Girl Scout troops in each borough
- Recruit and mentor new members

Camp Volunteer Trainers Primary Tasks

- Implement two CAMP OUT trainings in a fiscal year
- Support Outdoor Camp Programs
- Have strong knowledge and/or expertise in Outdoor Education
- Support and encourage Camp events in their local boroughs or service units
- Promote and encourage pathway to recruit new Camp Volunteer Master Trainers



GSGNY STEM Champions Committee Primary Tasks

- Maintain current knowledge of the GSUSA and GSGNY STEM programs
- Be a subject matter expert in STEM or active participant in GSGNY STEM programs
- Attend a minimum of 4 committee meetings per year
- Attend at least 2 STEM program trainings (trainings may consist of multiple days)
- Support staff-led STEM programs
- Serve as a mentor and resource to volunteers leading STEM programming
- Be “on call” to provide support to troops via email, phone, or at virtual meetings

Recognition Committee Primary Tasks

- Attend a minimum of 4 committee meetings
- Promote the Recognition process and support volunteers in navigating it
- Review and approve Volunteer Recognition applications
- Liase with GSGNY staff to plan the annual Volunteer Recognition Ceremony
- Recruit and mentor new members to ensure participation and representation from every borough

Member involvement Responsibilities

All members must stay active in meetings, and events. Non-active members will be automatically removed from the committee at the end of the fiscal year. Up to date communication with their co-chairs and GSGNY liaison is pivotal to its success. Review all conflict resolution guidelines on page 35.

Appointment and Dismissal Policy

Appointment Procedures:

The Volunteer Committee appointment period runs from October 1st to September 30th. Appointment requires an initial three-year commitment, which is thereafter confirmed annually by council staff. The appointment of a Co-chair member is made by council staff, and may include committee or Service Unit recommendation.

Dismissal Procedures:

The decision to release a person from a volunteer position could be the result of an evaluation and feedback process or the result of a problematic incident(s). Reasons for release may include, but are not limited to, elimination of the position in which the volunteer serves, failure to abide by procedures and standards of GSUSA or GSGNY, and refusal to accept and foster the Girl Scout mission and values. Dismissal procedures are conducted by council staff.

Co-chair Responsibilities for All Committees

The Co-chairs of any volunteer-led committee serve as knowledgeable and encouraging sources of support for their committee members. Co-chairs are the direct liaison with GSGNY staff and enthusiastically engage others in carrying out the committee’s plans for delivery of a quality Girl Scouts experience.

Co-chairs plan and lead committee meetings, provide reports to GSGNY, and are appointed by GSGNY staff for a 3-year term with an annual review.



Contact Information

All GSGNY approved committees have a direct staff liaison.

	Supported by	Contact
Borough Program Committees	Program Team	Programs@girlscoutsnyc.org
Highest Awards Coaches	Program Team	Highestawards@girlscoutsnyc.org
STEM Champions	Program Team	Stem@girlscoutsnyc.org
Global Action Committee	Program Team	Programs@girlscoutsnyc.org
Camp Volunteer Trainers	Camp Team	Campkaufmann@girlscoutsnyc.org
Recognition Committee	Volunteer Support	dcambell@girlscoutsnyc.org
Heritage Committee	Volunteer Support	dcambell@girlscoutsnyc.org

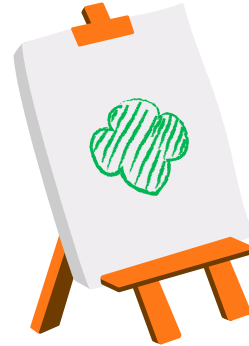
All new committees must be approved by the GSGNY council. For consideration, please contact your Council Staff Liaison.

Committee Meetings

Leading a committee meeting is an important responsibility of Committee Chairs. These meetings should happen approximately 4-7 times a year, with the option to occur more frequently based on the number of planned committee events. Ideally, Committee Chairs will compose the agenda and include time for questions from any committee member.

Tips for a Great Committee Meeting

- Start on time!
- Adhere to the agenda.
- Guide discussion .
- Review relevant dates/information regarding events.
- Ask questions! Everyone wants a successful event, ask for their ideas.
- Effectively communicate ideas and include everyone.
- Take notes.
- Maintain consistency at each meeting (similar time frame, agenda items, etc).
- Delegate tasks. Use all your committee members.
- End on time!



Things to Avoid

- **Unpreparedness:** Remember, you will need to use the small amount of time you have as wisely as you can. This means you should create an agenda, arrive early, and be prepared when it is time for the meeting to start. Everyone is busy and we must respect each other's time.
- **Losing control of the discussion/agenda:** You might need to table a discussion until a later time when everyone has had an opportunity to think through the issue. If need be, set a time on your phone to keep track of time.
- **Lack of Communication:** Communication is the key to a successful planning process. Everyone is busy and the co-chairs and team members must allow for ample time with notices, meetings, and reporting changes or additions to any of the plans for their committee or group.
- **Non-collaborative work with your Co-Chairs, members or staff:** It's important everyone understands their role and responsibilities, to avoid conflicts or duplication of efforts. All team members must participate in the decision-making process. Ultimate decisions will be made by Council leadership team. Non-responsive members will be released from their position. Dismissal procedures are conducted by Council staff.

What is a Volunteer Committee Event?

A GSGNY Volunteer Committee event is any activity organized, created and implemented for Girl Scouts. Girl Scouts of Greater New York affirms its commitment to a partnership between Girl Scouts and adult mentors in planning and delivering the Girl Scout Leadership Experience.

As a volunteer committee member, I will ensure that all events;

- Follow GSUSA and GSGNY policies and guidelines
- Meet and follow the Safety Activity Check Points
- Be appropriate to the grade level (s) for which it is planned
- Provide positive learning experiences
- Include partnership between Girl Scouts and adults mentors/volunteers
- Consider the progression of activities and skills necessary
- Ensure the delivery Girl Scout Leadership Experience
- Provide maximum potential for fun
- Secure necessary permissions

Secure Necessary Permissions

You must receive approval from your committee staff liaison if you answer yes to any of the following questions:

- Is this event in collaboration with an organization, business, or other entity?
- Is this event a fundraiser?
- Is this event a trip outside of your Service Unit or borough?
- Is this a camp event?
- Are you creating an event flyer?

The committee staff liaison and your Volunteer Support Specialist (VSS) should be aware of any of the above-mentioned plans. For any fundraising events, a **Money Earning Application** should be submitted by the committee chairs. If traveling outside of your borough jurisdiction, a **Trip Application** should be filed by a committee member.

Please note that adults are required to complete a series of trainings before traveling with Girl Scouts on any overnight experiences or camp trips, including First Aid and CPR certification. More details are available on our website.

