



# VOLUNTEER POLICIES, STANDARDS AND PROCEDURES

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# Girl Scouts of Greater New York

## VOLUNTEER POLICIES, STANDARDS, & PROCEDURES

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GIRL SCOUTS OF GREATER NEW YORK

## VOLUNTEER POLICIES, STANDARDS, & PROCEDURES

**"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

### **MISSION**

Girl Scouting builds girls of courage, confidence and character, who make their communities and the world a better place. The Girl Scouts of Greater New York offers the Girl Scout experience to all girls in the five boroughs of New York City.

### **VISION**

We are committed to one thing: to be the premier leadership development organization for New York City's girls.

### **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 U.S.A. Girl Scouts of the U.S.A. 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.

### **POLICIES**

### **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, 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 MEMBERS**

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 exploitative 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 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 \$2000. 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 specification.

## **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 type of electioneering in your official Girl Scout capacity is prohibited.

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\* 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 participating in the electoral process by promoting particular candidates for office. Such activity is a direct violation of the tax law that governs non-profit organizations. You may, however, campaign on behalf of a political candidate as an 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 you are Program, Membership & Advocacy.

When acting as a Girl Scout representative, a Girl Scout volunteer or girl 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 or rally.
- 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 members **may** engage in the following activities:

- Write, visit, or call your Members of Congress, Governor, state legislator and all other local policy makers 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 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 such as participating in the “I Promise a Girl Scout I Will Vote” campaign and publicizing the efforts.
- 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 issue or posted on our website by the Council. If you need assistance in responding to a question or want a Council representative to respond, please contact the Vice President of Membership, Volunteer Services, Human Resources & Council Operations for assistance.

## **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, client, 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 embraces the concept that excellence must be achieved through diversity and is committed to the "Affirmative Action for Volunteers" policy of Girl Scouts of the USA, which states: "There shall be no discrimination against an otherwise qualified adult volunteer by reason of disability or on the basis of age. Furthermore, there shall be no discrimination on the basis of race, color, ethnicity, gender, creed, national origin, sexual orientation, or socioeconomic status. In addition, to ensure full equality of opportunity in all operations and activities of the organization, affirmative action policies and procedures shall be utilized in the recruitment, selection, training, placement, and recognition of volunteers. Special emphasis shall be placed upon securing representation of underrepresented population groups."

The Girl Scout organization respects the varying opinions and practices of its membership, but does not permit the advocacy of personal, religious, political, or lifestyle preferences within its program.

## **RECRUITMENT**

The Council actively recruits new volunteers. Each prospective volunteer is required to complete an Adult Volunteer Application Form, provide names and addresses of references, and be interviewed by an authorized Council representative. Each volunteer position will have a written position description which defines specific responsibilities, qualifications, and expectations. It will also identify the next person, volunteer or Council

staff member in the chain of command. "Supervisor" will designate this individual throughout this text. All volunteers are expected to take training for their positions.

## **SELECTION AND PLACEMENT**

Every adult is selected on the basis of qualification for and ability to perform the volunteer position, and willingness and availability to participate in training for the position. In a meeting, an authorized Council representative will discuss:

- Purpose of the Girl Scout organization;
- Specific positions(s), skills required, responsibilities and duties of position(s), reporting lines for supervision and/or help, and time commitment required;
- Orientation and training;
- Length of appointment.

After the meeting and a review of the completed application and a satisfactory reference check, every effort will be made to appoint the volunteer to a position that will satisfy her or his individual interests and further the mission of the Council. Individuals not placed in positions for which they applied may be recommended for other positions. Appointments automatically terminate at the end of the period stated in the written position description or in the letter of appointment.

Ultimately, every volunteer serves at the discretion of the Council and can be released by the Council at will.

## **BACKGROUND CHECKS**

The Girl Scouts of Greater New York is committed to ensuring that all girls involved in Girl Scouting are provided with opportunities to gain new skills, learn new ideas and value diversity. To build girls of confidence, character, and courage who make the world a better place and develop strong values in a SAFE and nurturing environment with caring and responsible adults, therefore, it is **mandatory** for any adult who volunteers to work with girls to consent and voluntarily authorize the Girl Scouts of Greater New York to obtain an independent criminal background report and social security number validation as well as to request or receive information including motor vehicle reports, past employment and education records, and/or references from any persons, schools, or previous employers only if pertinent to their work as a volunteer. A credit report may be requested if the assignment includes the handling of money.

