



Volunteer Essentials 2012





Dear Volunteer Applicant,

Thank you for your interest in volunteer opportunities with Girl Scouts of Greater Los Angeles (GSGLA). We are proud of the compassionate service our volunteers provide to our girls, community and staff. Please carefully review the enclosed orientation materials, as it will be your source of general information regarding your volunteer experience with our organization.

GSGLA Volunteer Orientation Information

Your Council Orientation is scheduled for:

Time:

Location:

Prior to your arrival to orientation complete the following homework:

1. Please have read through your Quick Start Guide
 - a. Found on pages 1-16 of your Volunteer Essentials.
2. Fill out and submit your Volunteer application found on our website
3. Complete your Criminal Background Check (CBC)
 - a. You will receive a link upon submission of your Volunteer Application.
4. Complete GS101 on our website found at: <http://training.girlscouts.org/default.asp>
 - a. The password is: **aboutGS101**

Bring with you to your orientation:

- Your Volunteer Essentials Book
- Any and all questions you may have about becoming a volunteer

Sincerely,

Your GSGLA Membership Team

The Service Unit Support System

Service Unit Name & #: _____

SU Meeting Day & Time: _____

SU Meeting Location: _____

Your Troop Consultant: _____

Service Unit Manager

Recruits & manages the Service Unit Team. Plans, schedules & chairs Service Unit meetings.

Name: _____

Phone: _____

E-Mail: _____

Troop or Program Consultant

Collects and records all permission slips. Provides guidance in program planning.

Name: _____

Phone: _____

E-Mail: _____

Family Partnership Director

Presents Family Partnership opportunity to SU. Distributes donor materials.

Name: _____

Phone: _____

E-Mail: _____

Fall Sales Program Chair

Conducts all product trainings within the SU. Assists troops as needed during program.

Name: _____

Phone: _____

E-Mail: _____

Girl Scouts of Greater Los Angeles - Staff Support Roster

Membership Specialist

Name: _____

Phone: _____

E-Mail: _____

Program Specialist

Handles program and resource information.

Name: _____

Phone: _____

E-Mail: _____

Service Unit Registrar

Registers all participants in the Service Unit. Assigns troop numbers to new troops.

Name: _____

Phone: _____

E-Mail: _____

Membership Recruiter

Provides support for new leaders. Assists with recruitments. Places girls in troops.

Name: _____

Phone: _____

E-Mail: _____

Cookie Program Chair

Conducts all cookie trainings within the SU. Assists troops as needed during program.

Name: _____

Phone: _____

E-Mail: _____

Training Promoter

Tracks and records leader's training progress.

Name: _____

Phone: _____

E-Mail: _____

Training Registrar

Registers you for training. Contacts you regarding training classes.

Name: Erika Homan

Phone: (626) 677-2361

E-Mail: ehoman@girlscoutsla.org

Volunteer Development

Answers questions about class requirements.

Name: _____

Phone: _____

E-Mail: _____

**Girl Scouts of Greater Los Angeles**

801 S. Grand Avenue, Suite 300
Los Angeles, CA 90017
T (888) GSGLA-4-U
T (213) 213-0150 F (213) 213-0123
www.girlscoutsLA.org

Arcadia Service Center

101 E. Wheeler Avenue
Arcadia, CA 91006
T (626) 677-2200
F (626) 447-0683

Palmdale Service Center

41307 12th St. West, Suite 105
Palmdale, CA 93551
T (661) 723-1230
F (661) 723-1359

Long Beach Service Center

4040 N. Bellflower Boulevard
Long Beach, CA 90808
T (562) 421-8456
F (562) 429-2751

Marina Service Center

4551 Glencoe Avenue, Suite 140
Marina del Rey, CA 90292
T (310) 450-3720
F (310) 821-0118

Montclair Service Center

9525 Monte Vista Avenue
Montclair, CA 91763
T (909) 399-0808
F (909) 267-3274

Santa Clarita Service Center

21515 Soledad Canyon Road, #118
Santa Clarita, CA 91350
T (661) 287-1985
F (661) 287-6139

Woodland Hills Service Center

20931 Burbank Boulevard, Suite A
Woodland Hills, CA 91367
T (818) 886-1801
F (818) 444-0314

Dear GSGLA Volunteer:

Welcome to Girl Scouts of Greater Los Angeles (GSGLA)!