General Event Safety Guidelines

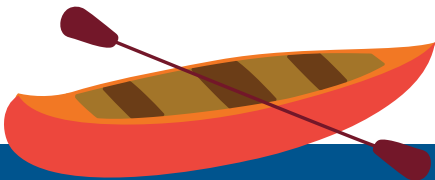
- **Keep troop leaders informed.** Communicate regularly about your event and its registration.
Ask troop leaders to secure their troop permission slips every time they attend an event.
- **Girl Scouts are never alone!** Girl Scouts should always use the buddy system and be accompanied by two registered adults at all times.
- **Adults are never alone with Girl Scouts!** At least one troop leader and either another troop leader or a troop parent helper should be present any time Girl Scouts are together.
- **Be prepared.** Have a first aid kit, non-emergency number of local law enforcement, and phone/charged cell phone on hand, just in case you need it. Know who your certified CPR/ First Aid adult volunteer is for your event. Troops participating should know who it is for their troop.
- **Know your surroundings.** Assess any risks that might be present and take appropriate action. See Volunteer Essentials for more information.

Understanding How Many Volunteers You Need

Volunteer-to-Girl Ratio Chart	Group Meetings		Events, Travel and Camping	
	Two unrelated Troop Adults (at least one trained leader and one whom is female) for this number of girls:	Plus one additional approved Troop Committee Volunteer for each additional number of this many girls:	Two unrelated Troop Adults (at least one trained leader and one whom is female) for this number of girls:	Plus one additional approved Troop Committee volunteer for each additional number of this many girls:
Girl Scout Daisies (grades K-1)	12	1-6	6	1-4
Girl Scout Brownies (grades 2-3)	20	1-8	12	1-6
Girl Scout Juniors (grades 4-5)	25	1-10	16	1-8
Girl Scout Cadettes (grades 6-8)	25	1-12	20	1-10
Girl Scout Seniors (grades 9-10)	30	1-15	24	1-12
Girl Scout Ambassadors (grades 11-12)	30	1-15	24	1-12

Please be sure to review and follow the GS ZOOM user agreement with your committee members.

In addition, be sure to take the gsLEARN course “GSUSA Facilitating Virtual Meetings” within the first 3 months of your appointment.



Hosting Virtual Events

The first priority for Girls Scouts is, and always will be, safety. With the use of digital platforms, it is important that we take all steps possible to ensure we provide a safe and secure environment for Girl Scouts to connect, learn, and grow together.

Detailed below are some tips to ensuring your committee events are safe and secure, particularly on the Zoom platform.

- Avoid multitasking and be present.
- Enable your video when possible, especially when presenting. Visual connection and tools are important and help participants maintain focus.
- Limit distractions - something that distracts you will distract others too!
- Keep your microphone muted if you’re not speaking.
- Empower other to participate, speak up, and be heard! Or, let them know when you need their attention rather than their voices.
- Other participants want to hear what you have to say, so speak loudly and clearly into the microphone.
- All break out rooms must have adult supervision.
- Most importantly – keep it Girl-led! Assign Girl Scouts tasks like reading the Promise or Law, selecting a song, sharing art work, or leading an activity!



Zoom Security Guidelines

GSGNY volunteer committees using a GS Zoom account should follow the guidelines below to ensure their meetings or webinars remain secure and accessible to invited participants only:

- Only create meetings that are private and password protected.
- When setting up your meeting, select the waiting room feature. This will give you the ability to pre-screen attendees as they join and remove any participants you don't know before your meeting begins.
- To ensure other uninvited guests do not join later, you can lock the meeting from new users after a certain time. Let attendees know in advance that they must join by that time for security purposes.
- Check your settings and ensure that only hosts are able to share their screens.

Virtual Meeting Requirements:

- Have a co-host at every meeting.
- Assign a committee member to monitor the chat and ensure Girl Scouts are not sharing personal information. Disable the private chat function between participants, so Girl Scouts will be able to send messages to the whole group, or private messages to the host, but will not be able to privately message each other.
- Always start your meetings with an announcement regarding Remote Safety Rules. This may include asking all adults to introduce themselves and list their names as "NAME, Committee Member", and asking all Girl Scouts to display only their first names.
- Ask Girl Scouts to keep their video if they can, so that you can make sure all participants are engaged. It is important there is nothing visible that is inappropriate or that identifies where they live. Ask them to consider using a

digital background or making their own backdrop. Committee members should do the same.

- There are restrictions on recording meetings, which are outlined in your GS Zoom license agreement. Please be sure to read the agreement in full.

Best Practices for Virtual Girl Scout Events

1. Ensure all Girl Scouts have their names listed with their devices so troop leaders know who they are letting into their meetings.
2. Assign at least one volunteer to monitor the chat and waiting room for non-members.
3. Create a plan with your Girl Scouts so that if someone uninvited does join the meeting, they know to get up, walk away from the computer, and report it to an adult. Troop leaders should be responsible for shutting down the meeting in this event.

Consents and Permissions When Creating a Zoom Link:

Be sure to add the following consents in your Zoom registration, with the option for your participants to check a box labelled "YES":

1. I consent to having GSGNY virtual meetings recorded with the understanding that the recording would only be shared with other GSGNY members, volunteers, or staff, unless additional consent for the release and distribution of the recording is provided.
2. I consent to participating in GSGNY virtual meetings via GSUSA Zoom video conference and to the collecting of the personal information (name, email, etc.) necessary to join the online meeting.

Seven Steps to Successful Event Planning

1. Brainstorm and Traditions
2. Girl Scout Leadership Experience (GSLE)
3. Finances, Budgets, Insurance, and Online payments
4. Event Outline
5. Safety and Conflict Resolution
6. Promotion, Communication, and Social Media
7. Wrap Up and Evaluation



STEP 1: Brainstorm and Traditions

Start Event Planning Early

WHAT

What is the purpose of the event?

What activities will be part of the event?

What back-up plans do we need to have in place?

What if technology doesn't work?

What if attendance exceeds capacity?

What if the guest speaker doesn't show?

What if you are short on supplies?

WHEN

When will the event take place?

When does the event begin and end?

Be sure to plan for prep and clean up times.

When will the event need to be announced and promoted?

When will confirmation be provided to registrants?

WHERE

Where will the event be held?

Where are the bathrooms, PA systems, accessibility ramp, chairs, tables, etc?

WHO

Who is attending the event? Are tagalongs allowed?

Who will conduct the activities?

Who will send confirmation?

Who is the contact person for troop leaders?

WHY

Why is the event for a specific level, or all levels?

HOW

How will the event be promoted?

How are Girl Scouts involved in the planning and implementation?

How will payments be collected?

How we will know if the event was successful?

Girl Scout Traditions

Throughout the long history of Girl Scouts, certain traditions remain meaningful and important. Be sure to include Girl Scout traditions in your events. It's what makes Girl Scouts, Girl Scouts!