**Background checks will be required to be repeated every (3) years on a rotational basis.**

## **TRAINING**

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

Additional training and adult development courses are offered regularly to meet the needs and interests of volunteers. The Council strives to offer flexible times and locations for all

training sessions. In addition, volunteers may apply to the Council for educational opportunities offered by Girl Scouts of the USA or other community resources.

## **SUPERVISION, EVALUATION, AND REAPPOINTMENT**

Every volunteer is entitled to the ongoing support of a supervisor and regular, periodic evaluations of her or his performance, based on requirements of the written position description, including goals and objectives, expectations, and time commitment. An annual reappointment must occur for a volunteer to continue in a position.

## **RECOGNITION AND APPRECIATION**

Volunteers serve Girl Scouting because they believe in the philosophy of the movement, receive satisfaction from giving service to others, and achieve personal growth and development. There are, however, times and circumstances that call for a special expression of appreciation. The Council will maintain the personnel and procedures to ensure appropriate recognition for volunteer service given to the Girl Scouts of Greater New York. The recognition system will be consistent with the Girl Scouts of the USA and the Girl Scouts of Greater New York.

## **PROBLEM SOLVING**

If a volunteer encounters a problem in the performance of Girl Scout activities, it is the responsibility of the volunteer to bring the problem to the attention of her or his volunteer supervisor for resolution. If the volunteer is not satisfied with the solution, she/he may request a meeting with a person in the next level of supervision, her/his Membership Specialist, Membership Manager, Director of Membership & Community Development, then the Vice President of Membership & Volunteer Services, Human Resources & Council Operations. If still not satisfied with the solution, she/he may request a meeting with a designated member of the Board of Directors.

If a situation occurs in which the supervisor determines that there is a problem with the behavior, ability, or willingness of a volunteer to meet the responsibilities of her/his position, and immediate removal is not necessary for the protection of the girls or the organization, the supervisor will discuss corrective solutions with the volunteer. The volunteer will be given opportunities to correct the deficiency within an agreed-upon time period. If there is no agreement as to corrective action or improvement in performance, the supervisor may consider release of the volunteer from the position. The supervisor is to follow the steps for release as stated below under the heading TERMINATION.

## **TERMINATION**

A volunteer may terminate her/his services upon written notification to the supervisor. The Council may terminate the services of a volunteer because of, but not limited to, the following:

- failure to take appropriate training.
- inability or unwillingness to perform the requirements of the position.
- refusal or failure to comply with Council and/or Girl Scouts of the USA policies and standards.

- refusal or failure to comply with the mission and values of the organization.
- endangering the health, well-being, and safety of others.
- inadequate job performance.
- restructuring of volunteer positions.

When it becomes necessary to consider releasing a volunteer, the following steps should be followed:

- Facts should be gathered and documented.
- Supervisor will discuss the matter with appropriate staff.
- Volunteer, supervisor, and appropriate staff should meet to discuss the situation
- If no solution can be found, the volunteer should be given the opportunity to resign.

If the volunteer refuses to resign, the appropriate staff, with agreement of the supervisor should inform the volunteer of release from the position and the effective date. 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 the volunteer that policies and/or procedures related to a volunteer's position is not being administered properly. The grievance procedure, which may be used by any volunteer, is designed to ensure the objective hearing and orderly handling of volunteer complaints. Every volunteer may expect a fair resolution of her/his grievance without fear of jeopardizing volunteer status. It is hoped that most grievances can be resolved through informal conferences and communications, the goal of which is to resolve the cause of the grievance.