Talented and dedicated volunteers like you are the backbone of our organization; and whether you are working directly or indirectly with girls, you are making a difference in their lives and supporting our mission.

Our Girl Scout Mission is “*to build girls of courage, confidence and character, who make the world a better place.*” We know that you will experience the fun and friendship of Girl Scouts while providing the opportunity for girls to develop life skills, provide community service, and become leaders in their community. There are many pathways to provide this experience all related to discovery of self, connecting with others and taking action in the world. With your support, we offer girls a wide variety of opportunities, and GSGLA’s five programs: Business Smarts, Healthy Living, Environment & Outdoor Adventure, Girls Go Tech and Arts & Culture broaden girl’s understanding of the world.

The team concept is at the core of Girl Scouts, and we want you to know there is always someone eager to help you. The success of GSGLA is determined by our ability to work as a unified team. Every volunteer is invited –and encouraged – to participate in thinking about our shared future and to make creative suggestions to help ensure the delivery of superior programs to girls.

We hope you will enjoy your experiences with other volunteers and our staff. We know you have a choice of where to volunteer your time and talents, so we sincerely thank you for making GSGLA your choice.

We welcome you to the Girl Scouts of Greater Los Angeles and look forward to our partnership while achieving our mission for today’s girls.

Warmly,

A handwritten signature in black ink, reading "Lise L. Luttgens".

Lise L. Luttgens
Chief Executive Officer

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Quick-Start Guide



Quick-Start Guide

Welcome to the great adventure of Girl Scouting! Thanks to volunteers like you, generations of girls have learned to be leaders in their own lives and in the world.

We know you're busy and need to be efficient with your time. For that reason, this Quick-Start Guide to *Volunteer Essentials* gives you the nitty-gritty—what you need to know now, as you plan for your first meeting with girls. We encourage you to read through these tips as soon as you can, and then feel free to put down this handbook for now.

The rest of *Volunteer Essentials* is a reference for you to use only as needed. When you have a question, simply look up the topic in the Table of Contents, and you'll find your answer. Think of *Volunteer Essentials* as your encyclopedia to Girl Scout volunteering: it's here when you need it, but there's no need to read it all today.



*Additionally, Girl Scouts of Greater Los Angeles (GSLA) publishes a number of print and electronic resources available to registered members in addition to an up-to-date Web site at

www.girlscoutsla.org. If you are a registered member and are not receiving regular print or electronic communications from Girl Scouts of Greater Los Angeles, please email communications@girlscoutsla.org. To submit articles and pictures of troop activities for possible publication, please send them to the email above.



Ready to get started? Then read the following handy tips, and you'll be on your way!

*



This symbol designates information specific to GSLA

We Are Girl Scouts

Girl Scouts was founded in 1912 by trailblazer Juliette Gordon Low. We are the largest girl-serving organization in the United States and a member of the World Association of Girl Guides and Girl Scouts, a sisterhood of close to 10 million girls and adults in 145 countries.

Our Mission and Vision

Girl Scouts builds girls of courage, confidence, and character, who make the world a better place. We strive to be the premier leadership organization for girls, and experts on their growth and development.

Girl Scout Promise

On my honor, I will try:

To serve God* and my country,

To help people at all times,

And to live by the Girl Scout Law.

*Girl Scouts of the USA makes no attempt to define or interpret the word “God” in the Girl Scout Promise. It looks to individual members to establish for themselves the nature of their spiritual beliefs. When making the Girl Scout Promise, individuals may substitute wording appropriate to their own spiritual beliefs for the word “God.” **Note:** This disclaimer appears in the National Leadership Journey adult guides, but not in the girls’ books. It is included here as a reminder to you, as a volunteer, that it’s your responsibility to be sensitive to the spiritual beliefs of the girls in your group and to make sure that everyone in the group feels comfortable and included in Girl Scouting. Please feel free to share this information with girls’ families.

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.

More than 3 Million Strong

We are urban, rural, and suburban. We are in schools, churches, temples, mosques, public housing, foster homes, and detention centers. We are in virtually every zip code and in 90 countries around the world.

- **2.3 million** girls 5 to 18 years of age
- **16,800** Girl Scouts overseas
- **888,000** adult volunteers
- **59 million** alumnae
- **112 councils** throughout the United States



GSGLA represents:

- 40,000 girls 5-18 years of age representing 3,500 Troops
- 23,000 adult volunteers
- All of LA County and parts of Kern, San Bernardino and Ventura counties representing 350 communities (4,000 square miles)
- 26 properties: 7 service centers, 14 program centers, 4 camps and is headquartered in downtown L.A.