Girl Scout Sign

The Girl Scout sign is made by raising three fingers of the right hand with the thumb holding down the pinky. The three fingers represent the three parts of the Promise.

Girl Scouts give the sign when they:

- Say the Promise or Law
- Are at an investiture ceremony that welcomes new members into Girl Scouting
- Receive an award, patch, pin, or other recognition

Girl Scout Handshake

Girl Scouts can greet one another with the Girl Scout handshake, used by Girl Scouts and Girl Guides all over the world. The handshake is made by shaking hands with the left hand and making the Girl Scout sign with the right. The left hand is nearer to the heart and signifies friendship.

Quiet Sign

The quiet sign can be extremely useful to you as a volunteer. Raise your hand high with an open palm. As Girl Scouts in the group see the sign, they stop talking and also raise their hands. Once everyone is silent, the event can continue.

Girl Scout Slogan

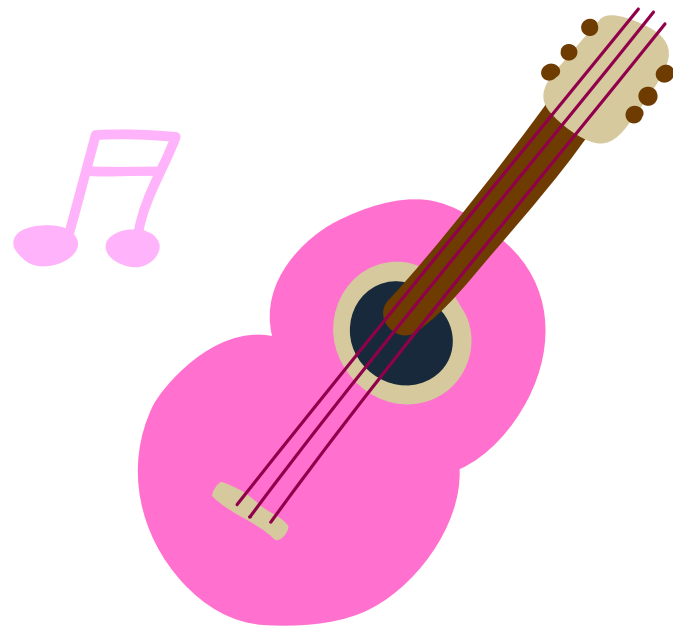
The Girl Scout slogan is "Do a good turn daily." The slogan, which has been used since 1912, is a reminder that Girl Scouts can make a difference in big and small ways.

Girl Scout Motto

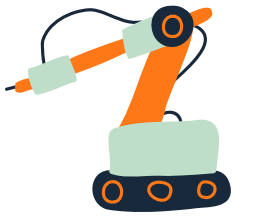
The Girl Scout motto is "Be prepared." A Girl Scout is ready to help out wherever they are needed.

Songs

Girl Scouts have always enjoyed the fun and fellowship of music. The first Girl Scout Song Book, a collection of songs put together by Girl Scouts, was published in 1925. Songs can be used to open or close events, enhance ceremonies, lighten a load while hiking, or share a special moment with other Girl Scouts. Many songbooks and videos are available online. Ask an experienced volunteer to lead a couple of songs during an event!



STEP 2: Girl Scout Leadership Experience



What is the Girl Scout Leadership Experience?

Girl Scouts prepare for a lifetime of leadership, success, and adventure in a safe, no-limits place!

How? Through the **Girl Scout Leadership Experience (GSLE)**—a collection of engaging, challenging, and fun activities like earning badges and awards, going on trips, selling cookies, exploring science, getting outdoors, and serving their communities.

Along the way, they will explore 4 areas of programming:

- STEM
- Outdoors
- Life Skills
- Entrepreneurship

Being a Girl Scout helps young people to:

- Develop a strong **sense of self**
- Display **positive values**
- Seek **challenges** and learn from setbacks
- Form and maintain **healthy relationships**
- **Identify and solve problems** in their communities

How do you uphold the Girl Scout Leadership Experience at your event?

Follow the processes. **Deliver programming with purpose.**

To bring the **Girl Scout Leadership Experience** to life, activities are **led by Girl Scouts** themselves, feature **cooperative learning**, and highlight **learning by doing**. Girl Scouts come up with their own ideas, build teams, and experience the joy of making a positive impact.

Girl Scouts will **Discover** who they are, what they care about, and what their talents are. They will **Connect** and collaborate with other people, both locally and globally, to learn from others and expand their horizons. Finally, they will **Take Action** and do something to make the world a better place!

Always use the techniques of Girl-led, Learning by Doing, and Cooperative Learning to achieve these outcomes.

STEP 3: Finances, Budgets, Insurance, and Online Payments

Event Budget

To develop an event budget, follow these procedures:

- Estimate the total number of attendees. Include non-paying participants as well such as volunteers, special guests, etc.
- Estimate your total expenses as closely as possible. Keep an itemized list of expenses for committee and council review.
- Determine fee per person to break even. Divide total expenses by total number of participants.
- Determine event revenue. Use it to wrap up any loose ends or to underwrite the cost of a future event if necessary.
- Make sure event breaks even.
- Provide a comprehensive financial report to council.

Profit sharing — in which a troop, Service Unit, or committee receives a direct share of the profits when collaborating with another entity — is not allowed.



Sample Event Budget

In preparing for any Girl Scout event, you should project a break-even point that is zero-based. For this reason, the fee is never set before expenses are determined (as closely as possible).

1 Participants

_____ # of girls
_____ # of adults
_____ # of tagalongs
_____ # of other

A tagalong is any person, child or adult, who is not a registered Girl Scout member.

Total Number of Participants

3 Fee per Participant

Total Expenses \$
÷
 Total Number of Participants
=
 \$ **Fee per person**

2 Expenses

Item	Quantity	Cost	Total
Food/Beverage (everything edible)			
Admission Fees			
Facility Rental Charges			
Supplies for event activities			
Supplies for first aid			
Supplies for cleaning			
Supplies for decoration			
Recognition Items (t-shirt, patch, badge, etc.)			
Equipment (portable toilets, etc.)			
Insurance			
Printing & Postage			
Thank You Gifts			
Other			
Total Expenses			<input type="text"/>

4 What is Event Revenue?

Total Number of Paying Participants X Fee per person =

5 Will Event Break Even?

Event Revenue — Total Expenses = Profit/Loss

Committee Bank Accounts

Each volunteer committee is required to set up a bank account. If you are taking over an existing committee, you may inherit a checking account, but all previous signers must be removed and new signers must be added.

With a new committee, you will need to open a new account in the name of “Girl Scouts of Greater NY, [Name of Committee]”. Accounts must be opened with the Tax ID of Girl Scouts of Greater New York. All accounts must have the protection of two signatures on each check. All committee accounts are opened as Girl Scouts of Greater NY, a non-profit business account. All banks and credit unions will run a credit report on signers for the account. This is a standard procedure for all banks and credit unions when opening a business account and is for their purposes only. GSGNY does not have access to any information from these credit reports. Banks and credit unions will inform you of this requirement and will ask for your authorization to run a report.

