



SERVICE UNIT

TROOP CONSULTANT

COURSE MANUAL



Notes

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Welcome to the Service Unit Team!

Thank you for agreeing to serve as a Troop Consultant for your service unit. Your role is important to the Girl Scout movement. As a consultant, you will help leaders bring the Girl Scout Leadership Experience to life.

So much happens behind the scenes in Girl Scouts. Most girls have no idea how many adults it takes to keep our troops running smoothly. Thank you for taking on a role that supports leaders in building a great experience for girls.

Your position has 4 key components:

- Promoting the Girl Scout Leadership Experience
- Supporting new and experienced leaders
- Reviewing and approving troop activities
- Actively participating in Service Unit Team and Service Unit Leader Meetings

There is a whole volunteer team around you—your service team. Your Service Unit Manager has appointed you to be part of the service unit team. As a team you help determine the success and sustainability of your service unit. There is a whole staff behind you, too. Your membership specialist is your direct liaison to Girl Scouts of Greater Los Angeles (GSGLA).

This course manual is a resource for the Service Unit Troop Consultant. The information in this course manual will help you engage volunteers, connect them to the service unit, and answer general troop and Girl Scout related questions.

SERVICE UNIT RESPONSIBILITIES AND FUNCTIONS

Girl Scout Pathways



Service Unit Responsibilities and Functions



The Service Unit is delegated the responsibility to organize and service Girl Scout troops/groups and girls within its boundaries. This includes troop organization, recruitment, and placement of girls and adults. This also includes supporting the volunteer on-boarding process, celebrating and recognizing volunteers, and annual reflection.

The Service Unit provides ongoing assistance to existing troops and other pathways, which includes consulting service, recognition of adults, community contact, and inter-troop programs.

The Service Unit serves as an important link between the Council and troops. It is important to communicate to the Council what triumphs and challenges your Service Unit is experiencing and to pay careful attention to notices and information that come from GSGLA and GSUSA. Participation in Council-wide meetings and events and administration of GSGLA annual product sales are also important Service Unit responsibilities.

SERVICE UNIT FUNCTIONS

I. ADMINISTRATION

- Responsible for all aspects of Girl Scouting in a given geographic area
- Supervise and support volunteer leadership and Service Unit Team members
- Recommend volunteer leadership and Service Unit Team members for selection, appointment, and when needed, for reassignment
- Call meetings of Leaders and Service Unit Team
- Act as Liaison between Council and Service Unit
- Approval of various troop/girl activities
- Partnership with Mission Delivery

II. SERVICE UNIT

- Recruitment
- Meetings of volunteers
- Coaching of volunteers
- Peer group support and sharing
- Securing parent and adult support
- Establishing community contacts
- Ongoing support to direct service volunteers
- Inter-troop program
- Recognition of adult volunteers

III. TROOP ORGANIZATION

- Recruit and support on-boarding of Troop Leaders, Co-Leaders/Assistant Leaders and other pathway volunteers
- Assist in finding meeting places
- Recruit and place girl members
- Develop potential sponsors
- Cultivate volunteer support
- Membership registration (Online and Early Bird)
- Reengage lapsed membership within Service Unit

IV. SERVICE TO GIRLS

- Troop/Group and other pathway programs
- Girl Scout Leadership Experience
- Knowledge of Girl Scout program and standards
- Participation in the Girl Scout organization through workshops and the Service Unit structure

V. SERVICE TO VOLUNTEERS

- Provisions for interaction among Leaders
- Coaching for troops/groups
- Acquaint volunteers with existing and new resources
- Identification of learning needs
- Coordination of troop activities within Service Unit

VI. FINANCIAL COORDINATION

- Oversees troop finances
- Promotion and support of Council product sales activities

VII. COMMUNICATIONS

- Send all notification of meetings and activities
- Keep accurate and complete records of all meetings and make such records available to the Service Unit
- Handle all correspondence for Service Unit

VIII. GSGLA SUPPORT

- Keep accurate dates for terms of office of Service Team members
- SUM attends Quarterly Service Unit Manager meetings
- Recommendations for appointment for various other Council positions, including Product Sales, Program, Girl Scout volunteers, and other community relations

XI. APPROVAL REQUIRED BY SUM

- Service Unit Events
- Troop Camping
- Troop Travel
- Troops to participate in money-earning activities
- Intent to charter a bus
- Intent to conduct saddle animal activities
- Year-End Financial reports
- Troop Disband Notice
- May designate requisite approvals to other Service Team members

SERVICE TEAM

In the service unit there are essential responsibilities that must happen to ensure we are working towards the mission and goals of the Girl Scout organization. These functions are carried out by a group of volunteers working together as the service unit team. While each team member has a specific job, a solid support system and shared responsibilities make the service unit function more smoothly.

Before the service unit team can work to support girls and adults, each member must not only know and understand the role of the service team but also, the Girl Scout Leadership Experience and GSGLA Goals.

The Service Unit Team is responsible for:

- Extending membership – recruit volunteers and girls reflective of the diverse community
 - Service Unit Team members
 - Leaders and volunteers for a variety of pathways including troops and series
 - Girl membership at all grade levels
 - Supporting the on-boarding of volunteers
 - Assist girls' and volunteers' registration through eBiz

- Providing direct support to girls and adults
 - Enrichment training
 - Service Unit networking and discussion groups
 - Support to all volunteers through a variety of communication methods including Service Unit Leader Meetings
 - Girl planned Service Unit events that promote a connection between troops in the Service Unit and enhance the troop experience
 - Participation in council and community events, including the Girl Scout Cookie Sale, Fall Product Sale, and Family Partnership
 - Volunteer recognition
 - Provide Service Unit events which incorporate the Girl Scout Leadership Experience
 - Within each of the functions of the Service Unit, support will be consistent, flexible, and provide ease of access to the Girl Scout experience

- Community engagement
 - Educate the community about the benefits of Girl Scouting
 - Ensure messages and activities of the Service Unit reflect the Girl Scout Leadership Experience and Council goals

PROVIDING A WELCOMING SERVICE UNIT LEADER MEETING

Do you remember what it was like when you attended your first Service Unit Leader Meeting? Wouldn't it have been easier if there was someone there you knew who could explain the ins and outs? As a Service Unit Team member, you have the opportunity to get the leaders off to a good start and give them a positive experience.

Dear Girl Scout Service Unit:

It amuses me to think your organization spends so much time looking for new members when I was there all the time. Do you remember me?

I'm the person who came to every meeting, but nobody paid any attention to me. I tried several times to be friendly, but everyone seemed to have their own friends to talk to and sit with. I sat down among some unfamiliar faces several times, but they didn't pay any attention to me. I hoped someone would ask me to join one of the committees or somehow participate and contribute – but no one did.

Finally, because of illness, I missed a meeting. The next month, no one asked me where I had been. I guess it didn't matter very much whether I was there or not. On the next meeting date, I decided to stay home and watch a good television program. When I attended the next meeting, no one asked me where I was the month before.

You might say I am a good person. I have a good family and love my community.

You know who else I am?

I'm the volunteer who never came back.

Don't let your leaders be the volunteer who never came back! Take Action with your team and brainstorm welcoming ideas to make every service unit leader meeting a positive experience!

Here are some ideas to get you started:

- Provide time in the meeting for the different grade levels groups to meet and share information and concerns
- Include a "fun thing" on the agenda (ie. learning a new song, playing a game, having a contest)
- Regularly thank individuals and recognize special services or achievements
- Have something at each meeting the leaders can take back to their troop

COMMUNICATION

It's important to know how each volunteer wants communication from you. Everyone is different ~ establishing how to communicate with each volunteer right from the beginning will prevent problems in the future.

Do you know how each generation communicates?

| Generations | Communications | Messages that Motivate |
|---|--|---|
| <i>"The Greatest Generation"</i> Prior to 1945 | Formal - written | Your experience is respected |
| <i>Boomers</i> 1946 - 1964 | In person | You are valued, you are needed |
| <i>Gen X</i> 1965 - 1980 | Direct and immediate E-mail Voice Mail | Forget the rules. Do it your way. |
| <i>Nexters – Gen Y</i> 1980 - 2000 | Text messaging Twitter Facebook | You will work with other bright, creative people. |

Communicating by social media is becoming popular and is an acceptable way to communicate for adults as well as girls.

The term "social media" refers to the tools that allow the sharing of information and creation of communities through online networks of people. It is a method to have two way conversations online.

Remember the Internet is an open forum and its benefits of easy access and sharing of information can also attract those who would use that information to cause harm. To ensure the girls' safety:

- Girls must be 13 years and older and have parental permission to be involved in a project that involves creating/maintaining a troop Web page or social media profile;
- All girls need to sign the "Internet Safety Pledge" before participating in any troop/service unit or organized online activity. Girls and volunteers make great partners to ensure that Girl Scout environments and activities are safe. Before girls explore the Internet, they need to sign the GSUSA Online Safety Pledge," <http://www.girlscouts.org/program/basics/safety/>;
- Go over internet safety for girls by visiting *Let Me Know* (www.lmk.girlscouts.org), a site addressing internet safety for girls and young women (and many more resources); and
- If you wish to post Girl Scouts' names on a Web site, use first names only (no last names). Remember: do not identify the Girl Scouts pictured in any photos you post online! Never identify the schools, addresses, phone number, or e-mail addresses of Girl Scouts.

For more information regarding social media and computer safety, refer to the Girl Scout Safety Activity Checkpoint for "Computer/Online Use."

Consistent communication with volunteers is just one way to be successful. Here are others:

- Understand and support the Girl Scout mission, vision, and values
- Promote the Girl Scout Leadership Experience
- Provide timely and effective communication
- Provide guidance; not directive
- Be willing to invest time, energy, and personal know-how to assist the growth of another person
- Be discreet and maintain confidences

Ask Volunteers: How would you like me to communicate with you?

PROMOTING THE GIRL SCOUT LEADERSHIP EXPERIENCE

Everything we do is aimed at helping each girl develop her own unique leadership skills. The Girl Scout program – what girls do in Girl Scouting – is based on the Girl Scout Leadership Experience, a national model that helps girls become leaders in their own lives and as they grow.

Using the Girl Scout Leadership Experience as our guide:

- Activities are designed to give girls the opportunity to **DISCOVER** themselves, **CONNECT** with others, and **TAKE ACTION** to make the world a better place.
- Activities are **GIRL-LED**, which give the girls the opportunity to **LEARN BY DOING** in a **COOPERATIVE LEARNING** environment.

Implementing the Girl Scout Leadership Experience:

- **Girls First** – Build a team relationship. Allow girls to benefit from adult guidance and mentoring.
- **Girl Choice** – with younger girls, use girl choice.
- **Journeys & Badges** – Use *Journey* and *Girls Guide to Girl Scouting* to facilitate girl development. Use the *Adult Journey Guide*.
- **Feedback** – Solicit girl and parent feedback. Everyone’s feedback counts.
- **Team Work** – Work with younger/older troops to help facilitate bridging requirements and girl development. Requirements are found in *Girls Guide to Girl Scouting*.

The National Program Portfolio has two main parts – the National Leadership Journeys and *The Girl’s Guide to Girl Scouting*. Complemented by the Girl Scout Cookie program, Girl Scout travel and Girl Scout awards, the National Program Portfolio is designed to help girls develop as leaders and build confidence by learning new skills. It also ensures that Girl Scouts at every level are sharing a powerful, national experience—girls together changing the world!