At any given time, approximately 10 percent of girls are Girl Scouts, and it's interesting to know that:

- 80 percent of women business owners were Girl Scouts.
- 69 percent of female U.S. Senators were Girl Scouts.
- 67 percent of female members of the House of Representatives were Girl Scouts.
- Virtually every female astronaut who has flown in space was a Girl Scout.

The Girl Scout Leadership Experience

We have identified Three Keys to Leadership: girls Discover themselves and their values; Connect with others; and Take Action to make the world a better place. At Girl Scouts, everything centers around the girl: activities are girl-led, which gives girls the opportunity to learn by doing in a cooperative learning environment.

100 Years Young

We're celebrating a century of trailblazing, leadership, fun, and friendship—and we're just getting started. Connect with Girl Scouts of the USA at www.girlscouts.org, www.facebook.com/GirlScoutsUSA, www.twitter.com/girlscouts, and www.pinterest.com/GSUSA.



Our local council also shares event information, learning opportunities, tips, and advice at <http://girlscoutsla.org>, <http://www.facebook.com/GSGLA>, <http://www.youtube.com/girlscoutsla>, and <http://twitter.com/#!/GirlScoutsLA>.

Following is just a quick glance at some of the exciting events we have planned. Find out more at <http://girlscoutsla.org/pages/events/Anniversary.html>

Girltopia

October 2013

Anticipated to be the largest girl-focused expo in the greater Los Angeles area.

Open to the entire community, this event features girl-targeted exhibits, workshops, speakers, performances, presentations, food and more!

Volunteer Recognition Ceremony & Annual Meeting

April 2013

GSGLA's Annual Meeting will pay special attention to the anniversary while celebrating volunteers receiving recognitions and awards.

Gold Award Ceremony

June 2012

The annual awards ceremony celebrates girls earning the highest honor in Girl Scouting and features notable and inspiring Girl Scout alumnae as a keynote speaker.

Camporee

October 26-28, 2012

A three-day all-council encampment will bring the council together to celebrate our 100th Anniversary!

ToGetHer There Luncheon

December 2012

This event and fundraiser celebrate 100 years of Girl Scouting and honor Girl Scout Alumnae who have made significant contributions to their profession and community.

Community Action Project

December 2012

GSGLA will post several ideas for troops and service units to participate in local Green initiatives, as part of the national GSUSA effort.

2012 Historical Display

A display of historic Girl Scout uniforms and memorabilia will be in several libraries and/or museums throughout Los Angeles.

ToGetHerThere



What will the next century bring? More of what Girl Scouts is known for, of course! And we're also rallying the nation around the cause of girls' leadership.

We know you've seen girls back down, opt out, and shy away from leading. You may have seen girls bullied by their peers, pressured by industries that celebrate unattainable beauty, and encouraged not to pursue science and math. You may have even struggled to explain to girls why women are in only 17 percent of seats in the U.S. Congress and 3 percent of the top positions at *Fortune* 500 companies.

We believe that, together, we can do better for girls, setting in motion a generational change, so that every girl born today blossoms into her full potential, whether that's running a science lab, running a corporation, or running a household. Together, we can transform the leadership landscape, so that every girl, in every zip code, stands up, stands out, and stands tall. Together, we can get her there.

That's why we created ToGetHerThere, a cause that partners Girl Scouts with nonprofits and leading corporations under a bold and ambitious banner: achieve gender-balanced leadership—in every industry and every community—in a single generation. Want to learn more? You can find us at www.ToGetHerThere.org, www.facebook.com/ToGetHerThere, and www.twitter.com/togetherthere.

Who Can Join Girl Scouts—and How?

Girl Scouts is about sharing the fun, friendship, and power of girls and women together. Any girl—from kindergarten through 12th grade—can join Girl Scouts. Girl Scout volunteers are also a diverse group—you may be a college volunteer working on a community-action project, a parent volunteer ready for an outdoor adventure with your daughter’s group, or any responsible adult (female or male, who have passed the necessary screening process) looking to help prime girls for the day when they’ll lead—however and wherever they choose.

What all members share, both girls and adults, are the Girl Scout Promise and Law. Each member also agrees to follow safety guidelines and pay the annual membership dues of \$12. (Adults have the option to purchase a lifetime membership for \$300).