When a volunteer and supervisor are unable to resolve a complaint through the above efforts, the volunteer may request a meeting with the Director of Membership & Community Development, Director of Human Resources & Volunteer Development, or the Vice President of Membership, Volunteer Services, Human Resources & Council Operations. However, the initiation of the grievance procedure will not prevent the Council from taking the necessary action. Following the hearing, the decision of the Director of Human Resources & Volunteer Development, Vice President, Membership, Volunteer Services, Human Resources & Council Operations will be discussed 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 of illegal or dishonest activities are violations of federal, state or local laws; inappropriate handling of troop/service unit funds; and other fraudulent financial reporting.

Any volunteer with knowledge or a concern of illegal or dishonest fraudulent activity should contact the Director of Membership & Community Development, the Director of

Human Resources & Volunteer Development or the Vice President of Membership, Volunteer Services, Human Resources & Council Operations. If one of these individuals is part of the allegation then the CEO or a Board designee may serve as the individual to inform. The volunteer must exercise sound judgment to avoid baseless allegations. Any volunteer who intentionally makes a false report of wrongdoing will be subject to discipline up to and including termination of position. Retaliation against a person reporting dishonest activity is prohibited. Complaints under this policy will be handled with sensitivity, discretion and confidentiality to the extent allowed by the circumstances and the 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. In addition, the unauthorized possession or consumption of alcoholic beverages is not permitted on Council-owned or operated properties.

## **SMOKE-FREE ENVIRONMENT**

A "Smoke-Free Environment" is a policy of the Girl Scouts of Greater New York. Adults should always have a positive influence and be positive role models for all girls. The following are criteria and guidelines that must be followed by all adults working with girls.

- Leaders, Co-leaders or parent helpers may not smoke while Girl Scouts are present.
- The legal age for smoking in New York is 18 years of age; older girls may not smoke even with parental permission.
- If a Leader/Co-Leader must smoke, she may do so in a designated area away from the girls and insuring adult coverage for the troop according to Safety-Wise standards.

Smoking is permitted only as authorized by law and only in those areas of Council-owned or operated properties as designated. Smoking is not permitted at troop/group meetings or at events while girls are present.

## **HARASSMENT**

The Council is committed to an environment in which relationships are characterized by dignity, respect, courtesy, and equitable treatment. The Council prohibits any form of harassment on the basis of age, race, color, ethnicity, gender, creed, national origin, socioeconomic status, sexual orientation or disability. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature that creates an intimidating, hostile, or offensive working environment. Any volunteer who believes that she/he has been subjected to harassment of any type, whether by another volunteer, a parent, by staff, or by any agent of the organization, should promptly report the incident to a supervisor. The supervisor, upon receiving such a complaint, must report the matter to the Chief Executive Officer, who will take appropriate measures to resolve or correct the situation. Behavior in a manner that disrupts the troop/program (as determined in the discretion of the Girl Scout staff), may result in the removal of a child or volunteer from the troop and the Girl Scouts.

## **HOSTILITY**

The council strictly prohibits hostility in any form against all persons having involvement with the council. Hostility is considered to include, but not be limited to, physical violence as well as harassment, intimidation, stalking, coercion, display of weapons, threats, bullying and talking or joking about hostility whether in person or through some other means of communications such as writing, telephone, text messaging, voice mail, e-mail, social media or any other methods of communication or technology.

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

## **WHISTLEBLOWER POLICY - VOLUNTEERS**

A whistleblower is a volunteer who reports an activity to the parties listed in this policy that he/she believes to be illegal, fraudulent or dishonest or harassing. Volunteers are encouraged to report concerns about suspected illegal/fraudulent, harassing or dishonest activity. Examples of illegal or dishonest activities are violations of federal, state or local laws; billing for services not performed or for goods not delivered; and other fraudulent financial reporting.

Any volunteer with knowledge or a concern of illegal, dishonest, harassing or fraudulent activity should contact, the Director of Girl Membership & Community Development or the Director of Human Resources & Volunteer Development as applicable. If the allegation is against either the Director of Girl Membership & Community Development or the Director of Human Resources & Volunteer Development, then the volunteer should direct the claim to the Vice President of Membership and Volunteer Services, Human Resources & Council Operations or the CEO. The volunteer must exercise sound judgment to avoid baseless allegations. Any volunteer who intentionally makes a false report of wrongdoing will be subject to discipline up to and including termination from the positions that they hold.