The Girl’s Guide **Handbook Section** is designed just for girls, and allows girls to personalize their Girl Scout experience by scrapbooking and documenting their activities

- **Legacy Badges:** Artist, The Girl Scout Way, Citizen, Cook, First Aid, Athlete, Naturalist,
- **Financial Literacy Badges:** Girls can earn a different Financial Literacy Badge each year. Daisies earn Financial Literacy “leaves.”
- **Cookie Business Badges:** Girls can earn a different Cookie Business Badge each year. Daisies earn Cookie Business “leaves.”
- **Skill Building:** Brownie through Senior: Outdoors, Performance, Animals, Practical Life Skills, Healthy Living, Manners, Do It Yourself, Digital Arts, Adventure, Craft, Storytelling, Creative Play, Investigation, Science & Technology, Innovation
- **PLUS:** Make Your Own, My Promise, My Faith Pin, Journey Summit Pin, PA, CIT, VIT, Bronze/Silver/Gold Awards

Journeys include three series of subjects for each Girl Scout program level:

- **It’s Your World – Change It!**
- **It’s Your Planet – Love It!**
- **It’s Your Story – Tell It!**

Volunteer Position Description Service Unit Troop Consultant

Summary:

The Troop Consultant is accountable for providing help and advice to new and experienced troop/group leaders, ensuring safety, quality, and balance program offerings are aligned with the GSLE.

Term of Appointment:

The Troop Consultant position is appointed from October 1 through September 30 for a term of 1 year with re-appointment occurring annually.

Appointed by/ Accountable to:

Service Unit Manager and Mission Delivery Specialist, Membership

Duties and Responsibilities:

- **To the Service Unit**
 - Acquaint and assist leaders with program activities, and materials to enhance and evaluate troop program to align with the Girl Scout Leadership Experience.
 - Help leaders plan for safety and age-appropriate progression in their activities.
 - Support, and motivate leaders through monthly contacts.
 - Provide leaders with support for completing required record keeping forms.
 - Encourage leaders to attend the monthly service unit leader meeting.
 - Ensure learning opportunities provided were utilized and provide recommendations for future learning opportunities.
 - Monitor and record troop activities by reviewing permission slips and monthly contacts.
- **To the Service Team**
 - Keep service team up-to-date on the well-being of troops/groups.
 - Provide informal recognition of leadership teams and recommendations for formal recognitions to the service unit recognition committee.
 - Attend and participate in service unit team meetings and service unit leaders meetings.
 - Remain informed about and comply with the most current policies, procedures and guidelines of GSGLA and GSUSA including *Volunteer Essentials* and *Safety Activity Checkpoints*.

Core Competencies: All GSGLA Volunteers will effectively demonstrate these behaviors:

- **Girl focused:** Empower girls to choose and adapt activities, learn by doing, cooperate with others, and reflect on what they've accomplished (as well as on current issues that involve their interests and needs) while having fun.
- **Demonstrates personal integrity:** Demonstrate dependability, honesty, and credibility.
- **Demonstrates adaptability:** Adjust, modify own behavior, and remain flexible and tolerant in response to changing situations and environments.
- **Demonstrates effective oral communication:** Express ideas and facts clearly and accurately.
- **Fosters diversity:** Understand, respect, and embrace differences.
- **Demonstrates adequate computer skills:** Access to e-mail and the Internet, plus knowledge of social media.
- **Additional requirements:**
 - Must be in good standing with Girl Scouts of Greater Los Angeles (GSGLA), be a registered adult member of Girl Scouts of the United States of America (GSUSA), complete a Volunteer Application / Criminal Background Check and update these items every three years.

Volunteer Position Description Service Unit Troop Consultant

- Believe in the purpose and philosophy of Girl Scouting, and adhere to the principles of the Girl Scout movement and the goals of GSUSA and GSGLA
- Have a working knowledge of the goals, objectives and policies of GSGLA. Is accepting and willing to promote these items with a focus on One Mission, One Goal.
- Is familiar with the appointed service area.
- Performs tasks willingly and effectively; and is a team player.
- Ability to communicate effectively under pressure while maintaining good working relationships with leaders and other volunteers.
- Is willing to bring issues to the appropriate person and respect decisions made.
- Has the commitment and the time needed to perform specified duties.
- Takes additional training as needed.

As a supportive partner with the Service Unit Team, I agree to fulfill my duties for the upcoming membership year.

Volunteer - Print Name _____

Signature _____ Date _____

Service Unit Manager - Print Name _____

Signature _____ Date _____

Membership Specialist - Print Name _____

Signature _____ Date _____

BEST PRACTICES AS A SERVICE UNIT TROOP CONSULTANT

You are there to support the volunteers and council. You will pass on an extraordinary gift to your Service Unit ~ your time, knowledge, and experience.

Share - your knowledge and past experiences with volunteers

- Planning
- Your love of Girl Scouting
- Your leadership skills

Encourage – volunteers when they have moments of doubt

- Help problem solve
- Be positive
- Report unresolved issues to your service unit manager

Guide - volunteers in promoting a high-quality Girl Scout program in a safe setting

- Understanding and completing necessary forms
- Engaging parents
- Safety Activity Checkpoints

Create – a friendly, welcoming atmosphere for the Service Unit

- Monthly communication
- Respond promptly when contacted
- Share skills

Challenge – volunteers to expand their knowledge to better help girls lead

- Training opportunities
- Meeting ideas
- Level resources

Inspire – volunteers to become successful in Girl Scouting

- Informal recognition
- Share progress
- Recommend for formal recognitions

Take Action – with your Service Unit team and Mission Delivery team

- Plan yearly service unit calendar and budget
- Recruit and retain girls and adults
- Recognize deserving volunteers

YOUR SERVICE UNIT TEAM

Service Unit Team Positions

This is a suggested listing of service team positions. Additional positions may be added to suit the needs of your Service Unit.

- Service Unit Manager
 - Manages the Service Unit
 - Oversees service unit team and leaders
 - Oversees service unit events and finances
- Treasurer
 - Manages the service unit checking account
 - Assists troops with all financial matters
 - Facilitates Annual Troop/Group Finance reports (including collecting and reviewing with you)
 - Maintains accounting for Independent Girl Scouts within the Service Unit
- Registrar
 - Supports troop registration thru E-Biz
 - Analyzes monthly membership reports from council
- Events Coordinator
 - Manages and approves events for the service unit
 - Assists troops in hosting events
- Troop Consultant
 - Provides support to troop leaders
 - Reviews troop trips and activities
 - Approves overnight activities
 - Is familiar with Safety Activity Checkpoints
- Recruiter
 - Coordinates recruitment events
 - Manages girl and adult placement
- Product Chairs (Fall and Cookie)
 - Train and support troop product chairs and troop leaders
 - Manage products sales tasks per council guidelines
- And other positions...Cookie Mentor

With Your Service Unit Manager

Create a take action plan to:

- Create a welcoming environment – helps with leader retention
- Work as a team – helps the service unit run smooth
- Set goals – provides service unit direction
- Establish a yearly calendar – everyone is able to plan activities
- Solve Service Unit problems as a group – helps all team members develop problem solving skills
- Develop an agenda for Service Unit Leader meetings and Service Unit Team meetings – using a team approach keeps everyone involved

SERVICE UNIT PLAN OF WORK

The Service Unit Plan of Work is a guide for what the service unit team has accomplished in the past year and plans to accomplish in the upcoming membership year. Your team planning should take place before August, so your plan is ready for the beginning of the new school year! The Plan of Work should be tailored to your service unit needs and is a working tool to achieve goals and needs to be reviewed ongoing throughout the year. The Plan of Work will include what you will be doing to meet the goal, when it will happen and who is responsible. Your Service Unit Team will work with you and your Mission Delivery team to complete the Service Unit Plan of Work. Items of priority include:

- Service Unit membership goals
- Girl Recruitment
- Volunteer Support and Retention
- Reaching out to lapsed girls and adults
- Communication
- Product Sales
- Finances
- Program

As the team sets dates for Service Unit Leader meetings or events, be sure to consider GSGLA program training and dates, as well as, special Girl Scout dates/celebrations. Leader meetings are key to implement and achieve the Service Unit goals and should be scheduled to meet the needs of your volunteers and Service Unit needs, if not meeting monthly, some type of communication piece should go out to the volunteers in your Service Unit.

CONSULTING EXPERIENCED LEADERS

Help experienced leaders with program resources, leadership challenges, and the evaluation of the quality of troop program.

CHALLENGE leaders to...

- Step back and let girls led
 - Girls leading troop meetings as age appropriate
 - Girls deciding activities
- Plan for safety and progression in activities

CONSULTING NEW LEADERS

Remember what it was like to be new? Help our new leaders get the best start. Volunteers remain committed when they feel appreciated, when they see they are making a difference, when there is opportunity for personal growth, and when they have a sense of belonging and teamwork.

CREATE a friendly, welcoming atmosphere...

- Welcome them to the service unit
- Give them your contact information
- Explain you are here to help them:
 - Discuss how you will communicate with each other
 - Follow up with them monthly
 - Answer any questions they may have (let them know if you don't have the answers, you will get back with them)

- With leader, determine troop needs and how to meet them
- Share information on the importance of service unit leader meetings (invite them to come with you; tell them you will meet them there)

SHARE your knowledge and experience...

- Lots going on during the first year - pace yourself
- Stress the importance of registering every girl and adult
- Review dates of products sales
- Keep attendance and finance records
- Emphasize the importance of having parents help in the behind the scenes tasks
- Describe any service unit or council events that are planned, or being planned

GUIDE in planning...

- Explain they will receive information on MANY activities but don't have to do them all
- Discuss parent meeting agenda and attend if needed
 - Process for additional adults (all must be approved; on-line application and background check)
 - Registering girls and adults through eBiz
 - Agenda Items:
 - Paperwork (registration information; health history; product sale permission form; parent permission form)
 - Financial (troop dues; membership registration; family partnership; product sales)
 - Program materials (Journeys; Girls Guide to Girl Scouting; badges; upcoming events)
 - Meeting information (day, time, location; uniform; snack; expectations)
 - Parent support (emergency contact person; product sales chairs; drivers; etc.)
- Troop meetings
 - Importance of 2 adult minimum
 - Location free, safe and big enough for the girls
 - Day and time (leader convenience)
 - Suggestion for troop dues (maybe suggest \$2 per girl per meeting until troop is rolling)
- First few troop meetings

SUPPORTING LEADERS

It is important to remember the service unit is more than just a monthly meeting, but rather a system of support. Better leader support will result in a more successful experience for girls and adults. As you consult your leaders, it is essential you share important information.

As the Troop Consultant, you may be appointed by your Service Unit Manager (SUM) as the designee, to approve troop trips. During the course of this manual, it is assumed you, as Troop Consultant, have been appointed by your SUM as her designee to approve troop trips. The Service Unit Manager has ultimate responsibility for the service unit.