Girls at Every Grade Level

After girls join, they team up in the following grade levels:

- Girl Scout Daisy (grades K–1)
- Girl Scout Brownie (grades 2–3)
- Girl Scout Junior (grades 4–5)
- Girl Scout Cadette (grades 6–8)
- Girl Scout Senior (grades 9–10)
- Girl Scout Ambassador (grades 11–12)

Flexible Ways to Participate

Across the country, the Girl Scout community is hard at work on a whole new approach to make sure that everyone can participate in Girl Scouting in the ways they want to. As a volunteer, you can choose from flexible ways to participate that can be tailored to fit your schedule and lifestyle. You can also volunteer behind the scenes, in your council office, instead of volunteering directly with girls.

Girls can choose any one, all, or some of the options—camp, events, series, troop, travel, and virtual*— within a single membership year. (*Note that virtual is still in development.) As a volunteer, you, too, have the option of partnering with girls throughout a membership year or committing to an opportunity for only a few weeks or months. Based on independent research and extensive surveys with thousands of council staff members from around the country, we have a good sense of which options will interest girls, based on their grade levels. These are reflected in the chart on the right.



GRADES													
K	1	2	3	4	5	6	7	8	9	10	11	12	
TROOP													
			CAMP										
						SERIES							
									EVENTS				
						TRAVEL							
			VIRTUAL										

Girl Scouts' Organizational Structure

Girl Scouts is the world's largest organization of and for girls, currently encompassing 2.3 million girl members and nearly one million volunteers! Three core structures support all these members: the national headquarters, your council, and your support team.

National Organization and Worldwide Sisterhood

The national office of Girl Scouts of the USA (GSUSA), located in New York City, employs roughly 300 employees. GSUSA is a member of the World Association of Girl Guides and Girl Scouts (WAGGGS). (Visit [GSUSA online](#), where you'll find a wealth of resources for both girls and volunteers.)

Global Girl Scouting ensures that girls have increased awareness about the world, cross-cultural learning opportunities, and education on relevant global issues that may inspire them to take action to make the world a better place. Visit [Global Girl Scouting online](#) for additional information.

Since 1925, USA Girl Scouts Overseas (USAGSO), a division of Global Girl Scouting, has helped ease the transition for American families relocating overseas by offering the familiar traditions and exciting opportunities of Girl Scouting to girls abroad. USAGSO now serves thousands of American girls living overseas, as well as girls attending American or international schools. Through Global Girl Scouting, members participate in World Thinking Day on February 22, visit the four WAGGGS world centers (see the "For Travel Volunteers" appendix), participate in international travel, promote global friendship and understanding by supporting the Juliette Low World Friendship Fund, and take action on global issues.

Our Council

Girl Scout councils are chartered by the national office to attract and retain members in a geographic area, provide ways for girls to participate in Girl Scouting, create an environment that reflects Girl Scout values and ideals, manage volunteers' experience with Girl Scouting, and keep girls and volunteers as safe as possible. The national office provides support materials to all councils to ensure that the Girl Scout experience is nationally consistent.



Girl Scouts of Greater Los Angeles has seven service centers to best serve our 40,000 girl and 23,000 adult members. The council is the largest girl-serving youth non-profit in LA County.

GSGLA Offices & Service Centers:

Business Hours: Monday-Friday, 8:30 a.m. – 5:00 p.m.

*GSGLA offices and retail shops are **closed on the second and fourth Mondays of the month.***

GSGLA Headquarters

801 S. Grand Ave., Suite 300
Los Angeles, CA 90017

Palmdale Service Center

Council hours: Mon.-Fri. 8:30 a.m.- 5:00 p.m.

Shop hours:

Mon., Tues., & Fri: 10:30 am - 5:30 pm

Wed. & Thurs: 10:30 am - 6:30 pm

1st Saturday of the month, 9 am - 1 pm*

41307 12th St. West, Suite 105

Palmdale, CA 93551

Phone: (661) 723-1230

Fax: (661) 723-1359

GSGLA offices and retail shops are closed on the second and fourth Mondays of the month.

Long Beach Service Center

Council hours: Mon.-Fri. 8:30 a.m.- 5:00 p.m.