After selecting a bank, the Committee Chairs should complete a Bank Letter Request e-form:

https://girlscoutsnyc.formstack.com/forms/gsgny_bank_letter_request

The Committee Chair will then receive the Bank Authorization Letter containing GSGNY’s Tax ID Number and other documents needed to open the account.

Requirements for Opening a Bank Account

- Identify two or more adults who will be responsible for the funds. All signers must be unrelated adults not living in the same household, be currently registered adult members, hold a role in the troop, have successfully cleared GSGNY’s background screening process within the last three years, and have completed position related training.
- All bank account statements must be mailed to the Committee Chair, signers, or other designated volunteer, at their home address(es). The volunteer who opened the account is always responsible for accounting, regardless of designation.
- GSGNY is not responsible or liable for committee accounts.
- All bank accounts MUST be non-interest bearing.

Guidelines for Year-End Finances

The Committee Chairs are responsible, in partnership with all members of the committee, to prepare a finance report and provide a copy to your Council Staff Liaison by September 30. Year-end reports cover the period from October 1 through September 30 of the current Girl Scout year. Committees should break even in cost and expenses by the end of the year or carryover no more than \$100 in their checking account to use as a start-up for the following year.

Crowd Funding

Committees, Service Units, troops, and individual Girl Scouts pursuing awards or program activity opportunities are prohibited from using crowd funding websites such as GoFundMe, Kickstarter, IndiGoGo, Upstart, and others that encourage income or contributions.

Fund Discrepancy

If there is a discrepancy with committee funds:

- Committee Chairs and members will meet to determine the problem and resolve it.
- If the problem is not resolved, a GSGNY staff member will meet with committee volunteers to determine accountability.
- In the event of fund mismanagement, GSGNY staff will make the decision as to what action, if any, will be taken.

Online Payments

A Volunteer Committee may use online payment options such as PayPal, Apple Pay, Zelle or Venmo to accept funds as payments for Girl Scout related events and activities, as long as the payment account is linked to a Volunteer Committee bank account and not to a personal bank account.

Volunteer Committees are not allowed to have outgoing expenses from this account. All Volunteer Committee payments must be made via the committee’s debit card or check with two signatures of approved signers, as stated in our Volunteer Essentials procedures.

The decision to use a payment platform must be discussed with all committee members prior to setting up an account. These online accounts differ from troop bank accounts, which are established using the council’s federal Tax ID and nonprofit status.

All risks in using an online payment platform belong to the committee, not the council. Consider additional fees. All payment platforms assess fees for providing their payment service.

Committees may only use these platforms if:

1. The decision to use a payment platform is discussed and approved by all committee members
2. The platform is set up to connect directly with the committee bank account
3. Troop leaders are made aware of any fees associated with the payment platform in their confirmation packets
4. All financial transactions are included in the year-end report and submitted to your staff liaison.

Use of a PayPal account: Committee Members and Troop Leaders should be aware that PayPal is not a bank and is not controlled by any banking laws.

Contracts

All contracts, agreements or other official documents require Council approval and signature. Volunteers are not authorized to sign any documents on behalf of the Council. Submit all contracts to your staff liaison.

Mutual of Omaha Insurance for Members

The Basic Plan for insurance assures that every registered Girl Scout is automatically covered by accident insurance during normal supervised program activities, except those events which last more than 2 consecutive nights (3 nights when one of the nights is a federal holiday). Coverage is automatic for all Girl Scouts and adults upon GSUSA registration and payment of dues.

For events or trips lasting longer than 2 consecutive nights, additional insurance needs to be purchased for all participants (regardless of membership status).

Mutual of Omaha Insurance for Non-members

Additional insurance must be purchased for all non-Girl Scouts attending any program. This can include outside consultants and presenters. Insurance for non-members is \$0.11 per person per day.

Mutual of Omaha Insurance Accident Claim Forms

In the event of an accident, a Claim Form should be filled out. The Claim Form is prepared by the Girl Scout volunteer or another authorized person, usually one who was at the scene of the accident and familiar with the circumstances.

Volunteer or Activity Representative Procedures:

1. Complete, including original signature, each section of the claim form to the best of your ability. Be sure to provide all the information required to expedite processing and to avoid delay.
2. Submit an itemized bill complete with diagnosis, date(s), and procedure code(s).
3. Retain one copy of the completed form for your records.
4. Send the original and one copy to the council for validation, along with any available bills for covered expenses which have been incurred. Claims will not be processed without council signature.

Certificate of Liability

A Certificate of Liability Insurance states that GSGNY has a liability insurance policy in place with certain minimums. These are issued when GSGNY holds an event or uses the premises of another organization. This certificate ensures that GSGNY will have coverage in cases of injury, damage, etc. It also states that the host organization is insured on GSGNY's policy for the same issues. To process a certificate, contact your Volunteer Support Specialist.

Always have a written copy of the event outline. As a Volunteer Committee, you must keep clear communication lines with fellow committee members, event helpers, troop leaders, families, and Girl Scouts. Sharing the event outline will create an atmosphere of teamwork and will help the committee share the responsibilities of an event.

STEP 4: Event Outlines



Review your event details with the committee and be sure to:

1. **Assign tasks.** It takes an entire team to have a successful event!
2. **Always have a check-in/information table available.**
3. **Give depth to the activities.** Uphold the Girl Scout Leadership Experience. Include a Girl-led component, teach a new skill, and/or create an environment where Girl Scouts can make new friends.
4. **Be prepared.** Don't forget to have songs and games to teach Girl Scouts during downtime. Always have a good back-up plan that everyone is aware of.
5. **Do not over schedule.** Make sure you have enough free time built in to allow for delays or last minute changes.
6. **Include Girl Scout ceremonies and traditions.** Always include an opening and closing activity such as a flag ceremony, friendship circle, or reciting the Girl Scout Promise and Law.
7. **Make it fun!** Events should be special and unique. It is worth the extra time needed to create colorful posters, appropriate costuming, etc.



Event Plan Checklist

Event Name _____

Event Date _____

Event Time _____

Event Location _____

Committee set up time of arrival _____

Event Level:
Daisy, Brownie, Junior, Cadette, Senior, Ambassador

Number of Participants _____

Purpose (What is the desired outcome of this event?)

Finances:

- Budget was created. Start-up money was _____
- Fee per participant is _____
- If this event is a fundraiser, a money earning request form was submitted and approved.

Collaboration:

- Name of partner/collaborating organization (if any) _____
- I affirm there is no profit sharing.

Outline:

- An outline for this event was developed in collaboration with committee members.
- Event outline has been shared with all event helpers and troop leaders.