COMMUNICATION

- Contact assigned leaders to introduce yourself and give them your contact information.
- Discuss the best way to communicate. (consultant keeps written notes on items discussed)
- Be sure include ALL leaders of the troop when communicating

TROOP SAFETY

- Adult to girl ratio
 - Must be followed at all times
 - Check Volunteer Essentials for specific ratios
 - Troop parents and other adults may fill the adult to girl ratio
- Importance of consultant notification and approval
 - Girl Scout insurance is not in effect if consultant has not been notified or given approval
 - Leaders are financially liable for all activities when consultant is not notified or given approval
- Importance of membership registration
 - Non-registered girls/adults are not covered by Girl Scout Insurance
 - Leaders are financially liable for all activities for non-registered girls
- Activities
 - It is recommended that approved adults (on-line application and background check) may drive, chaperone or work with girls
 - Check and follow Safety Activity Checkpoints for all activities
 - First aid kit is available
- Council notification and approval (consultant receive permission slip; reviews for missing information such as 2 non-related adults, emergency contact, required training has been completed; follows-up with leader on missing information/questions/approval/notification; records troop activities)
 - Day trips
 - Require consultant's notification
 - Age appropriate
 - Overnight trips (outdoor/overnight/travel trained adult attending and first aider attending)
 - Require consultant's approval
 - Age appropriate
 - Additional insurance is needed for non-members
 - 3 or more overnight trips (outdoor/overnight/travel trained adult attending and first aider attending)
 - Requires approval by consultant, service unit manager, and mission delivery specialist
 - Additional insurance required

PROGRAM

- Introduce new program ideas and resources
 - Troop funds may be used to purchase
 - Check out the internet for ideas and resources
- Assist with level change needs
- Encourage ongoing education/training

ADULT DISPUTES

- Are most often the responsibility of the service unit manager
- Listen to any problems
- Communicate with service unit manager on all issues

PROBLEM SOLVING

- Determine real problem
- Possible reason
- Possible solutions
- Possible consequences
- Agree on solutions and evaluate

CONTRACTS

- Includes required waivers, hold harmless, or release of liability.
 - In some instances, meeting locations require a release of liability
 - Contact local service center for needed release of liability
- Parents of each girl must sign waivers
- Council staff must sign contracts or any other legal documents

TROOP PAPERWORK

- Health History Form
 - All girls must have a current form
 - Must accompany the girl for every Girl Scout activity. (troop meetings, trips, drivers, etc.)
- Parent Permission Form
 - A permission slip is needed for every Girl Scout activity that takes place away from the meeting location and time
 - Only girls who have a signed permission slip may attend the activity, even if parent is attending.
 - Parent permission is needed for discussing sensitive issues
 - Keep sign copies of permission slips for 1 year
- Product Sale Permission Form
 - A must to participate in the product sale program
 - Leader keeps form on file
- Troop Roster
 - Printed from eBiz – troop management
 - Distribute roster (parents, service team members, etc.)
- Registration
 - Girls and adults must be registered before participating in Girl Scout activities,
 - All registration is through eBiz. (exception is those requesting membership financial aid)
 - Fees go directly to GSUSA
 - Keep registrations forms for 1 year
- Financial
 - Keep receipts
 - Record all money collected
 - Record all money spent
 - Money earning
 - Approval required
 - Must participate in both council sponsored product to be approved
- Attendance
 - Troop meetings
 - Other activities
- Awards
 - Journeys
 - Petals/Badges
 - Other awards

ENGAGING LEADERS

When leaders are engaged, they are excited about Girl Scouts and want to provide a positive program for the girls. Here are a few tips to engage leaders.

Give a warm welcome! Within one week of being assigned a leader, send out an email, handwritten note, or make a phone call, introducing yourself and offering to help as needed. Although the leader is given your contact information, she/he may be intimidated to call. Reaching out can get the consulting relationship off to a great start!

Keep in touch! Touch base with your leaders regularly, providing tips and offering assistance and ideas. Some consultants like to send a monthly email, based on the Girl Scout Calendar! Sending out group emails can be a quick and easy way to reach out to all your leaders. Assist leaders with challenges they may be facing.

Connect with leaders! Ideally, we would love to have each leader attend the service unit leader meeting. However, today's volunteers cannot always attend a monthly meeting. There are a variety of reasons that can prevent a leader from attending. This doesn't mean she is not part of the service unit or not interested in staying connected. Develop a plan to connect with those who don't attend the leader meeting.

Share the secrets of your success! Share your favorite resources (favorite websites, books, games, songs, *Volunteer Essentials*) by compiling a list, and giving it to the leaders you are consulting. Describe what your typical troop meeting looks like and the strategies you use to keep things running smoothly.

Challenge leaders! Assist leaders in understanding the basic concepts of Girl Scouting and the leader's role. Assist the leader with planning and implementing of the Girl Scout Leadership Experience (girl-led, learning by doing, and cooperative learning).

Reminders!

- Remember your job is not to take the place of the service team, but to direct your assigned leaders to the correct team member as needed. Make them aware that there are many people available to help.
- You are a friend and a mentor to the leader. Keep their confidences.
- Be helpful but don't do the job for them. They will feel inadequate if you take over all the things that confuse or intimidate them.
- If a real problem arises, "hold their hand" through solving it and contact the service unit manager if necessary,
- Give them all the considerations you give your friends. Express an interest in how things are going but don't check up on them.
- Don't wait for them to call and ask for help or clarification. They may not realize they need help until you ask.
- Provide timely and effective feedback.
- There is no such thing as a "DUMB QUESTION." Don't hesitate to ask!
- There are dozen of ways to do almost everything in Girl Scouting. Each can be "right" as the others...so encourage leaders to relax and use common sense. This is especially true if they are taking over leadership of a troop. Don't compare themselves to another leader. Everyone brings their own special talents to the program.
- Ask "open ended questions"
 - What do you want to happen?
 - What do you mean?
 - What problems are you having (finish this sentence with: parents; girls; meeting; etc.)?
 - What do you need help with?
 - How do you feel about...? (finish this sentence)

WHAT WOULD YOU SAY?

As a consultant, you are going to get all kinds of questions. From “where do we meet”, to “what are the rules for a money earning activity”, you need to know how to respond or at least where to go for the information. Here are some of the most popular questions with discussion topics.

1. I can't get any parents to help and I can't do it on my own.
 - a. Let's plan a parent meeting to form a troop committee.
 - b. Look in *Volunteer Essentials* for some help and ideas.
 - c. Be sure to listen carefully to hear how parents might be offering to help.
2. My son is 18 years old and very responsible. Can he drive on a field trip? I can't get any parents to help drive.
 - a. There are a couple things to consider here. Any driver must be 18 years or older and has a good driving record, a valid license, and a registered/insured vehicle.
 - b. Girls never drive other girls.
 - c. Males should never be alone with girls. A female adult, not related to the male, must be present.
 - d. Remember to use the Health History & Automobile Information Form to identify parents who may be able to help with driving.
3. How do I find a good location for my troop meetings?
 - a. Safety is always the first concern. A meeting place needs to provide a safe, clean, and secure environment that allows for the participation of all girls.
 - b. Consider cost (should be free), size, availability and resources (furnishings, lighting, storage, etc.).
 - c. Talk to other leaders in your service unit for ideas of meeting places in your town.
4. Explain the health forms to me. Why do I need them? How do I use them?
 - a. Each family should complete Health History & Automobile Information Form for their daughter. This is to help the leader be aware of any health problems or allergies.
 - b. The Health History and Automobile Transportation Form, along with the Parent Permission Form must accompany each girl (including in the automobile she is transported in during the activity) at every meeting and when activities take place outside of the scheduled meeting place.
5. My troop wants to go camping. What do we have to do?
 - a. To camp, you must have the proper training for the kind of camping or overnight you are planning.
 - b. Inform your Consultant of the activity by forwarding a parent permission form at least 2 weeks prior to the trip. .
 - c. Be sure to identify an emergency contact person who will not be with you and is available the entire time you are away.
 - d. Secure a First Aid Certified person to attend with you.
 - e. Have the proper girl/adult ratios.
 - f. Overnight trips require your consultant's signature.
6. A girl in my troop never brings her dues. Every week it's a different excuse.
 - a. Have a conversation with the parents to see if there is a reason for this.
 - b. Are there other options?
7. Our troop needs more money. What do I need to do to hold a money-earning activity?
 - a. Girl Scouts cannot sell commercial products (ie; Tupperware, candy bars, etc.).
 - b. The troop could hold a bake sale, car wash, garage sale, recycling project, etc.
 - c. Complete a Troop/Group Money Earning Application.
 - d. At least 50% of the girls in the troop are required to participate in both Council-sponsored product sales programs to be eligible to participate in additional money-earning activities.

TROOP FORMS

Girl Registration Form –

- Parent/Guardian completes yearly for their daughter.
- Leader uses form to register girls online through eBiz. If parent/guardian is registering her/his own child through eBiz, a copy of this form is forwarded to the leader.
- Registration fees include Girl Scout Insurance.

Adult Registration Form –

- Adult completes yearly for themselves.
- Leader uses form to register adults online through eBiz. If adult is registering her/him self through eBiz, a copy of this form is forwarded to the leader.
- Registration fees include Girl Scout Insurance.

Health History –

- Parent/Guardian completes yearly for their daughter.
- Form accompanies each girl at every meeting and when activities take place outside of the scheduled meeting place.
- Used in the event a girl requires medical treatment while participating in Girl Scout activities.

Permission Slip –

- Needed for any activity that takes place outside the normal meeting time and place, whether parent/guardian is attending the activity.
- Gives details of the activity and obtains permission from the parent/guardian for the girl to attend the activity.
- Day trips
 - Service Unit Manager or designee is NOTIFIED of day trips.
 - Notification is needed for insurance to be in effect.
- Overnight trips
 - Service Unit Manager or designee APPROVES overnight trips.
 - Approval is needed at least 4 weeks prior to overnight.
- When reviewing permission slips
 - Is the activity age appropriate and program related
 - Who are the adults attending
 - Is the emergency contact person listed and is someone other than the adults attending the activity; needs to be a person who is not attending the activity and will be home the entire time
 - Is a first aider needed; if so, is someone listed
 - If information is missing or you have questions, call the leader
- When approving permission slips – follow the review process above
 - Is the activity age appropriate, program related, and are the girls ready
 - Have the adults going taken the appropriate training
 - Leaders need to give you the permission for approval, prior to giving to parents
 - Once activity is approved, give the leader the okay to give the parents the permission slip

Product Sale Permission Slip –

- Parent/Guardian signs at the time of registering their daughter
- Gives permission for the girl to participate in the product sale program

OTHER TROOP FORMS

Behavior Contract – Use when leaders need ideas for handling situations with their girls

Sensitive Issues Form – For parents/guardians to sign when troop will be discussing sensitive issues

Troop Roster – For parents/guardians to be able to communicate with each; emergency contact needs a roster to know who will be attending the activity

Dues and Attendance Record – Record all money collected and record attendance

Detailed Cash Record – Record money collected and money spent

Annual Troop Finance Report – To be filed annually

Troop Money-earning Form – money earning activities other than product sales

Accident and Incident Report – Complete in case of an accident

CONSULTANT FORMS

Consultant Activity Form – Use this form to record permission slips and other items as needed

Consultant Contact Journal – Record information when communicating with leader



Girl Membership

Join the global network of 3.2 million Girl Scouts Membership Year through 9/30/20

GIRL SCOUT MISSION

Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.