Shop hours:

Mon., Tues., & Fri: 10:30 am - 5:30 pm

Wed. & Thurs: 10:30 am - 6:30 pm

1st Saturday of the month, 9 am - 1 pm*

4040 N. Bellflower Blvd.

Long Beach, CA 90808

Phone: (562) 421-8456

Fax: (562) 429-2751

GSGLA offices and retail shops are closed on the second and fourth Mondays of the month.

Santa Clarita Service Center

Council hours: Mon.-Fri. 8:30 a.m.- 5:00 p.m.

Shop hours:

Mon., Tues., & Fri: 10:30 am - 5:30 pm

Wed. & Thurs: 10:30 am - 6:30 pm

1st Saturday of the month, 9 am - 1 pm*

21515 Soledad Canyon Road #118

Santa Clarita, CA 91350

Phone: (661) 287-1985

Fax: (661) 287-6139

GSGLA offices and retail shops are closed on the second and fourth Mondays of the month.

Arcadia Service Center

Council hours: Mon.-Fri. 8:30 a.m.- 5:00 p.m.

Shop hours:

Mon., Tues., & Fri: 10:30 am - 5:30 pm

Wed. & Thurs: 10:30 am - 6:30 pm

1st Saturday of the month, 9 am - 1 pm*

101 E. Wheeler Ave.

Arcadia, CA 91006

Phone: (626) 677-2200

Fax: (626) 447-0683

GSGLA offices and retail shops are closed on the second and fourth Mondays of the month.

Montclair Service Center

Council hours: Mon.-Fri. 8:30 a.m.- 5:00 p.m.

Shop hours:

Mon., Tues., & Fri: 10:30 am - 5:30 pm

Wed. & Thurs: 10:30 am - 6:30 pm

1st Saturday of the month, 9 am - 1 pm*

9525 Monte Vista Ave.

Montclair, CA 91763

Phone: (909) 399-0808

Fax: (909) 267-3274

GSGLA offices and retail shops are closed on the second and fourth Mondays of the month.

Marina Service Center

Council hours: Mon.-Fri. 8:30 a.m.- 5:00 p.m.

Shop hours:

Mon., Tues., & Fri: 10:30 am-5:30 pm

Wed. & Thurs: 10:30 am - 6:30 pm

1st Saturday of the month, 9 am - 1 pm*

4551 Glencoe Ave., Suite 140

Marina del Rey, CA 90292

Phone: (310) 450-3720

Fax: (310) 821-0118

GSGLA offices and retail shops are closed on the second and fourth Mondays of the month.

Woodland Hills Service Center

Council hours: Mon.-Fri. 8:30 a.m.- 5:00 p.m.

Shop hours: Mon., Tues., & Fri: 10:30 am - 5:30 pm

Wed. & Thurs: 10:30 am - 6:30 pm

1st Saturday of the month, 9 am - 1 pm*

20931 Burbank Blvd.

Woodland Hills, Ca 91367

Phone: (818) 886-1801

Fax: (818) 444-0314

GSGLA offices and retail shops are closed on the second and fourth Mondays of the month.

*GSGLA shops are closed on Saturdays in July, Aug., & on Holiday weekends.

Your Support Team

A team of volunteers and staff provides you with local support, learning opportunities, and advice. As a volunteer, you will have the most contact with your Girl Scout support team, which may be called a service unit or another name. Never hesitate to contact them, because your support team will guide and assist you in all things Girl Scouting. If you have questions about the Girl Scout program, working with girls, resources in the National Program Portfolio (National Leadership Journeys and *The Girl's Guide to Girl Scouting*), or selling Girl Scout cookies and other products, go to your team for answers and ongoing support.

Getting Started with the National Leadership Program through Journeys

The Girl Scout program is based on the Girl Scout Leadership Experience (GSLE), in which girls Discover themselves, Connect with others, and Take Action to make the world a better place—all within the safety of an all-girl environment where girls take the lead, learn by doing, and learn cooperatively.