Retaliation against whistleblowers is prohibited. Examples of retaliation include threats of physical harm or loss of volunteer position. Whistle-blowers who believe that they have been retaliated against should immediately notify the Director of Girl Membership & Community Development or the Director of Human Resources & Volunteer Development as applicable. If the allegation is against either the Director of Girl Membership & Community Development or the Director of Human Resources & Volunteer Development, then the volunteer should direct the claim to the Vice President of Membership and Volunteer Services, Human Resources & Council Operations or the CEO. Complaints of retaliation will be investigated and appropriate corrective measures will be taken if allegations of retaliation are substantiated.

Whistle-blowing complaints will be handled with sensitivity, discretion and confidentiality to the extent allowed by the circumstances and the law. Generally this means that whistle-blower complaints will only be shared with those who have a need to know so that the Council can conduct an effective investigation, determine what action to take based on the results of any such investigation, and in appropriate cases, with law enforcement personnel.

## MEDIA CONTACT

The Board of Directors of the Girl Scouts of Greater New York requires that contact with the media be made through the Council's Communication & Marketing Department or CEO.

Radio, television and the press in New York City serve more than the five boroughs. In fact, of all cities in the country, the media in New York is more national in scope than any other. Because of this, the full cooperation of Girl Scout adult volunteers and parents is essential in contacting the Council on media related issues.

## SOCIAL MEDIA GUIDELINES FOR VOLUNTEERS

The term 'social media' refers to tools that allow the sharing of information and creation of communities through online networks or people. Some of the most common types of social media include social networking sites (Facebook), microblogging sites (Twitter), forums, blogs, and content-sharing services (YouTube).

The use of social media enhances the visibility of our council as a united front reaching out to the community and media regarding council activities, events and more. The Council regularly provides status updates, pictures, links and more to Facebook, Twitter & You Tube.

If you are creating a Facebook page for your service unit or troop, the page name should be the service unit name or Troop #xxxxx

If you have already created a profile for your troop and/or service unit, please set the privacy settings to "friends only". This way people must request to be your "friend."

**Note:** This will *only* work if your page is a regular Facebook "profile" page.

These guidelines are in place so that girls are protected online—especially if you are posting pictures and/or meeting dates and times.

- Remember that anything posted on your website is a reflection of Girl Scouts of Greater New York and GSUSA, so be cautious when selecting content.
- Speak with the girls in your troop or service unit and make sure they understand the importance of preserving the Girl Scout image online. Encourage them to use good judgment and discretion when posting online.
- *Girls and/or adults may not post notices on websites to sell Girl Scout Cookies*
- If you are contacted by Girl Scouts of Greater New York or GSUSA and asked to remove any content or links from your website, please comply immediately with that request.

## **POLICIES RELATED TO FUND-RAISING**

The Girl Scouts of Greater New York actively raises funds and program support on behalf of the girls it serves annually. It does so approaching foundations, corporations, federal/state/local government officials, and individuals, who in return, receive an acknowledgment for their gift for tax deduction purposes. While we understand and appreciate the desire of Girl Scout adult volunteers to fundraise among local businesses, it is important that our combined efforts result in additional resources and not compete with one another. Based on inquiries received from individual leaders and Service Unit Managers who wish to fundraise on behalf of their own troop/service unit(s), listed below are important guidelines to follow.

### **For Adults**

- Adults are welcome to participate in fundraising 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 contact the Special Event and Individual Giving Department at 212-645-4000, ext. 241.
- 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 initial Cookie Campaign period.
- Those troops who wish to conduct an additional fundraiser to the Cookie Campaign must participate in the initial Cookie Campaign. 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, prior to any fundraising activity. Submit the form to your

membership specialist or manager. The form must be approved by both your membership manager and the cookie department.