FUN WAYS TO PARTICIPATE:

- (check all that interest you)
- Camp: Connect with nature. Choose a camp by day or overnight.
 - Events: Focus on half or full day events to share your passions.
 - Series: Explore your interests over a few sessions in a way that fits your schedule.
 - Travel: Pack your bags. Travel across town or around the world!
 - Troop: Have fun on a regular basis with your Girl Scout sisters.
 - Virtual: Interact virtually with Girl Scouts everywhere.

YES! I would like to make a donation today that directly benefits girls in our area. Enclosed is my tax-deductible donation in the amount of: (check one)

\$500 \$250 \$150
 \$100 \$50 \$25
 Other \$ _____

PAYMENT INFORMATION:

Membership Fee: \$ _____ 15
 Donation: \$ _____
 Total Attached: \$ _____

Cash Check*
 Amex Discover
 Visa MasterCard
 Other _____

Name of Credit Card _____
 Credit Card # _____
 Expiration Date _____
 Signature _____
 Date _____

Make checks payable to Girl Scouts

THANK YOU FOR SUPPORTING GIRL SCOUTS!
 Learn more about Girl Scouts at www.girlscouts.org.

Return this registration form, along with GSUSA membership fees to your local council. Fees are non-refundable or transferable to another person.

Service Unit/Team: _____ Group/Troop: _____
 PATHWAY OF ENTRY: Camp Event Series Travel Troop Virtual

Check one: New Member Renewing Member GSUSA ID (if known) _____

PERSONAL INFORMATION

Name: First _____ Middle _____ Last _____
 Address _____ Apartment _____
 City _____ State / Zip Code _____ Girl Home Phone _____
 () _____
 Girl Cell Phone (only if 13 and older) _____ Girl E-Mail Address (only if 13 or older) _____ I wish to opt in: Text E-mails _____

Girl Scouts respects and welcomes people from all backgrounds and abilities. By completing the following information as defined by the US Census, you ensure support and funding for girls in your community. Hispanic/Latina is defined as an ethnicity, not a race, therefore is reported separately. This information is used for statistical purposes only.

DEMOGRAPHIC INFORMATION

Date of birth: (mm/dd/yyyy) / / # of years as a Girl Scout: _____ School grade in Fall 2013: _____
 Name of school: _____

| | | | |
|--|---|---|---|
| Custodial care: | She is: (check all that apply) | She is Hispanic or Latina: | Household Income: |
| <input type="checkbox"/> Both Parents | <input type="checkbox"/> American Indian or Alaskan Native | <input type="checkbox"/> Yes | <input type="checkbox"/> \$0-\$14,999 |
| <input type="checkbox"/> Mother/Grandmother Only | <input type="checkbox"/> Asian | <input type="checkbox"/> No | <input type="checkbox"/> \$15,000-\$34,999 |
| <input type="checkbox"/> Father/Grandfather Only | <input type="checkbox"/> Black or African American | <input type="checkbox"/> I choose not to share at this time | <input type="checkbox"/> \$35,000-\$49,999 |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Hawaiian or Pacific Islander | | <input type="checkbox"/> \$50,000-\$74,999 |
| | <input type="checkbox"/> White | | <input type="checkbox"/> \$75,000-\$99,999 |
| | <input type="checkbox"/> Other (please specify) _____ | | <input type="checkbox"/> \$100,000 or more |
| | <input type="checkbox"/> I choose not to share at this time | | <input type="checkbox"/> I choose not to share at this time |

Address is same as girl

PARENT/GUARDIAN INFORMATION

Parent/Guardian (1) First Name _____ Middle _____ Last _____
 Address _____
 Employer _____ Occupation _____
 () _____ () _____
 Home Phone _____ Business Phone _____
 () _____
 Cell Phone _____ E-mail Address _____ I wish to opt in: Text E-mails _____

Address is same as girl

Parent/Guardian (2) First Name _____ Middle _____ Last _____
 Address _____
 Employer _____ Occupation _____
 () _____ () _____
 Home Phone _____ Business Phone _____
 () _____
 Cell Phone _____ E-mail Address _____ I wish to opt in: Text E-mails _____

PERMISSION

| | | | |
|---|---|--|---|
| <p>Media Permission When participating in Girl Scout activities I may be photographed for print, videotaped, or electronically imaged. Images may be used in promotional materials, news releases, and other published formats for either the local Girl Scout Councils or Girl Scouts of the USA. The images will be the sole property of either the local Girl Scout Council or Girl Scouts of the USA.</p> <p><input type="checkbox"/> I wish to opt out at this time.</p> | <p>The 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.</p> | <p>The Girl Scout Promise On my honor, I will try: To serve God and my country, To be true people at all times, And to live by the Girl Scout Law.</p> <p><i>I/We acknowledge that the registrant will accept and abide by the Girl Scout Promise and Law. The registrant has permission to join Girl Scouts.</i></p> <p>Signature of Parent/Guardian _____ Date _____ Signature of Parent/Guardian _____ Date _____</p> | <p>When making the GS Promise, individual members may substitute wording appropriate to their own spiritual beliefs for the word "God."</p> |
|---|---|--|---|



Adult Membership

Join the global network of 3.2 million Girl Scouts
Membership Year through 9/30/20_____

Service Unit/Team: _____ Group/Troop: _____
 PATHWAY OF ENTRY: ? Camp ? Event ? Series ? Travel ? Troop ? Virtual

Check one: ? New Member ? Renewing Member ? Lifetime Member GSUSA ID (if known) _____

CONTACT INFORMATION

Title or salutation: ? Mrs. ? Ms. ? MIs. ? Mr. ? Dr. ? Other: _____
 Name: First _____ Middle _____ Last _____
 Address _____ Apartment _____
 City _____ State _____ Zip Code _____
 Home Phone _____ Business Phone _____
 Cell Phone _____ I wish to opt in: ? Text ? E-mails _____
 Employer _____ Title/Occupation _____

DEMOGRAPHICS

Gender: ? Female ? Male
 # of years in Girl Scouting: as a girl: _____ as an adult: _____
 Date of birth: mm / dd / YYY
 Age range: ? 18-29 ? 30-49 ? 50 and up
 Highest education: (check one) ? Some High School ? High School ? Some College ? Associate Degree ? Bachelor Degree ? Postgraduate Degree
 I am: (check all that apply) ? American Indian or Alaskan Native ? Asian ? Black or African American ? Hawaiian or Pacific Islander ? White ? Other (please specify) _____
 I choose not to share at this time
 I am Hispanic or Latina: ? Yes ? No ? I choose not to share at this time
 Household Income: ? \$0-\$14,999 ? \$15,000-\$34,999 ? \$35,000-\$49,999 ? \$50,000-\$74,999 ? \$75,000-\$99,999 ? \$100,000 or more ? I choose not to share at this time

PARTICIPATION

I will be participating in Girl Scouting as: (check all that apply)
 ? Volunteer—I am/will be volunteering for Girl Scouts ? Community Partner
 ? Parent/Family—I am a parent/guardian/family member of a Girl Scout ? Staff—I am/will be employed by Girl Scouts
 ? Girl Scout Alumnae—I was a Girl Scout, either as a girl, adult or both ? Other _____
 As a volunteer, I would like to participate in the following role(s):
 ? 01—Advisor or Leader for a Group/Troop # _____
 ? 02—Assistant Advisor or Leader for a Group/Troop Advisor/Leader # _____
 ? 03—Support Volunteer for a Group/Troop # _____
 ? 11—Service Team or Unit Volunteer # _____
 ? 12—Learning Facilitator # _____
 ? Other (specify) _____
 Representing Group(s)/Troop(s)/Service Unit Number(s):
 # _____ # _____ # _____
 # _____ # _____ # _____
 SU _____ SU _____ SU _____

GET INVOLVED

PARTICIPATE WITH GIRLS DIRECTLY: (check all that interest you)
 ? Camp: Help girls connect with nature during day or overnight camp.
 ? Events: Share your passions during half or full day events.
 ? Series: Share your interests in a way that fits your schedule.
 ? Travel: Expand girls' horizons. Travel with girls across town or around the world!
 ? Troop: Inspire and develop a group of girls on a regular basis.
 ? Virtual: Interact virtually with Girl Scouts everywhere.

GET INVOLVED "BEHIND-THE-SCENES": (check all that interest you)
 ? Administrative: Manage, support and recognize volunteers in your community.
 ? Council Committee: Assist the council-wide Girl Scouts operations.
 ? Learning Facilitator: Coordinate learning opportunities.
 ? Fund Development: Promote and advance the Girl Scout movement through family and corporate donations.

ACCEPTANCE

Media Permission
 When participating in Girl Scout activities I may be photographed for print, video taped, or electronically imaged. Images may be used in promotional material, news releases, and other published formats for either the local Girl Scout Council or Girl Scouts of the USA. The images will be the sole property of either the local Girl Scout Council or Girl Scouts of the USA.
 ? I wish to opt in at this time.

The 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, respectfully, use resources wisely, make the world a better place, and be a sister to every Girl Scout.

The Girl Scout Promise
 On my honor, I will try:
 To serve God and my country,
 To help people at all times.
 When making the GS Promise, individual members may substitute wording appropriate to their own spiritual beliefs for the word "God."
 I accept and abide by the Girl Scout Promise and Law.
 Signature _____ Date _____

GIRL SCOUT MISSION
 Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.

MEMBERSHIP OPTIONS:

Annual Membership
 ? Annual fee: \$15

Lifetime Membership (including permanent membership card and recognition certificate)
 ? One time fee of \$375: Adults 18 years of age or older
 ? One time fee of \$195: Girl Scout Ambassadors graduating from High School in this membership year in the month of: (please submit by Sept. 1st of graduating year)

YES! I would also like to make a donation today that directly benefits girls in our area. Enclosed is my tax-deductible donation in the amount of: (check one)
 ? \$500 ? \$250 ? \$150 ? \$100 ? \$50 ? \$25 ? Other: \$ _____

PAYMENT INFORMATION:

Membership Fee: \$ 15 _____
 Annual Membership: \$ _____
 Lifetime Membership: \$ _____
 Donation: \$ _____
 Total Attached: \$ _____
 ? Cash ? Check* ? Amex ? Discover ? Visa ? MasterCard ? Other _____

Name of Credit Card _____
 Credit Card # _____
 Expiration Date _____
 Signature _____
 Date _____

*Make checks payable to Girl Scouts

THANK YOU FOR SUPPORTING GIRL SCOUTS!
 Learn more about Girl Scouts at www.girlscouts.org.
 Return this registration form, along with GSUSA annual membership fee or applicable Lifetime fee to your local council. Fees are non-refundable or transferable to another person.

This form must be completed by parent(s) of each registering Girl Scout (please print).

| | | | | |
|------------------------|-----------------------|-------|-----------|--|
| Girl Scout First Name | Middle | Last | | |
| Date of Birth | Birth Time (if known) | | | |
| Parent/Guardian Name | | | Signature | |
| Address | City | State | Zip Code | |
| Telephone | Cell Phone | | | |
| Parent/Guardian Name | | | Signature | |
| Address | City | State | Zip Code | |
| Telephone | Cell Phone | | | |
| Emergency Contact Name | | | | |
| Telephone | Cell Phone | | | |

Girl Scout Health History Information

Medical Insurance Carrier: _____ Plan #: _____

Is your daughter's immunization record up-to-date? Yes No Date of last immunization: _____

Check all that apply: Major Surgery Injuries Severe Disturbances Fainting Allergies
 Contact Lenses AOC (AOD) Emotional Disturbances Other _____

Please list any allergies (penicillin, food, etc.): _____

Please list any additional medical/physical/emotional condition of which the leader should be aware (i.e. chronic condition, disabilities, behavioral problems, medications, etc.): _____

NOTE: All medication must be in original container, with girl's name, dosage and frequency clearly printed on the label.