Flyers:

- Event flyers follow guidelines as outlined in this guide.
- Social media guidelines were followed as stated in this guide.
- Communication and promotion of the event with troops, Service Units, and council was clear and included all Girl Scouts.

Safety:

- There will be a First Aid/CPR-certified adult at the event.
- Their name and cell phone number are _____
- A First Aid kit has been inspected, replenished, and will be available on site during the event.
- I have referenced the Girl Scout Safety Activity Checkpoints guide for the activities that will take place at this event.

Ratios:

- Appropriate safety ratios were shared with troop leaders in their confirmation packets.
- Enough committee members and event helpers have been securted to support this event.
- Is your event open to tagalongs? (A tagalong is any person, child or adult, who is not a registered Girl Scout member).
- If yes, additional insurance was purchased on (date) _____

Travel:

- Traveling tips are inlcuded in the committee confirmation packet.
- If this event includes an overnight stay, a trip permission form was submitted to the council.
- Submitted Date _____ Approval Date _____

How is the event girl-led?

How will you know the event was successful?

Your event outline can be as simple or detailed as it needs to be depending on your activities and length.

Are event activities...

- ☐ Safe?
- ☐ Fun?
- ☐ Flexible?
- ☐ Affordable?
- ☐ Challenging?
- ☐ A positive learning experience?
- ☐ Appropriate for grade levels?
- ☐ Consistent with girl progression?
- ☐ Led by well-trained and enthusiastic volunteers?

Fantastic Flags
November 11th, 1:00 pm—4:00 pm

Purpose: to teach girls basic flag ceremonies and etiquette so that they can perform for the community

Pre-Activity: song circle—sing patriotic songs, teach “It’s a Grand Old Flag”

Opening: house rules, etc., divide into groups (30 min.)

Station A: learn basic flag ceremony (30 min.)

Station B: make beaded flag pin (30 min.)

Station C: learn flag etiquette for outdoors, parades, hanging flags (30 min.)

Station D: play flag history game

Snack: (30 min.) red apples, white popcorn, blue juice (snack after two rotations, then do other two rotations)

Closing: (30 min.) clean up stations, do evaluations, close with the poker chip, build a flag ceremony

Supplies needed:

- Registration table, name tags, sign-in sheets, and pens
- Pre-activity: poster with lyrics
- Station A: US flag, OR flag and GS flags on poles, stands
- Station B: red, white, blue beads, gold safety pins
- Station C: list of history questions and answers
- Station D: flag etiquette books or member of American Legion
- Snack: apples, popcorn, juice, napkins, and cups (for popcorn and juice)
- Closing: evaluations, pencils, red, white, blue poker chips, stars, big pot, spoon, flag folded in bottom of pot

Sample Event Outline

Sample Of Event Timeline

4 – 6 Months Prior

- Acquire permissions necessary as outlined in this guide.
- Develop event budget.
- If event is a collaboration, obtain council permission.
- If event includes an overnight trip, complete the necessary training, submit a Trip & Insurance Application to the council, and obtain parent/caregiver permission slips.
- Develop an event planning team as necessary.
- Create an event outline.
- Secure event venue, preferably in writing. If possible, conduct a site visit.
- Begin marketing/promoting event.

1 – 3 Months Prior

- Closely monitor registrations and continue promoting event.
- As registrations come in, create a list of the troops or individuals participating. Include the name, phone number, and e-mail address of the person making the reservation, the troop number, and the number of Girl Scouts and adults participating, and any important dietary needs and emergency contact information.
- Recruit volunteers to assist on event day.
- Create and review a safety plan.

2 Weeks Prior

- Event registration deadlines are typically set at 2 weeks prior to the event. Close event registration or decide if the deadline needs to be extended.
- Finalize list of supplies needed
- Do a mock run-through of activities for timing purposes
- Send confirmation packets to all registrants and include all information they will need to prepare.
- Purchase supplies.



1 Week Prior

- Prepare schedules and/or handouts as necessary.
- Ensure everyone involved understands their role.
- Pack the supplies needed for the event.
- Ensure everyone has contact information of key staff.

1 – 2 Days Prior

- Tie up loose ends!
- Purchase non-perishables, as necessary.
- Pack up supplies needed (organize/box supplies by activity for easier set- up).

Day of Event

- Arrive in plenty of time to set-up or set up the day before. Be ready to greet early arrivals.
- Designate a central area for “First Aid Station” visible to all.
- Provide last minute instructions to volunteers.
- One or two workers should remain at the registration area to welcome late arrivals.
- Check- in participants if necessary
- Welcome participants, review emergency procedures, and make sure to mention the location of the First Aid Station and restrooms.
- Maintain a positive attitude, troubleshoot, have fun!

After the Event

- Clean-up facility and leave as required by facility agreement.
- Properly store left-over supplies and return any purchased items that can be returned for credit.
- Debrief with planning team.
- Send thank you notes to volunteers and site providers within 1 week.
- Finalize budget to include all income and expenses with receipts.

STEP 5: Safety And Conflict Resolution



The safety and well-being of Girl Scouts is our highest priority. As a volunteer, it is imperative to know and understand the safety policies and procedures in place, where to look, or who to ask for more information when necessary. **Review our Safety Activity Checkpoints, which can be accessed on our website using this QR code.**



First Aid

- Have a current and up to date first aid kit for the event. (This is a priority, and each kit should be well stocked with new band aids and ample supplies).
- Identify who your First Aid-certified volunteers are for the event. One certified adult is required per every 200 participants.
- Designate a central, visible location for your First Aid station with clear signage. There should be nothing else happening at this location.

Health Histories

- Make sure the event registration process allows for notice of allergies or medical conditions requiring accommodations.
- In your confirmation packet, remind leaders to bring their Girl Scouts’ Health & Safety Records.
- Review the confidentiality policy in this guide, as well as New York State’s **HIPAA Privacy Rules**, which outline national standards to protect individuals’ medical records and other personal health information.

Site Safety

- A site survey before the event is encouraged. Make note of any potential hazards.
- If the site is open to the public, consider what guidelines must be in place to ensure Girl Scouts’ safety. (i.e. designating some areas as off-limits and noting them in your confirmation packet, ensuring emergency exits are clearly marked and/or creating additional signs if they are not)
- Make sure parking is well-lit and allows for safe arrival and departure.
- Ensure adequate restrooms and drinking water are available.

Supervision of Girl Scouts

- Make sure to remind troop leaders about proper adult safety ratios.

Additional Insurance

- All participants should be registered members of GSGNY. In some instances, tagalongs — anyone who is not a registered Girl Scout — are allowed if they purchase additional insurance.
- All genders are welcome to participate.

Emergencies

It's important to know and follow our council's procedures for handling emergency incidents. Make sure you are prepared in case of a fire, evacuation, missing person, or injury-related emergency.