At the core of the GSLE are National Leadership Journeys, fun and challenging experiences grouped around a theme and spread over a series of sessions. Each Journey has all the important components of the GSLE sewn right in. So, to guide girls on a great Journey, all you need is enthusiasm and a sense of adventure. Before you dive in, try these six simple tips:

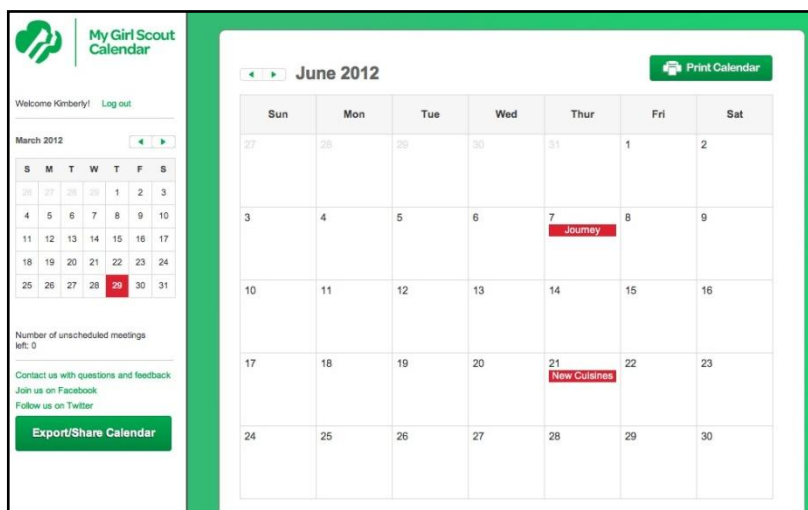


1. **Check out the Journey maps** at www.girlscouts.org/program/journeys/maps. These maps show you how all the fun and meaningful traditions of Girl Scouting fit right into any National Leadership Journey. There, you can also find information about the topics that each Journey covers, which you can share with girls. And you'll find even more fun traditions to complement your Journey in *The Girl's Guide to Girl Scouting*, a resource for each grade level of Girl Scouting.
2. **Choose a Journey.** Because Girl Scouting is girl-led, it's important to give girls the chance to pick the Journey they want to do. Talk to them about what each Journey for their grade level is about and let them choose one.
3. **Get to know the Journey.** Pick up a girls' book and an adult guide. Read the girls' book for the pleasure of it, just to get an overview of the Journey's theme and content.
4. **Review the sample session plans in the adult guide.** These sample session plans give you ideas about bringing the Journey to life with girls while leaving plenty of room for creativity and customization.
5. **Invite girls (and their parents/guardians) to use their imaginations** to make the Journey come to life in ways that excite them. Remember that you and the girls don't have to do everything exactly as laid out in the sample sessions.
6. **Step back and watch** how the girls, with your knowledge, support, and guidance, have enormous fun and a rewarding experience. Celebrate with them as they earn their National Leadership Journey awards—and perhaps some Girl Scout badges, too!

Planning in a Girl-Led Environment

To start planning your time with girls, visit www.girlscouts.org/MyCalendar. There, you'll consider the following questions and begin to map out your Girl Scout year:

- How many times each month will you meet? When do you plan to break for holidays?
- How many weeks do you need to allocate for the Girl Scout Cookie Program?
- Will you have time in your schedule for guest speakers and other visitors?
- If you've worked with this group before, what are their preferences: badge work? field trips? other activities? For specific ideas on how to incorporate badges, trips, and other Girl Scout traditions into a Journey, check out the online [Journey maps](#) for the grade level of the girls you're partnering with.



If your group will be meeting for less than a year (such as at a resident camp or during a series), you'll be able to adjust the calendar to suit your needs. In the same way, if you're planning a multi-year event (such as a travel excursion), add one or two more years to the framework.

After you've drafted a loose framework, ask the girls what they think. Or, create the online calendar together! Remember that you want girls to lead, but younger girls will need more guidance, while older girls will require much less. Seniors and Ambassadors may not even want you to draft a calendar in advance, so if they balk at what you've done, let them take the reins. (Journeys for older girls include planning pages specifically designed to help them customize their Journey.) Daisies and Brownies, on the other hand, may enjoy your calendar and just fill in a few ideas here and there, which will clue you in to their interests.

As your group starts its Journey, get a discussion (or debate!) going on the Journey's theme and what it means to the girls. Probe to find out what they're most interested in accomplishing during their time together, and then help them connect those interests to their Journey.

Meeting with Girls for the First Time

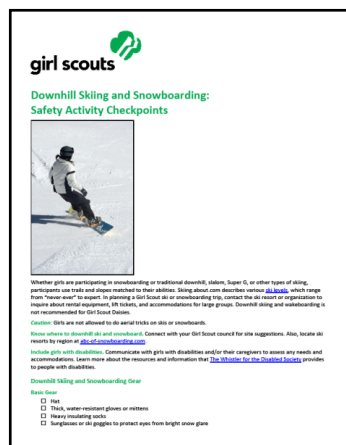
When you first get together with girls (and this meeting may also include parents/guardians, or you may decide to hold a separate meeting for the adults), you'll want to get to know the girls, and give them a chance to get to know one another.