Automobile Information

Any person being transported in a private vehicle shall have their own safety belt properly fastened around them. All vehicles shall be covered by no less than the minimum amount of vehicle liability insurance as required by the State of California. The driver must be an adult with a driver's license valid for the type of vehicle being driven.

- I have and will maintain current automobile insurance coverage as required by law and can provide proof upon request.
- I will hereby give permission for our Girl Scout to ride in a vehicle driven by a licensed adult driver, or a minor licensed driver, in an emergency if a vehicle that has at least minimum liability insurance as required by the state of California, for all Girl Scout activities.

Council Policies and Procedures

- The undersigned do hereby authorize the officers, leaders or agents of Girl Scouts of Greater Los Angeles, to consent to any x-ray examination, anesthesia, medical or surgical treatment and hospital care to be rendered to said minor under the general or special supervision and upon the advice of a physician or surgeon licensed under the provisions of the Medical Practice Act, or to consent to any x-ray examination, anesthesia, dental or surgical diagnosis or treatment and hospital care rendered to said minor by a dentist licensed under the provisions of the Dental Practice Act. It is further understood that permission is hereby granted to the officers, leaders or agents of Girl Scouts of Greater Los Angeles to obtain and administer such medical aid or assistance as might, in their judgment, be required for the immediate care of your daughter. In the event of such help, Girl Scouts of Greater Los Angeles, its officers, leaders and agents will not be held liable for any first aid treatment or hospital care rendered, drugs, medicine or surgical procedures performed pursuant to this consent. This consent supersedes all prior authorization.

- If you do not consent to the care or treatment set forth herein, describe in detail what is or is not allowed/permitted and sign below:

Signature of Parent/Guardian

Date

Troop Information

Name of Leader/Adult: [REDACTED]
Address: [REDACTED]
City, State and Zip Code: [REDACTED]
Phone #: [REDACTED]
Email: [REDACTED]
Troop # & Service Unit: [REDACTED]
Grade Level: [REDACTED]
Emergency Contact Name: [REDACTED]
Phone #: [REDACTED]

Activity Information

Description: [REDACTED]
Address: [REDACTED]
City, State and Zip Code: [REDACTED]
Date: [REDACTED]
Time: [REDACTED]
Mode of Transportation: [REDACTED]
Drop-Off Location and Time: [REDACTED]
Pick-up Location and Time: [REDACTED]
Troop Fee: [REDACTED]
Family Fee: [REDACTED]
Purpose of Fee: [REDACTED]
Please bring: [REDACTED]

Parent Permission Form

This form is required for **EVERY** activity or trip, for **EVERY** girl, whether parents attend or not.

- Troop/Group Activity other than regular meeting time and location (**SUM or designee notification recommended**) (For troop/group meetings at a different location but same time, advance written parent notification is required; **NOT** permission slips)
- Overnight Activities (**SUM or designee approval needed**)
- Extended/International Travel (attach required forms)

Check ONLY Requirements Needed for this Activity

- First Aider Name: [REDACTED]
Certificate Expiration: [REDACTED]
- GS Training (Overnighters, Camping, Backpacking)
Name of Trained Adult: [REDACTED]
- Other certified/trained adults (Lifeguards, etc.)
Name: [REDACTED]
Certificate Expiration: [REDACTED]
- Additional Insurance Obtained

I have reviewed Girl Scout procedures for this activity and agree to comply with GSGLA Volunteer Essentials, Policies and Safety Activity Checkpoints.

Signature of Leader/Adult: [REDACTED]
Date: [REDACTED]
Signature of SUM, Designee (only needed for overnight activities): [REDACTED]
Date of Approval: [REDACTED]

(Completed and signed by parent/guardian and returned to Troop # [REDACTED] Leader)

Activity Description: [REDACTED]
Date & Time: [REDACTED]
My child, [REDACTED], has my permission to participate with this Troop/Group on the above activity in this date and time. During this activity I can be reached at (Name and Phone #): [REDACTED]
Emergency Contact (Name and Phone #): [REDACTED]
My child is in good health. **If she has had surgery, a serious illness or has developed complications or serious medical problems since her last examination**, I understand that written permission from her doctor must accompany this form for my daughter to participate in water sports, horseback riding, hiking and other physically demanding activities.
My daughter cannot participate in: [REDACTED]
Medical Forms: are attached or on file
 I have discussed appropriate behavior with my daughter. Also, I will make sure she does not participate if not feeling well.
Parent Signature: [REDACTED]
Date: [REDACTED]



Girl Scouts of Greater Los Angeles
2013 FALL PRODUCT AND 2014 COOKIE PROGRAMS
Parent/Guardian Permission & Responsibility Agreement

801 S. Grand Ave, Ste 300, Los Angeles CA 90017 T (213) 213-0150 F (213) 213-0123 www.girlscoutsLA.org

My Girl Scout _____, a member of Troop _____, has my permission to participate in the 2013 Fall Product Program and 2014 Cookie Program. I will see that she honors any and all rules and procedures as set by Girl Scouts of Greater Los Angeles (GSGLA) and that she has adult supervision and guidance. My signature below indicates agreement with all 12 items listed below.

- 1) My daughter must be officially registered with Girl Scouts of the USA in order to participate.
- 2) I accept personal financial responsibility for all product received and monies collected as payment from customers.
- 3) I understand that the 2013 Fall Product Program and 2014 Cookie Program proceeds are Troop & Council property and that "[t]he income from product sales does not become the property of individual girl members." (*Volunteer Essentials, Chapters 5, pg. 70*)
- 4) I agree that all money collected must be given to my Girl Scout's Troop by the Council-set deadlines or any earned recognition items will be withheld until GSGLA receives the outstanding balance.
- 5) If my account is delinquent and not brought current prior to the expiration of ticketed or time-sensitive recognition items, GSGLA will not be obligated to reissue, replace, substitute, or refund the value of said recognitions.
- 6) GSGLA reserves the right to seek the services of a collection agency and/or pursue legal action for delinquent accounts.
- 7) GSGLA reserves the right to substitute recognition items of equal or greater value with or without notice and that recognition items in the form of tickets are valid only on the date printed on the tickets. The recognition items are non-transferable and not redeemable for cash; GSGLA will not be responsible for lost, stolen or damaged tickets or cards.
- 8) Any Girl Scout found to be selling before the official start dates, or through prohibited methods, will not receive recognition items or credit for those orders.
- 9) Unsold product cannot be returned to council offices or any council cupboard. Exchanges of product are permitted only during the designated days and locations, and done by or with the knowledge of the troop's product program chair or troop leader.
- 10) Adults serve in a supporting role for girls and should not assume sole responsibility for sales.
- 11) Girls or their families may not engage in selling on the Internet. Girls can use e-mail as a marketing tool to let family, friends and former customers know about the programs (*Volunteer Essentials, Chapter 5, pp. 72-73*) and can use the online tools provided by and through the council and the product vendors.
- 12) THE COOKIE CLUB is a password protected goal-setting Web site for girls and their families to learn about safety rules, goal-setting, selling tips, and how to track progress in the Cookie Program. I will supervise my girl's use. To learn more with your girl, visit www.littlebrownie.com.

*** Please turn this form in to your Troop Leader with your registration. ***

Parent/Guardian Name (print) _____

E-mail Address (print) _____

Home Address _____

City, Zip _____

Home Phone _____

Cell Phone _____

Signature _____

Date _____

Rev. 3-25-13



BEHAVIOR CONTRACT FOR GIRL SCOUT FAMILIES



We the girls, parent/guardians, and Girl Scout troop leaders of Girl Scout troop _____ united by the belief in the Girl Scout Promise and Law, do hereby agree to the following:

Girl members of Girl Scout troop _____ are expected to:

- Live by the Girl Scout Promise and Law.
- Attend and actively participate in Girl Scout troop meetings.
- Bring dues, required paperwork and other items needed for our Girl Scout troop meetings or other Girl Scout activities as requested.
- Follow our Girl Scout troop's behavior management plan.

Parent/Guardians are expected to:

- Support their Girl Scout's active involvement in the troop by ensuring the Girl Scout attends troop meetings; arrives and is picked-up on time.
- Read any and all communication from the Girl Scout Troop Leader and the Girl Scout Service Unit; contact the appropriate adult volunteer for clarification if needed.
- Communicate with your Girl Scout Troop Leader if your Girl Scout is unable to attend meetings or other Girl Scout functions.
- Ensure your Girl Scout has the needed items (paperwork, permission slips, dues, snack, program materials) as requested by the Girl Scout troop leader for all Girl Scout activities.
- Support the Girl Scout troop behavior management plan for the girls in the troop
- Be a role-model for all Girl Scouts.

Girl Scout Troop Leaders are expected to:

- Live by the Girl Scout Promise and Law.
- Take training for the position held.
- Celebrate diversity.
- Be a positive role model for all Girl Scouts.
- Follow the published Girl Scout calendar for the troop.
- Communicate with Girl Scout families in a timely manner.
- Attend or send a Girl Scout troop representative to the monthly Girl Scout Service Unit leader meetings.
- Support the Girl Scout families through consistent application of the Girl Scout troop behavior management plan.

Signatures:

Girl Scout

Girl Scout Parent/Guardian

Girl Scout Troop Leader

Parent Permission for Sensitive Issues

Sensitive Issues Description

For all planned programs discussing sensitive issues within the troop, there will be a parental/guardian permission slip sent home explaining the details of the content of the program and qualifications of the experts presenting. If a girl or her parent/guardian wishes to opt-out of a discussion or presentation, the leader/advisor will acknowledge the girl's right and parent/guardian wishes to opt-out of a discussion or presentation, the leader/advisor will acknowledge the girl's right and be sensitive to her feelings. If the activity is being done to fulfill recognition requirement, the leader/advisor and girl should discuss an alternate activity that can be done to allow the completion of the requirement.

Many topics are often brought up in a very casual manner while on the way to or at a Girl Scout activity. By obtaining your permission to discuss these types of sensitive topics with your daughter (only when her or another girl begins a discussion) you will be allowing a healthy interaction. A trained leader/advisor may need to answer questions or facilitate conversations as they arise informally. In all cases, the leader/advisor will follow GSUSA and GSGLA guidelines, policies, and standards. This guideline affirms the responsibility of all adults to foster an environment of trust, be sensitive to differing attitudes and strong emotions, ensure age-appropriateness of material and be non-judgmental.

If the leader/advisor feels that immediate parent/guardian intervention is needed for the safety and well-being of your daughter, you will be personally advised of the discussion and topic and contents. If the leader/advisor feels that it was a discussion of general knowledge, you will be notified that a discussion has taken place on a topic, but not of the specific conversation or its participants.

Troop # _____ Leader/Advisor's Name _____ Phone (____) _____

Parent Permission (return to troop leader/advisor)

As a parent/guardian we want and ask for your input. Please, initial or add any topic you do NOT want leaders/advisors to discuss with your daughter.