Provide care for the injured person and concurrently obtain medical assistance. Assign a committee member to immediately report the emergency to GSGNY staff. Call our office at **212-645-4009**.

Each troop should have an adult certified in CPR/First Aid to ensure troop safety. Always have the names and telephone numbers of our council office, parents/guardians and emergency services such as the fire department or hospital on-hand.

Missing Person

- When a person is discovered missing, determination should immediately be made when and where the person was last seen. Care must be taken to assure that the person is not just resting in a quiet spot, etc. The person in charge of the program should be notified immediately of the possibility of a lost person.
- Some adults should remain with Girl Scouts in order to calmly continue the program activities. Other available volunteers will organize search teams and designate a meeting location to coordinate the search teams.
- If the missing person is not found within 30 minutes, the person in charge will contact the local police department to conduct a further search. Immediately after notifying the police, contact the missing person's parents and the GSGNY emergency line at **212-645-4009**. If the parents cannot be located, the emergency contact listed on the program registration form will be contacted.

Security

- Be aware of your surroundings.
- Use the buddy system.
- Be sure the adults know their sleeping area assignments, if applicable.
- Make plans to lock up or store equipment when not in use.

Travel

- Remind troop leaders to follow Trip Application guidelines.
- All overnight events require prior council approval.
- When transporting Girl Scouts to activities outside of their usual meeting time and place, every driver must be an approved adult volunteer and have a good driving record, valid license, and a registered/insured vehicle.
- Insist that everyone is in a legal seat and wears their seat belt at all times, and adhere to state laws regarding booster seats and requirements for children in rear seats.
- All Charter Buses must have a Certificate of Liability on file with the council. Contact GSGNY Customer Care at customercare@girlscoutsnyc.org for more details.

Safe Overnight Outings

- Prepare troop leaders and Girl Scouts to be away from home by involving them in planning, so they know what to expect.
- Men should have a separate area for sleeping at overnight events.
- During family overnights, one family unit may sleep in the same quarters in program areas.
- When caregivers are staffing events, daughters should remain in quarters with Girl Scouts rather than in staff areas.

Role-model Behavior

Never use illegal drugs. Don't consume alcohol, smoke, use foul language, or carry ammunition or firearms in the presence of Girl Scouts. These are grounds for immediate dismissal.

Online safety

Instruct Girl Scouts never to put their full names or contact information online, engage in virtual conversation with strangers, or arrange in-person meetings with online contacts. On group web sites, publish Girl Scout first names only and never divulge contact information. **Encourage all Girl Scouts to take the Internet Safety Pledge!**



Emotionally Safe Spaces

Adults are responsible for making Girl Scouts a place where everyone is as safe emotionally as they are physically. Protect the emotional safety of Girl Scouts by creating a behavior and/or participation agreement and coaching Girl Scouts to honor it. Agreements typically encourage behaviors like respecting a diversity of feelings and opinions, resolving conflicts constructively, and avoiding physical and verbal bullying, clique behavior, and discrimination.

Inclusion

Girl Scouts welcomes all members, regardless of race, ethnicity, background, ability, family structure, religious beliefs, or socioeconomic status. When scheduling, planning, and carrying out activities, carefully consider the needs of all Girl Scouts involved, including school schedules, family needs, financial status, religious holidays, and the accessibility of appropriate transportation, technology, and meeting places.

Resources for Engaging Girl Scouts with Disabilities

- Kids Included Together | kit.org
- Partners for Youth with Disabilities | pyd.org
- Corp. for National & Community Service | nationalservice.gov/resources/disability-inclusion

- Additional resources for engaging Girl Scouts with disabilities can be found on our website! Follow this QR code to our Volunteer Forms & Documents page and find resources under the Diversity & Inclusion section.



Find yourself saying....?	Try this instead!
“Welcome, girls!” or “Welcome, ladies!” Includes some people, but not everyone, and makes assumptions about the genders of your viewers.	“Welcome, Daisies!” “Welcome Girl Scouts,” or “Welcome, Everyone!” Try describing Girl Scouts by their level, or just welcoming everyone!
“Get your mom to help you.” Many kids may get support from their fathers, grandparents, or other adults that they live with, and are excluded by this. Remember: it takes a village to support a Girl Scout.	“Find an adult to help you.” This lets Girl Scouts in ALL living situations know they might need a grown-up’s help!
“You should have X in your house.” This assumes Girl Scouts all live in houses, and saying “should” makes Girl Scouts who don’t have X feel bad.	“If you have X at home....” Use the word “home” when you can, since it includes houses, apartments, and other living arrangements. Encourage Girl Scouts to look for materials for your activity, but suggest alternatives, too. Not all kids have every supply item.
“Go out to your backyard.” Not every Girl Scout lives in a place with a backyard, especially in New York City.	“Try going outside to do this, if you can” Says the same thing, but doesn’t make scouts without backyards feel bad.
A specific house of worship is your default place, or the best place for troop meetings.	Note that meetings can happen anywhere!
Assuming that your audience has the same physical capabilities.	Provide multiple ways to do the same task, especially if it’s a physical task.

Confidentiality & Neutrality

As a committee member, you will be leading fellow volunteers through their Girl Scout volunteer experience. Please respect all personal information that is shared with you and do not share it with other volunteers, community members, or friends. Examples of information that is not to be shared is:

- Any personal or health issues of the volunteer (unless otherwise specified)
- Negative opinions shared about fellow volunteers
- Any personal opinions you have about your assigned volunteers
- Evaluation results or performance corrections of volunteers
- Any contact information (addresses, emails, and phone numbers) outside of the Service Unit
- Volunteer performance, interventions, or concerns (except with council staff)
- Confidential information and paperwork

If the volunteer shares concerns about or witnesses:

- Abuse or neglect
- Inappropriate behavior by a volunteer (drug or alcohol use while volunteering, violence, etc.)
- Concerns regarding theft of Girl Scout money or equipment

These concerns need to be shared with your Staff Liaison immediately. Confidentiality is forfeited if Girl Scouts, volunteers, or staff are in any immediate danger.

As a committee member, you will find that you may be put into difficult situations between volunteers, volunteers and families, and volunteers and council. As a committee member, you are expected to remain neutral in any conflict. This includes:

- Not taking one side over the other
- Taking time to know both sides of the story and not jump to conclusions
- Not engaging in gossip
- Offering positive solutions or action steps to problems as they arise
- Helping to build an enthusiastic and positive volunteer community that is focused on service

Conflict Resolution Protocols

When working with Girl Scouts, adults should never use inappropriate behavior or language. When dealing with difficult situations or inappropriate behavior, there is a protocol that all adults follow. Protocols are outlined below for a variety of scenarios.

Committee Member working with Committee Member

If there is a conflict or disagreement between adults, always remember you are a Girl Scouts role model.