Icebreaker games that let girls share simple details about themselves are a great way to start off your first gathering. Journeys often start with such an icebreaker, so if you're digging into a Journey right away, you'll be all set. You can also check your council's resources or search the Internet for "icebreakers for kids" to find more ideas.

If you already know which Journey the girls want to do, you'll find it useful to accomplish some of the following during this meeting. (Note that all these points are detailed in the adult guide for each Journey, too). If your girls haven't chosen a Journey yet, you can spend time during the first meeting talking about the themes of the three Journeys that are available for their grade level and find out which one the group would like to do. You can then discuss these points in the next meeting, if you run out of time.

1. **Introduce the Journey, its theme, and its ties to leadership.** Each Journey's adult guide gives you ideas for talking with girls and their parents/guardians about the Journey's theme and the Three Keys to Leadership.
2. **Find out what interests the group (and be sure to include the other adult volunteers), so that you and the girls can begin to customize the Journey.** Do the girls want to dig deeper into a particular aspect of the Journey? Without promising anything (yet!), ask the girls to talk about what they're passionate about, what they've always wanted to do, and how they would spend their time if money and other barriers were no object. Build off the ideas shared, but be sure to include opinions from **all** the girls. Ask direct questions of those who seem to be holding back or are unsure about answering, so everyone is included.
3. **Get the girls talking about how they want to schedule their time together.** Use the planning pages from their Journey (referring to your draft calendar only as needed, so that the girls lead). Consider questions like these:
 - Can girls organize and plan a field trip or longer travel opportunity that will allow them to learn more about a particular Journey topic or theme?
 - Is there an event that meshes with this topic or area of interest?
 - Can the girls locate and communicate with an expert in the field via email or social media?
 - Can they invite a guest speaker to answer questions or demonstrate particular skills?
 - Which badges can the group choose to work on that will deepen their skills in this particular area?
 - If they are Juniors or older, are they interested in pursuing their Girl Scout Bronze, Silver, or Gold Awards?
 - Do they have ideas for activities that will involve younger or older girls?

Using Safety Activity Checkpoints



When preparing for any activity with girls, start by reading the Girl Scout Safety Activity Checkpoints for that particular activity. You can find these on your council's website; your council may also provide them in some additional electronic or printed form.

Each Safety Activity Checkpoint offers you information on where to do this activity, how to include girls with disabilities, where to find both basic and specialized gear required for the activity, how to prepare yourselves for the activity, what specific steps to follow on the day of the activity, and so on.

In addition to reading these checkpoints yourself, you can email or print them for co-volunteers, parents/guardians, and the girls themselves. The checkpoints are formatted as checklists, so that you, your co-volunteers, and the girls can check off each step that has been accomplished.

In keeping with the three processes of the Girl Scout Leadership Experience, be sure that:

- **All activities are girl-led.** Take into account the age and abilities of the girls. Older girls can take the bulk of the responsibility for carefully planning and executing activities, while younger girls will require more of your guidance but should still be deeply involved in making decisions about their activities.
- **Girls have the chance to learn cooperatively.** Have girls teach each other new skills they may need for the activities, rather than hearing all that from you.
- **Girls learn by doing.** If research or special equipment is needed, they'll learn better by doing that research themselves than by having you do the legwork and report back to them. Even Daisies can do basic research and give reports or do show-and-tell for each other. Ambassadors may need you only for moral support as they research, teach each other, and plan every detail of their excursions.

If Safety Activity Checkpoints do not exist for an activity you and the girls are interested in, check with your council **before** making any definite plans with the girls. A few activities are allowed only with written council pre-approval and only for girls 12 and over, while some are off-limits completely:

- **Caution:** You must get written pre-approval from your council for girls ages 12 and older who will operate motorized vehicles, such as go-carts and personal watercraft; use firearms; take trips on waterways that are highly changeable or uncontrollable; experience simulated skydiving and zero-gravity rooms; or fly in noncommercial aircraft, such as small private planes, helicopters, sailplanes, untethered hot air balloons, and blimps.
- **Warning:** The following activities are never allowed for any girl: potentially uncontrolled free-falling (bungee jumping, hang gliding, parachuting, parasailing, and trampolining); creating extreme variations of approved activities (such as high-altitude climbing and aerial tricks on bicycles, skis, snowboards, skateboards, water-skis, and wakeboards); hunting; shooting a projectile at another person; riding all-terrain vehicles and motor bikes; and taking watercraft trips in Class V or higher.