_____ Political Issues _____ Sexuality _____ Abuse (Child or Substance)

_____ Religion

Other topics _____

Other than topics marked or added, by me, above, my daughter, _____, has my permission to participate in sensitive issues discussions and informal conversations within the troop setting at any time a topic arises during the current Girl Scout year. I understand that I will be notified of general topics, so I can further the conversation at home with my daughter. If an intervention is needed for her personal safety, I will be contacted personally by the leader/advisor. I understand my daughter, the girls of her troop and the leaders/advisors are building a safe environment which is built upon trust.

Parent/Guardian Name _____ Date _____

Parent/Guardian Signature _____ Date _____

Revised: September 6, 2012

TROOP ROSTER

Troop # _____

Leader: _____ Email: _____ Phone: _____

Leader: _____ Email: _____ Phone: _____

Leader: _____ Email: _____ Phone: _____

GIRLS:

| Name | Parent | Email | Phone | Address |
|------|--------|-------|-------|---------|
| 1 | _____ | _____ | _____ | _____ |
| 2 | _____ | _____ | _____ | _____ |
| 3 | _____ | _____ | _____ | _____ |
| 4 | _____ | _____ | _____ | _____ |
| 5 | _____ | _____ | _____ | _____ |
| 6 | _____ | _____ | _____ | _____ |
| 7 | _____ | _____ | _____ | _____ |
| 8 | _____ | _____ | _____ | _____ |
| 9 | _____ | _____ | _____ | _____ |
| 10 | _____ | _____ | _____ | _____ |
| 11 | _____ | _____ | _____ | _____ |
| 12 | _____ | _____ | _____ | _____ |
| 13 | _____ | _____ | _____ | _____ |
| 14 | _____ | _____ | _____ | _____ |
| 15 | _____ | _____ | _____ | _____ |
| 16 | _____ | _____ | _____ | _____ |
| 17 | _____ | _____ | _____ | _____ |
| 18 | _____ | _____ | _____ | _____ |
| 19 | _____ | _____ | _____ | _____ |
| 20 | _____ | _____ | _____ | _____ |



Troop/Group Attendance/Dues Record

This record is kept by the troop leader, group coordinator, or by a troop/group member.
You may duplicate this form if you need more space due to size of troop or number of meeting.

Meeting Type Key:
Troop Meeting
Field Trip
Other

Troop Number: _____ Grade Level: _____ Membership Year: _____



| Meeting Dates: | | | | | | | | | | | | |
|----------------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|
| Meeting Type: | | | | | | | | | | | | |
| Names | Dues | Attend | Dues | Attend | Dues | Attend | Dues | Attend | Dues | Attend | Dues | Attend |
| 1. | | | | | | | | | | | | |
| 2. | | | | | | | | | | | | |
| 3. | | | | | | | | | | | | |
| 4. | | | | | | | | | | | | |
| 5. | | | | | | | | | | | | |
| 6. | | | | | | | | | | | | |
| 7. | | | | | | | | | | | | |
| 8. | | | | | | | | | | | | |
| 9. | | | | | | | | | | | | |
| 10. | | | | | | | | | | | | |
| 11. | | | | | | | | | | | | |
| 12. | | | | | | | | | | | | |
| 13. | | | | | | | | | | | | |
| 14. | | | | | | | | | | | | |
| 15. | | | | | | | | | | | | |
| 16. | | | | | | | | | | | | |
| 17. | | | | | | | | | | | | |
| 18. | | | | | | | | | | | | |
| 19. | | | | | | | | | | | | |
| 20. | | | | | | | | | | | | |
| 21. | | | | | | | | | | | | |
| 22. | | | | | | | | | | | | |





ANNUAL TROOP/GROUP FINANCE REPORT

(electronic fillable/s available format - Rev. 5/9/12) FINAL CORRECTED

Membership Year

BANK ACCOUNT INFORMATION - Use "Tab" key to advance to next blank space.

SU # _____ Troop # _____ Ambassador _____
 Troop Level: Daisy _____ Juniors _____ Seniors _____
 Bank Name/Branch: _____ Cadette _____ Account #: _____

(Attached last bank statement.)

Authorized Signers - 2 nonrelated adults required (3 recommended). Please print.

1. _____
2. _____
3. _____
4. _____

NOTE: The account must be in the name: Girl Scouts of Greater Los Angeles, Troop XXXXX (replace the "X"s with your Troop number).

TROOP FUNDS - Use "Tab" key to advance to next blank space.

A. BEGINNING BALANCE

Checking Acct \$ _____ + Checking Acct #2 \$ _____ (if applicable) = \$ _____ \$0.00

INCOME

Membership Registration Dues _____ \$
 Juliette Low World Friendship Fund _____ \$
 Troop/Group Dues _____ \$
 Cookie Program Proceeds _____ \$
 Fall Products Proceeds _____ \$
 Family Partnerships - Troop/Group Credit _____ \$
 Additional money collected (camping, events, etc.) _____ \$
 Other money earning projects _____ \$
 Other contributions or donation _____ \$

B. TOTAL INCOME

\$ _____

C. TOTAL MONEY AVAILABLE (A+B)

\$ _____

EXPENSES

Membership Registration Dues _____ \$
 Juliette Low World Friendship Fund _____ \$
 Equipment (flags, books, etc.) _____ \$
 Program Activities (trips, parties, etc.) _____ \$
 Cookouts, Troop Camping _____ \$
 Service Projects _____ \$
 Program supplies _____ \$
 Other expenses _____ \$

D. TOTAL EXPENSES

\$ _____

E. ENDING BALANCE (C-D)

\$ _____

(Checking Acct \$)

Balance is to be used for:

Signature of Troop Leader / Date

Signature of Troop Treasurer / Date

Signature of Service Unit Manager / Date

Please make a copy for your records and return original to your service unit for review and final submission to GSGLA by June 30th. Thank you!



Troop/Group Money - Earning Project Application

Please check the box indicating the type of money-earning project you will be doing with your troop/group.
 If your project does not include program activities for other troops the Service Unit Manager will be the final approval (for example: bake sales, car washes, recycling.) Please complete this form and submit to your Service Unit Manager, who will verify product sale participation for approval no less than two weeks before the project date. You may not complete the project without prior approval.
 Projects that include program for other troops, groups or individual girls must be submitted no less than four weeks before the event to your Service Unit Manager. The Service Unit Manager will approve the request and immediately forward it to the Program Department in the nearest Service Center for approval. The Program Specialist will notify you of a approval via e-mail or telephone. You may not complete or advertise for the project until you have been approved by the Program Specialist.
 Approval will not be given unless the troop/group is in good financial standing with the council. Note: Girl Scout insurance covers only projects that are approved.

| | |
|---|--|
| Date of Application: _____ | Date of Money Earning Event: _____ |
| Troop # _____ | <input type="checkbox"/> Cadette <input type="checkbox"/> Brownie <input type="checkbox"/> Junior |
| Service Unit _____ | <input type="checkbox"/> Cadette <input type="checkbox"/> Senior <input type="checkbox"/> Ambassador |
| Leader's Name: _____ | E-Mail: _____ |
| Leader's Address: _____ | City, State, Zip: _____ |
| Day Phone: _____ | Evening Phone: _____ |
| Bank Name: _____ | Account Number: _____ |
| Number of girls participating in this project by program grade level: _____ | <input type="checkbox"/> Cadette <input type="checkbox"/> Brownie <input type="checkbox"/> Junior |
| In the troop leader the adult in charge of the event? <input type="checkbox"/> Yes <input type="checkbox"/> No | Is there a girl in charge of the event? <input type="checkbox"/> Yes <input type="checkbox"/> No |
| If "No", who is the adult in charge? Include their name, address, day and evening phone numbers. _____ | |
| Type of project (i.e. bake sale, T.V. taping etc.) _____ | |
| Location of event: _____ | |
| Reason additional funds are needed: _____ | |
| How much do you expect to earn? \$ _____ | Did girls help to plan this event? <input type="checkbox"/> Yes <input type="checkbox"/> No |
| If "No" please explain: _____ | |
| Our troop/group (please circle) has/will participate in a product program this Girl Scout membership year. <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| If not, please explain: _____ | |
| Guidelines for Troop money Earning Project: Please refer to the GSGLA Troop/Group Revenue Earning Policy found on the GSGLA website in forms and documents. We have reviewed the Policies concerning troop/group money earning and agree to adhere to them. It was/has reviewed this form and understand in my own responsibility. | |
| Signature of adult in charge of project _____ | Signature of Girl in charge of project _____ Date _____ |
| Signature of Troop Leader (if different from above) _____ | Date _____ |

Please complete the following budget estimate for the current Girl Scout Membership Year.

| Estimated Revenue and Expenses for the current Girl Scout Membership Year (Estimated Troop Budget) | |
|--|----------|
| Account Balance on Financial Report | \$ _____ |
| Revenue | _____ |
| Troop Dues (# girls X # meetings X \$ per meeting) | \$ _____ |
| Troop Profit from Council Product Sale | \$ _____ |
| Family Partnership - Troop Credit | \$ _____ |
| Other (includes money earning, sponsorships) | \$ _____ |
| TOTAL REVENUE | \$ _____ |
| Expenses | _____ |
| Registration/Family Partnership | \$ _____ |
| Cost of Special Events/Trips | \$ _____ |
| Other (please list): | _____ |
| TOTAL EXPENSES | \$ _____ |

Approval will not be given unless the troop/group is in good financial standing with the council.

Signature of Service Unit Manager (or designee) _____ Date _____

Check here if troop/group has participated in GSGLA Product sales program in the last year.

Projects that include program for other troops/groups or individuals must have GSGLA approval.

Did the troop participate in a product sale in the past 12 months? Yes No

Product Sales Manager or Designated Representative _____ Date _____

GSGLA Program Department Representative _____ Date _____

If required, please submit this form to the nearest Service Center for approval. For your convenience, below are addresses and fax numbers for each GSGLA Service Center.

| | |
|--|--|
| Arcadia Service Center 101 E. Wheeler Ave. Arcadia, CA 91006 Fax # (626) 447-0683 | Montclair Service Center 9525 Monte Vista Ave. Montclair, CA 91763 Fax # (909) 626-3639 |
| Marina Service Center 4651 Glenoak Ave., Suite 140 Marina del Rey, CA 90292 Fax # (310) 821-0118 | Long Beach Service Center 4040 N. Balfour Blvd. Long Beach, CA 90808 Fax # (562) 429-2751 |
| Woodland Hills Service Center 20631 Burbank Blvd. Suite A Woodland Hills, CA 91367 Fax # (818) 444-0314 | Lancaster Service Center 2330 Mill Loop Rd. # 119 Lancaster, CA 93536 Phone: (861) 723-1230 |
| | Santa Clarita Service Center 21515 Soledad Canyon Rd. # 118 Santa Clarita, CA 91350 Phone: (861) 287-1885 |



www.girlscoutsla.org
1-877-423-4752 - Emergency

Accident / Incident Report

Keep this form with your troop/group first aid kit or Health History forms. Make sure you know where it is and can access it quickly. Complete ONE report per injured person.

1. Follow directions given in Volunteer Essentials and on the Emergency After-hours Call Card.
2. Within 72 hours, send or fax a copy of this report to your local service center.