- Do not have disagreements or arguments in front of Girl Scouts.
- Agree to disagree.
- Discuss the situation and try to resolve it as quickly as possible.
- Compromise and negotiate for a solution.

If the situation cannot be resolved between both adults, a mediation meeting will be arranged by council and may include your Volunteer Support Specialist and/or Staff Liaison.

Committee Member working with Girl Scouts

If a Girl Scouts in the event exhibits inappropriate behavior, the committee member should:

- Document interactions with all involved and submit an Incident Report via our website.
- Never scream or yell.
- Speak to the Girl Scouts individually, away from the rest of the group.
- Ask what is wrong and if there is anything you can do to help.
- Address the inappropriate behavior exhibited at that time, not prior incidents.
- Speak to the Girl Scout’s troop leaders and/or caregiver.

If the behavior continues, ask the Girl Scout’s troop leader to contact their caregiver and speak to them privately. Ask the caregiver for insight into what may be causing the behavior. A call with the caregiver, committee member and troop leader may be arranged by the Staff Liaison.

Committee Member with Families

It is important to provide clear and detailed confirmation packets to troop leaders and remind them to share with their Girl Scouts' families. This will help address many of the questions or concerns they might have when dropping off Girl Scouts at events. Treating everyone with respect and acting as a role model is the most important job of the day. If there is a miscommunication or disagreement, please be sure to connect with the troop leader. If, after a discussion with the troop leader or caregiver, the issue is not resolved, please connect with council.

Removal: After a resolution has been reached and documented, if the behavior or conflict continues, volunteers may be removed from their positions after due process has been followed. Due process is defined as the opportunity for an in-person meeting with an appropriate manager who gives all sides the chance to be heard. An individual who is unwilling to participate in a conflict management meeting can be immediately removed from volunteer roles. Girl Scouts cannot be removed from troops without due process.

REMEMBER: ADULTS WORKING IN GIRL SCOUTS ARE REPRESENTATIVES OF THE GIRL SCOUT ORGANIZATION.



STEP 6: Promotion, Communication, and Social Media

Share the event early and in various ways.

- Get your flyer approved by your staff liaison.
- Once approved, send an email to your volunteers.
- Attend and share at a Service Unit meeting.
- Share on Social Media.

Sample Event Flyer

Presented by [Troop Number or Service Unit Name]

Image(s)

girl scouts
of greater new york

Event Name

Use this space to ...

- **Purpose of the Event**
- **Brief Description of Activities**
- **Why should they register for this event?**
- **How fun will it be?**
- **What will they learn?**

Special Instructions

What are participants expected to bring/supply?

When: [date, time of event, including year]

Where: [location of the event complete address with zip code]

Who: [target participants (the level of Girl Scouts invited to the event)]

Deadline: [last date registrations will be accepted]

Fee: [amount and what it includes (i.e. patch, snack, etc.), payment details (how to pay) "Troop Check Payable to:", event refund policy, etc.]

For Registration or Questions: [complete name, phone number, or email address of event contact]

Social Media Guidelines

Follow the GSGNY council on Facebook, Instagram, X, LinkedIn and YouTube: [@girlscoutsnyc](#). We are also on TikTok: [@girlscoutsofnyc](#)

Social Media & the Girl Scout Promise and Law

As a Girl Scout, the Girl Scout Promise and Law should guide all your actions, including when using social media. We’ve included some ideas to keep in mind below, but this isn’t a comprehensive list—when in doubt, ask yourself, “Is this action in line with the Girl Scout Promise and Law?”

- 1. **Be honest and fair.** Be transparent about your role as a Girl Scouts volunteer when communicating about Girl Scouts issues online.
- 2. **Be friendly, helpful, considerate, and caring.** Use social media to support fellow Girl Scout troops, volunteers, members, or staff.
- 3. **Be courageous and strong.** Don’t be afraid to speak up. If you see concerning online behavior, contact customercare@girlscoutsnyc.org.
- 4. **Be responsible for what you say and do.** Remember what you post online will be lasting. Even if you remove something, screenshots and site history records may still be visible.
- 5. **Respect yourself and others.** Create boundaries for yourself around social media. Consider making your profiles and groups private and utilizing apps that track or limit screen time.
- 6. **Respect authority.** If your actions on social media do not align with the Girl Scout Promise and Law, we reserve the right to take corrective action.
- 7. **Use resources wisely.** Take care of the electronic devices you use to engage on social media. Make them last to help reduce the environmental and human tolls of manufacturing them.
- 8. **Make the world a better place and be a sister to every Girl Scout.** Amplify the causes and voices you care about by sharing their content.

As a representative of Girl Scouts, your online presence can reflect positively or negatively on Girl Scouts. It’s always recommended to set your personal profiles to private, especially if you have Girl Scouts of Greater New York listed as an organization you volunteer for or represent.

What if I’m contacted by the media or a public figure?

If you’re contacted by a member of the media or a public figure through a social media site and asked to comment on an issue, please refer them to media@girlscoutsnyc.org.

Best Practices for Girl Scout Troop and Service Unit Social Media

Many Girl Scout troops and Service Units set up their own social media groups. If you choose to do so, here are some best practices to keep in mind:

Managing Your Group

Before you begin developing a Girl Scout social media account, designate two adults who will be responsible for managing the account—one who is the primary manager, and one back-up.

Naming Your Group or Profile

It’s a good idea to give a descriptive name to your group or profile (ex: Girl Scout Troop XXXX or “Girl Scouts of Greater New York Service Unit XXXX), so viewers can easily identify it.

Social Media and Privacy

- **Names:** If posting about specific Girl Scouts, share **first names ONLY**—safety is top priority!
- **Addresses:** Do not share addresses of Girl Scouts. You may share event location addresses.
- **Contact Information:** Create a generic email address (like **GSTroop4444@gmail.com**), instead of using contact information related to a specific person.
- **Photos:** Never post photos without the permission of those pictured, and/or the permission of their caregiver.



Posting Content

Anything you post on your group or profile can reflect on Girl Scouts, so ask yourself, “What information would be appropriate for a stranger to see on my page?”

Make sure Girl Scouts and adults in your troop or Service Unit who may be contributing content realize this is a Girl Scout page, not a personal page. Please be particularly careful about inappropriate references to race, religion, age, sex, national origin, sexual orientation, marital status, learning disability, physical or mental disability, or political affiliation.

Advertising

Do not sell advertising on your site or within your group—including banner ads, sponsored links, etc. The sale of advertising creates an implied relationship between Girl Scouts and the goods or services advertised and cannot be permitted.

Committees may submit their events for promotion in the council’s e-newsletters. Please contact your GSGNY staff liaison for next steps.