### **For Service Units/Groups**

- The vast majority of events at the Service Unit or Borough Level are not fundraising events; they are program events that should be designed to run at cost. They should follow the Girl Scout guidelines for girl 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 fundraising event need to:
  - First consider whether a fundraising event is the best approach. Fundraising 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 of the following ways:
    - Family Partnership Appeal
    - Overall Council Programs
    - With approval, they may be designated to one of the Council's Program Priorities, such as Camp or Older Girl Programs.
  - Manage the event at the volunteer level including promoting the event, recruiting volunteers, girls and attendees and managing the funds.
  - Submit a written proposal to your Borough Membership Manager 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 your Membership Manager and the Director, Major/Individual Giving & Special Events.
  - 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 are following Girl Scout branding guidelines when using the Girl Scout name or logo.
    - When given at least 6 weeks' notice, the Council may be able to include approved Service Unit/Borough Events as an additional opportunity in one of its regular e-letters. Note that products or brands cannot be promoted or endorsed in these communications.

- If you have any questions regarding this policy, please speak to your Membership Manager or call the Special Event and Individual Giving Department at 212-645-4000, ext. 241.

### **PRODUCT SALE POSITION STATEMENT**

The Girl Scout Cookie Sale is a program activity for girls grades K through 12. Girls learn a myriad of skills including goal setting, planning, marketing, leadership and financial management. The Girl Scouts of Greater New York endorses Girl Scouts of the U.S.A.'s position that product sales be integrated into the year-round activities of the troop/group. Product sales will be promoted consistent with this position.

## **STANDARDS**

### **TROOP LEADERSHIP**

Each Daisy, Brownie, Junior, Cadette, Senior and Ambassador Girl Scout troop should have two registered adult leaders. It is preferable that a leader carry primary responsibility for no more than two troops. If the Membership Manager, with the Service Unit Manager, agree that an individual will function as the leader of more than one troop, these guidelines should be followed:

- Preferably the 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.

### **TROOP SIZE**

It is recommended that troop sizes be as follows:

Daisy Girl Scouts:	a minimum of 12 girls
Brownie Girl Scouts:	a minimum of 17 girls
Junior Girl Scouts:	a minimum of 17 girls
Cadette Girl Scouts:	a minimum of 12 girls
Senior Girl Scouts:	a minimum of 12 girls
Ambassador Girl Scouts	a minimum of 12 girls

### **RATIOS OF ADULTS TO GIRLS**

The 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 Scout

### **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/GROUP PROGRAM GRADE LEVEL**

Troops will register in only one program grade level based on the greatest number of girls in troops' grade level. Girls of different program grade levels with common interests and/or needs may meet together in a smaller group.

## **TROOP COMPOSITION**

Troops ideally should include girls from more than one school grade and should reflect the diversity (economic, racial, cultural, and religious) of the community.

## **UNIFORMS**

While Girl Scouts of the USA is a uniformed organization, and many girls and adults take great pride in wearing the uniform, uniforms are not required to participate in Girl Scouting. A Girl Scout is in "uniform" when she wears the Girl Scout pin. No girl or adult should be discriminated against or be excluded from a Girl Scout activity because she does not wear a Girl Scout uniform.

## **TROOP FUNDS**

Troop money belongs to the troop, not individual members of the troop. Information about the treasury must be available to girls in the Troop, parents of the girls in the Troop, Service Unit Managers and Council Personnel. Therefore, Troop Leaders must keep a detailed record of the Troop Treasury.

If a Troop 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 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.**

## **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.*

At the Council, you may call the Vice President of Membership & Volunteer Services, Human Resources & Council Operations, the Director of Human Resources & Volunteer Development, the Director of Membership & Community Development or the Director of Program:

- Vice President of Membership & Volunteer Services, Human Resources & Council Operations, 212-645-4000, ext 257.
- Director of Human Resources & Volunteer Development, 212-645-4000 ext 288
- Director of Membership & Community Development 212-645-4000 ext.244
- Director of Program, 212-645-4000, ext. 259

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 days 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 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 the Vice President of Membership & Volunteer Services, Human Resources & Council Operations, Director of Human Resources & Volunteer Development, Director of Membership & Community Development or the Director of Program immediately.

## **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 new 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 girls 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.

**Recommendations: GSGNY**

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

**NOTES:**