Name of Adult directing activity _____ Phone # _____ Email Address _____
 Address _____ Troop/Group # _____
 City/State/Zip _____ Service Unit _____
 Signature of adult directing activity _____ Date of this report _____

Name of Leader or Adult in charge _____ Phone # _____ Email Address _____
 Address _____ Troop/Group # _____
 City/State/Zip _____ Service Unit _____

Name of Person Injured _____ Phone # _____ Email Address _____
 Address _____ Troop/Group # _____
 City/State/Zip _____ Service Unit _____

Injury/Incident Information:

Date of Emergency: _____ Time _____ AM / PM _____ Location _____
 Were the police contacted? Yes No Was a police report filed? Yes No
 Nature and extent of injury: _____
 Name of nurse in attendance _____ Phone _____ Treatment given (use reverse) _____
 Name of doctor in attendance _____ Phone _____ Treatment given (use reverse) _____
 Name of hospital _____ Phone _____ X-Rays taken (use reverse) _____

Incident Description: Describe in detail events leading to injury/incident and what you did. (Where medical advice and/or emergency transport required? (Continue on reverse if necessary.)

Witnesses:

Name #1 _____ Phone _____
 Address _____ City _____ Zip Code _____
 Name #2 _____ Phone _____
 Address _____ City _____ Zip Code _____
 Name #3 _____ Phone _____
 Address _____ City _____ Zip Code _____

Additional Information:

For your convenience, below are addresses and fax numbers for each GSGLA Service Center. You MUST submit this report to your local GSGLA Service Center within 72 hours of the accident/incident.

Arcadia Service Center
 101 E. Wheeler Ave.
 Arcadia, CA 91006
 Fax # (626) 447-0683

Marina Service Center
 4651 Glenoak Ave., Suite 140
 Marina del Rey, CA 90292
 Fax # (310) 821-0118

Woodland Hills Service Center
 20931 Burbank Blvd., Ste. A
 Woodland Hills, CA 91367
 Fax # (818) 444-0314

Montclair Service Center
 9625 Monte Vista Ave.
 Montclair, CA 91763
 Fax # (909) 267-3274

Long Beach Service Center
 4040 Bellflower Blvd.
 Long Beach, CA 90808
 Fax # (562) 429-2751

Lancaster Service Center
 233 Mill Loop Rd., #119
 Lancaster, CA 93536
 Fax # (661) 723-1359

Santa Clarita Service Center
 21515 Soledad City Rd., #118
 Santa Clarita, CA 91350
 Fax # (661) 287-8139

RECOGNITIONS

ADULTS

There are many ways to recognize volunteers for their time and dedication. Whether in the form of a simple “thank you” for a small job well done or a formal commendation for years of faithful service in a key position, acknowledgment is a signal to the recipient that she/he is noticed and appreciated.

You can honor any Girl Scout leader, Service Unit Team member or adult volunteer by nominating her/him for an award or by making a special recognition of your own! Recognitions usually take the form of pins, badges, certificates, or other tangible tokens. They may be presented at a special Service Unit ceremony, Girl Scout meeting, or recognition event such as the GSGLA Recognitions Ceremony, held in conjunction with the annual meeting.

It is important to let your leaders, Service Unit Team members, and other volunteers know the information about the awards and adult recognitions in a timely manner. Nominations and requests for awards are due the second Friday in January. Information about the awards is posted on the GSGLA website.

A few of the awards are below.



Volunteer
of Excellence



Thanks
Badge



Platinum
of Service



Appreciation
Pin



Honor
Pin



First Year
Leader Award



Years of
Service

GIRLS

The Bronze, Silver, and Gold Awards are the highest awards a girl can earn as a Girl Scout. These are national awards with significant standards that must be met, representing a girl's skills, leadership, creativity, values, and efforts contributed to make the world a better place. Requirements for these awards can be found in the Girl's Guide to Girl Scouting and on the GSGLA website. Girls must rely on GSGLA forms and requirements.

It's important to let your leaders, Service Unit Team members, and other volunteers know about these awards and recognize the girls who have earned them. Gold Awardees are recognized annually at a Council-wide event; recognitions for Silver and Bronze awardees can be done on a regional, Service Unit, or troop level.



Bronze Award
Juniors



Silver Award
Cadettes



Gold Award
Seniors & Ambassadors

TIPS AND TOOLS

Sharing your knowledge and experience by answering questions and clarifying information helps leaders become successful in Girl Scouting and gain a sense of pride. Here are some tools to share with the leaders.

GSGLA WEBSITE

There is a wealth of information accessible to all volunteers at a given time on the GSGLA website.—
<http://girlscoutsla.org>

- Adult Learning
- Become a Leader or Volunteer
- Cool Tools
- Family Partnership
- Forms
- On-line Event Calendar
- Personify/eBiz
- Pixie List – GSGLA classifieds
- Registration Information
- Safety Activity Checkpoints
- Volunteer Essentials
- Volunteer of The Month

DISCIPLINE APPROACHES

A common problem with girls in a group setting is misbehavior. Leaders ask for guidance on handling behavioral situations. The following are some tips for resolving behavior:

- Work with the girls to create a troop/group agreement – they will better abide by what they help create
 - Girls, depending on age, create the troop/group agreement
 - Include consequences
 - Girls tend to be hard on themselves when creating consequences
 - Be sure all situations are addressed
 - Share troop/group agreement with parents
- Respond consistently
 - Try nonverbal cues to improve behavior
 - Use gentle verbal reminders
 - Redirect to the activity if not responding to the reminder
- Explore the reason for the behavior
 - If for attention: respond with positive choices
 - If for power: give responsibility or choices
 - If for belonging: structure activities to help them feel a part of the group
- Teach positive behaviors
 - Discuss and role play positive behaviors
 - Notice when behaviors are positive
 - Ratio should be 3 positives to 1 negative comment
- If misbehavior continues
 - Remove from the activity
 - Discuss with parent/guardian

WORKING WITH LEADERS AND VOLUNTEERS

One of the most important goals is to set the expectation of leaders/volunteers to be active and engaged participants. Your key responsibility in this area is to work with the leaders/volunteers and to maintain frequent contact. You should also encourage the leaders to develop a troop support committee – parents who have specific, assigned tasks, such as cookie mom, treasurer, program assistant, and driver. It is very important that those relationships are built early on.

Most leaders/volunteers are helpful and supportive and sincerely appreciate your time and effort on behalf of Girl Scouts. And you almost always have the same goal, which is to make Girl Scouting an enriching experience for girls.

Perhaps the most important tip for communicating with leaders/volunteers is to use “I” statements instead of “you” statements. You want to clearly communicate what you observe or need and how they can help.

- “You” statements may make a person feel defensive. Here are examples of “you” statements:
 - “Your daughter just isn’t responsible.”
 - “You’re not doing your share.”
- “I” statements tell someone what you need from her/him. Here are examples of “I” statements:
 - “I’d like to help your daughter learn to take more responsibility.”
 - “I’d really appreciate your help with registration.”

Here are some specific situations:

| If a parent or guardian.... | You can say... |
|--|---|
| Is uninvolved and asks how she can help but seems to have no idea of how to follow through or take leadership of even the smallest activity. | “I do need your help. Here are some written guidelines on how you could help me prepare for our camping trip.” |
| Constantly talks about all the ways you could make the group better. | “I need your leadership. Project ideas you would like to develop and lead can fit in well with our plan. Could you write out your suggestion so we can see how to fit it into the girls’ program?” |
| Tells you things like, “Denise’s mother is on welfare, and Denise really doesn’t belong in this group.” | “I appreciate your letting me know. Girl Scouting is for all girls. Denise probably needs our support more than many. I could use your help to teach the girls to be sensitive to others’ feelings.” |
| Shifts parental responsibilities to you and is so busy with her own life that she allows no time to help. | “I love volunteering for Girl Scouts and want to make a difference. Could you take a few moments from your busy schedule to let me know what you value about what we’re doing, I’d appreciate it. It would keep me going for another year.” |

DISPUTE RESOLUTION TECHNIQUES

In your role as service unit team member, you may sometimes be called to mediate a troop conflict. You may be asked to address them as the first-line, or you may work as a team with your service unit manager. Regardless, be sure your service unit manager is kept informed of all issues.

General Considerations:

- Maintain confidentiality at all times. Do not discuss problems among other participants
- Notify the service unit manager and keep her updated on the conflict.
- Handle problems when you are not angry.
- Be sensitive to situations that could become problems and handle them before they get out of hand.
- Use "I" messages as much as possible.
- Gather information and identify key issues without making accusations.
- Focus on what the issues are, not who did what.
- Do not accuse, find fault or call names.
- If the conflict cannot resolved at the service unit level notify your mission delivery specialist, membership.

Girl Conflicts:

Whenever a group of girls get together, conflicts can occur. Leaders find there are times when getting a group of girls to agree on an activity or trip seems to be an impossible task. The following are some tips for resolving these types of conflicts:

- Girls need to feel secure and accepted by the group. When they do, conflicts occur less often.
- When girls feel accepted, they are more likely to empathize with others and understand a different point of view.
- When girls feel they are actively making decisions and setting the goals for their activities, then they are less likely to jeopardize those activities through misbehavior.

Other types of conflicts:

- Tattling – Once the practice of tattling is established, it can become an ever increasing problem.
 - Discuss with the troop – Why do we tattle? Who are we hurting? Who are we helping? How do you feel when you tattle? How do you feel when someone tattles on you? What are the alternatives?
 - Discuss with the troop – Is Telling always tattling? Ask the girls to indicate if situations are telling or tattling.
- Hurt feelings – Helping girls become sensitive to each other's feelings.
 - Discuss with the troop – Ways we sometimes hurt other people (i.e.: laughing at them, talking behind their backs, not including them in the group).
 - Discuss with the troop – How they would feel if they were on the receiving end of these actions.

When a problem does arise, use one of the following approaches:

- Mediation – a third person just listens without deciding who is right or wrong. Each person gets a chance to tell her story without any interruptions. Then the mediator helps the girls think of several possible solutions to the problem, and help them choose one.
- Time Out – Ask the girls to go to a quiet spot and give them a set time period in which you expect them to return with a solution. If they cannot come up with one, then you might need to appoint a mediator.
- Role Reversal – This is a form of role-playing in which the participants reverse their roles. This can increase empathy and problem-solving skills.
- Contracts – For a continuing problem, help the girls make a contract. Work out a compromise, decide on a solution, and write up a contract the participants sign. Make sure the contract is realistic. Remember, contracts can also always be renegotiated.



How to Create an eBiz Account

Overview

Creating Your eBiz Account

Questions?

Overview

To use the GSGLA online registration system (eBiz), you must first create an online account which allows you to create a Username and Password that you will use to login for all subsequent visits to eBiz.

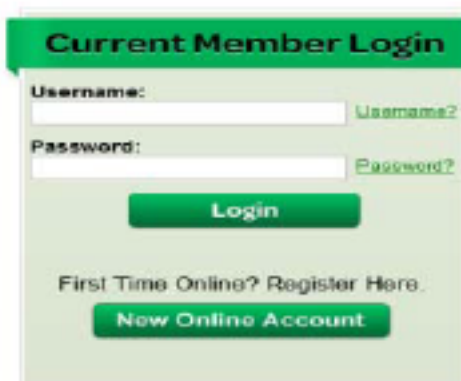
If this is your first time accessing the eBiz system after August 10th 2013, you will need to complete this process even if you have created an account in the past.