Social Media Bullying or Other Incidents

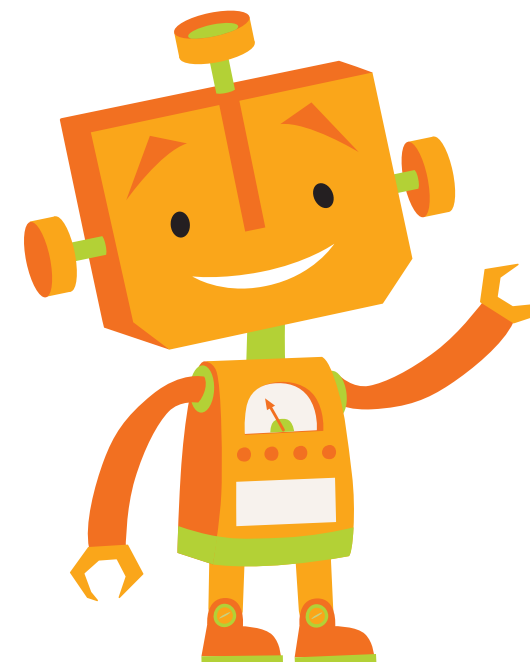
If any Girl Scout member’s actions on social media do not align with the Girl Scout Promise and Law, we reserve the right to take corrective action.

If you have any concerns at all—about a specific post, person, or conversation—please contact the council immediately. We are here to help make sure that all Girl Scouts have a safe and supportive online environment!

Girl Scout Branding, Trademarks, and Copyrights

Check out the [GSUSA Copyrights and Trademarks page](#) for more information about how to use Girl Scout branded materials.

In general, you can’t use copyrighted designs, text, graphics or trademarked symbols without specific permission from the copyright or trademark holder. The basic principle is: If it is not yours, don’t use it. Using the phrase “no copyright infringement is intended” (or similar wording) does not mean that you can upload copyrighted or trademarked material without permission. All necessary permission must be obtained, or the material cannot be posted.



More Questions?

If you have any other questions, please get in touch by calling 1 (212) 645-4000 or emailing us at customercare@girlscoutsnyc.org.

STEP 7: Wrap Up And Evaluation

After the event, make sure to:

- Celebrate!
- Finalize event budget with actual figures. Reconcile your finances.
- Pay all outstanding invoices.
- Clean up, sort, and store supplies and equipment.
- Write and send thank you notes to those who helped with the event.
- Share pictures with participants.
- Evaluate.
- Debrief with your planning team.
- Be receptive.



Sample Event Evaluation

Event Name
Event Date

Age _____ Grade _____

Your evaluation is important to [your troop number or service unit name]. Please take a few minutes to give us your comments and suggestions so that we may provide quality programs in the future.

Circle the answer that most agrees with how you feel.

1. Did you enjoy this event by the Girl Scouts?

Agree a lot Agree Disagree Disagree a lot Don't know

2. Can you do most things you try, even if they are hard?

Agree a lot Agree Disagree Disagree a lot Don't know

3. Girls like me can be good at many different things.

Agree a lot Agree Disagree Disagree a lot Don't know

4. I take responsibility for my actions when I make a mistake.

Agree a lot Agree Disagree Disagree a lot Don't know

5. I listen to people even when I disagree with them.

Agree a lot Agree Disagree Disagree a lot Don't know

6. I want to make the world a better place to live in.

Agree a lot Agree Disagree Disagree a lot Don't know

7. We learn by doing activities, not just listening.

Agree a lot Agree Disagree Disagree a lot Don't know

8. Which activity did you enjoy the **most** and why?

9. Which activity did you enjoy the **least** and why?

Common Skills Of Effective Leaders

Self – Understanding

- Recognizing personal areas for growth and delegating to skilled individuals
- Knowing your strengths and nurturing them
- Accepting feedback
- Analyzing your trials and errors to learn through every experience

Anticipating / Envisioning

- Actively seeking to be informed and to inform
- Setting goals for excellence
- Observing / studying a situation to diagnose a problem
- Foreseeing implications of decisions made/to be made
- Initiating change
- Networking with constituents to sense future trends and build coalitions

Communicating

- Explaining
- Counseling
- Working with people at all levels
- Helping others visualize and understand your ideas
- Sharing your views and goals to recruit support and motivate others to follow
- Listening / paraphrasing to check for misunderstanding or gaps
- Reporting / summarizing
- Disseminating procedures and instructions

Teambuilding

- Supporting / encouraging other
- Recognizing growth in others
- Trusting others and delegating
- Reaffirming shared values and goals
- Celebrating accomplishments
- Offering educational opportunities for adults
- Being constant / building trust
- Being positive
- Respecting others



It's a Team Effort!

Characteristics of a Productive Team

Goal – Oriented

Team members have a strong commitment to the achievement of organizational goals and objectives. Tasks are clearly understood and accepted.

Effective Communication

Team members communicate openly and honestly with each other. Each is skilled in giving and receiving constructive feedback and listening to each other. Everyone is kept informed.

Clear Roles

Members know what their individual responsibilities and priorities are and how they relate to the other members. There are no missing links or duplication of effort.

Participation

All team members participate in the problem-solving and decision-making process. Each member encourages involvement of the whole team. Decision-making is often by consensus.

Suggested Training for Committee Members

GSGNY strongly recommends all committee members complete the following training courses via gsLearn, Girl Scouts’ official online, on-demand training platform.

gsLearn is available to all adults with an active Girl Scouts membership and can be accessed through your MyGS account. Explore the Content Library to discover resources, developed by both GSUSA and GSGNY.

Use the Search feature to locate the following courses, which GSGNY recommends for all committee members:

- GSUSA Foundation (Parts 1-4)
- GSUSA Facilitating Virtual Zoom Meetings

Staff Support

Program and Content Support

Maggie Vasquez, Vice President,
Girl Leadership Experience
mvasquez@girlscoutsnyc.org

Recognition Committee Support and Liaison

Denia Cambell, Director, Volunteer Experience
dcambell@girlscoutsnyc.org

Notable Incident or Emergency

Email customercare@girlscoutsnyc.org with the subject line “Urgent – Committee Incident” and cc Maggie Vasquez at mvasquez@girlscoutsnyc.org.

GSUSA Zoom License Support

Committee co-chairs will receive an annual Zoom license, free of charge. Contact your GSGNY staff liaison for access.

BAND

Band is a social media app, available for desktop and mobile (Apple and Android), used by some GSGNY staff and volunteers to connect, share ideas, resources, announcements, and reminders. Check it out at band.us.

Please note, Band is an informal, community platform and not an official source of council news. The GSGNY council cannot guarantee accuracy of information posted there. For the most accurate information, follow us on Facebook, Twitter, or Instagram @girlscoutsnyc, or visit our website at www.girlscoutsnyc.org!

Council Website

Helpful resources – such as upcoming events and additional staff contact information – can be found at www.girlscoutsnyc.org.

girlscoutsnyc.org

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