As of August 10th, parents of girl members under the age of 18 will no longer need to access their daughter's individual eBiz accounts.

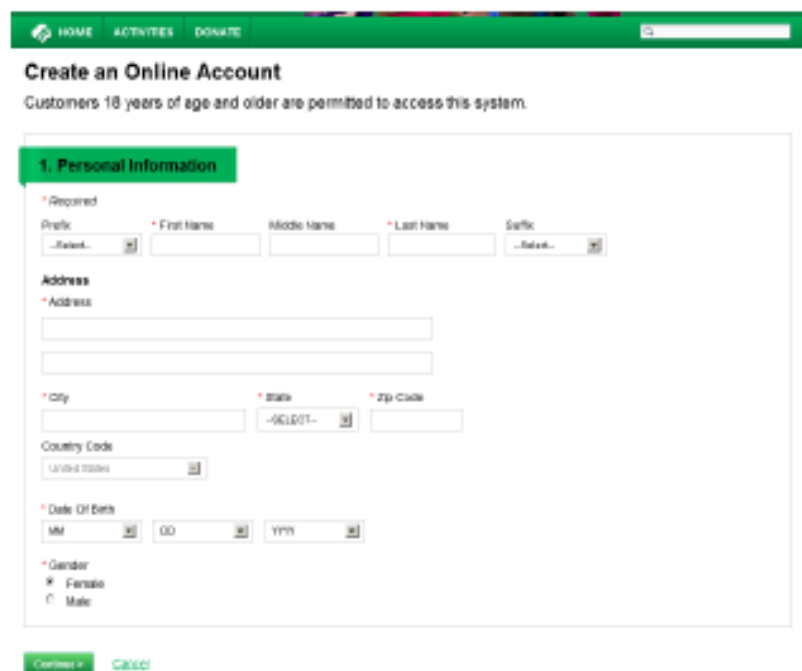
- Adults who are designated as the Guardian 1 for their daughter(s) will have access to the Family Management areas from their own individual accounts. As a Family Manager, Guardian 1's will now have the same access and capabilities that were previously only available to Troop Leaders.
- Designated 01 Troop Leaders will continue to have access to Troop Management.
- Adults who are both Guardian 1's and Troop Leaders will have access to both areas of management.

Creating Your eBiz Account

1. Using a supported browser (Internet Explorer 8,9 & 10, Firefox, Safari or Chrome), access the GSGLA website: www.girlscoutsla.org
2. Scroll to the far right and click on the eBiz tab, click on Log-in. This will open the eBiz webpage.
3. Below you will see the screen; you will see an area title Current Member Login. Click on the button that reads New Online Account.



4. The screen should show the form below. Fill in all required fields marked with a red asterisk.



5. When you click Continue the system will attempt to match the data entered into the form with a record in GSGLA's database. If a match is found and you are able to create a login, you will receive the message below, if so, skip to [step 8](#).



6. If a match is found but there is a complication in creating your login, you will receive the message below:



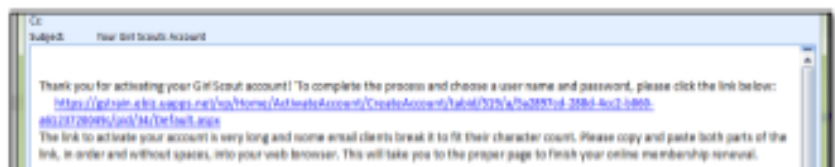
In this case, please email helpdesk@girlscoutsla.org for assistance. A Help Desk staff member will need to research the problem before you can make another attempt creating your account.

7. If you are new to GSGLA or if the system does not identify your information with a record in the system, you will see the below screen:

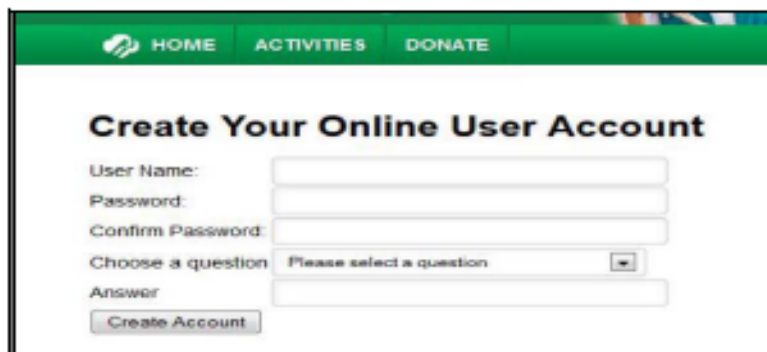
If you are certain that you are a new member who has not previously participated with GSGLA, you can fill out the online form to create a new account.

If you have participated with GSGLA in the past, or if your daughter has been a Girl Scout with GSGLA in previous years, please contact the Help Desk helpdesk@girlscoutsla.org for assistance. A Help Desk member will need to research your account to determine why the system has not recognized you. Please do not continue to create a new account.

8. If you have received the "successful" message in step 5, then the system has sent you an email from noreply@uspps.net that will contain a link for you to access and create your login. Go to your email account to access the email:



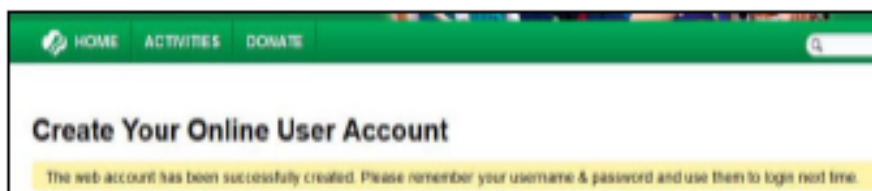
9. Click on the link, or copy the whole link and paste it into your web browser. The below page should load:



The screenshot shows a web page with a green header containing 'HOME', 'ACTIVITIES', and 'DONATE' links. Below the header is the title 'Create Your Online User Account'. The form includes the following fields: 'User Name:' with a text input field; 'Password:' with a text input field; 'Confirm Password:' with a text input field; 'Choose a question:' with a dropdown menu showing 'Please select a question'; and 'Answer' with a text input field. A 'Create Account' button is located at the bottom of the form.

10. Fill in the username and password of your choice. It will need to be unique in the system and your password must meet security requirements (needs to be at least 7 characters long and include at least one number). You will receive a message if you need to revise your login credentials.
11. Choose a security questions and provide the answer. Click **Create Account**
12. You may wish to record this information for future use as you will be using this username and password each time you login to eBiz. Should you forget your username or password, you can click on the **Username? Or Password?** Links next to the fields in the **Current Member Login** area, shown on [page 2](#) of these instructions. This will allow you to retrieve your login credentials using your provided security question.

13. When you've successfully completed the account creation process, you will receive the below success message and an email will be sent to confirm the creation of your account.



The screenshot shows the same 'Create Your Online User Account' page as in the previous image. A yellow banner at the top of the form area contains the message: 'The web account has been successfully created. Please remember your username & password and use them to login next time.'

14. Congratulations! You have successfully created your eBiz account. You are now logged into your account and can begin using the online registration system.

Questions?

If you need help or have questions during the process, email our Help Desk at:

helpdesk@girlscoutsla.org

Help Desk tickets are answered in the order they are received.

WHAT YOU NEED FOR YOUR GIRLS TO....

Getting the girls out to explore their world and experience new activities is fundamental to Girl Scouting and developing leadership qualities in the girls, whether it is taking a hike, planting new flowers at the local assisted living facility, camping, or traveling to Sea World, Savannah, Georgia, or Our Chalet in Switzerland. It is often confusing for leaders to know exactly what training they need, forms to fill out, or equipment to bring. The GSGLA Adult Educators team has created a handy chart reduce the mystery!

On the following page, you will find “What I Need for My Girls to Attend A....” Please feel free to share it with the leaders and volunteers in your Service Unit. It will be found in the workbook for each GSGLA Adult Education course and on our Council website. On the website, it will have interactive links so adults can immediately download the proper form or register for the necessary class! This chart will be updated periodically, so have your volunteers confirm all requirements in the online version.

WHAT I NEED FOR MY GIRLS TO ATTEND A...

| Activity | *Forms/Equipment | Approval/Notification/Insurance | **Training/Certification | Review |
|--|--|---|---|--|
| Troop Meeting | | | | Volunteer Essentials Safety Activity Checkpoints (Adult-to-girl Ratio) Safety Management Guide |
| Troop Meeting - Location Change | | Notify - Parents | | |
| Meeting Time Trip | **Parent Permission Form | Notify – Service Unit Manager/Designee | | |
| Day Trip | **Parent Permission Form | Notify - Service Unit Manager/Designee ***Insurance – needed for non-registered attendees | ***First Aider | |
| 1-2 Night Indoor Overnight (including federal holidays) | **Parent Permission Form | Approval – Service Unit Manager/Designee ***Insurance – needed for non-registered attendees | Indoor Overnight ***First Aider | |
| 1-2 Night Outdoor Overnight (including federal holidays) | **Parent Permission Form | Approval – Service Unit Manager/Designee ***Insurance – needed for non-registered attendees | Indoor Overnight Camping Skills ***First Aider | |
| 2+ Nights Outdoor Overnight (excluding federal holidays) | Extended/International Travel App. **Parent Permission Form Additional Insurance | Extended Approval – Council 6 weeks in advance ***Insurance – needed for extended trips | Indoor Overnight Camping Skills Domestic Travel ***First Aider | |
| 2+ Nights Indoor Overnight (excluding federal holidays) | Extended/International Travel App. **Parent Permission Form Additional Insurance | Extended Approval – Council 6 weeks in advance ***Insurance – needed for extended trips | Indoor Overnight Domestic Travel ***First Aider | |
| International | Extended/International Travel App. **Parent Permission Form Additional Insurance | International Approval – Council 18 mo. in advance ***Insurance – needed for international trips | Indoor Overnight International Travel ***First Aider | |
| Group Money Earning | **Parent Permission Form Money Earning Form | Applications submitted online no less than 6 weeks before the event. Service Unit Manager/Designee | Special Events and Money-Earning | |
| Product Sales | Product Program Agreement Form | | Product Program Sale Troop Training | |
| Product Sales Boothing | **Parent Permission Form Product Program Agreement Form | Notify – Service Unit Manager/Designee | | |

*Health History and First Aid Kit are required for every Girl Scout activity.

**Welcome Session and Council Orientation are required for all troop leaders, co-leaders, and assistant leaders.

***Parent Permission Form is required for every activity or trip for every girl, whether parents attend or not.

****Purchase additional insurance from council at least 4 -6 weeks in advance of activity.

*****First Aider Level depends on remoteness of activity and danger involved.

| Access to EMS | Minimum Level of First Aid Required |
|-----------------|--|
| 30 min. or less | Level 1 (Some health care providers may also serve) |
| 30 min. or more | Level 2 (Some health care providers may also serve) |
| Wilderness | Wilderness First Aider or Wilderness First Responder |

Federal Holidays: New Year's Day; Martin Luther King Day; President's Day; Memorial Day; Independence Day; Labor Day; Columbus Day; Veterans' Day; Thanksgiving Day; Christmas Day.