An additional note: Girl Scouts welcomes and serves girls and families from a wide spectrum of faiths and cultures. When girls wish to participate in discussions or activities that could be considered sensitive—even for some—put the topic on hold until you have spoken with parents and received guidance from your council. When Girl Scout activities involve sensitive issues, your role is that of a caring adult who can help girls acquire skills and knowledge in a supportive atmosphere, not someone who advocates a particular position. You are required to obtain permission slips signed by the girls' parents/guardians; see the [“Engaging Girls at All Grade Levels”](#) chapter of this handbook for more information.

Understanding How Many Volunteers You Need

Girl Scouts' adult-to-girl ratios show the **minimum** number of adults needed to supervise a specific number of girls. (Councils may also establish **maximums** due to size or cost restrictions.) These supervision ratios were devised to ensure the safety and health of girls—for example, if one adult has to respond to an emergency, a second adult is always on hand for the rest of the girls. It may take you a minute to get used to the layout of this chart, but once you start to use it, you'll find the chart extremely helpful.

	Group Meetings		Events, Travel, and Camping	
	<i>Two</i> unrelated adults (at least one of whom is female) for this number of girls:	Plus <i>one</i> additional adult for each additional number of this many girls:	<i>Two</i> unrelated adults (at least one of whom is female) for this number of girls:	Plus <i>one</i> additional adult for each additional number of this many girls:
Girl Scout Daisies (grades K–1)	12	6	6	4
Girl Scout Brownies (grades 2–3)	20	8	12	6
Girl Scout Juniors (grades 4–5)	25	10	16	8
Girl Scout Cadettes (grades 6–8)	25	12	20	10
Girl Scout Seniors (grades 9–10)	30	15	24	12
Girl Scout Ambassadors (grades 11–12)	30	15	24	12

Here are some examples: If you're meeting with 17 Daisies, you'll need three adults, at least two of whom are unrelated (in other words, not your sister, spouse, parent, or child), and at least one of whom is female. If this isn't making sense to you, follow the chart: you need two adults for 12 Daisies and one more adult for up to six more girls. You have 17, so you need three adults. If, however, you have 17 Cadettes attending a group meeting, you need only two unrelated adults, at least one of which is female (because, on the chart, two adults can manage up to 25 Cadettes).

In addition to the adult-to-girl ratios, please remember that adult volunteers must be at least 18 years old or at the age of majority defined by the state, if it is older than 18.

Following the Girl Scouts Safety Guidelines

Every adult in Girl Scouting is responsible for the physical and emotional safety of girls, and we all demonstrate that by agreeing to follow these guidelines at all times.

1. **Follow the Safety Activity Checkpoints.** Instructions for staying safe while participating in activities are detailed in the Safety Activity Checkpoints, available from your council. Read the checkpoints, follow them, and share them with other volunteers, parents, and girls before engaging in activities with girls.
2. **Arrange for proper adult supervision of girls.** Your group must have at least two unrelated, approved adult volunteers present at all times, plus additional adult volunteers as necessary, depending on the size of the group and the ages and abilities of girls. Adult volunteers must be at least 18 years old (or the age of majority defined by the state, if it is older than 18) and must be screened by your council before volunteering. One lead volunteer in every group must be female.
3. **Get parent/guardian permission.** When an activity takes place that is outside the normal time and place, advise each parent/guardian of the details of the activity and obtain permission for girls to participate.
4. **Report abuse.** Sexual advances, improper touching, and sexual activity of any kind with girl members are forbidden. Physical, verbal, and emotional abuse of girls is also forbidden. Follow your council's guidelines for reporting concerns about abuse or neglect that may be occurring inside or outside of Girl Scouting.
5. **Be prepared for emergencies.** Work with girls and other adults to establish and practice procedures for emergencies related to weather, fire, lost girls/adults, and site security. Always keep handy a well-stocked first-aid kit, girl health histories, and contact information for girls' families.
6. **Travel safely.** When transporting girls to planned Girl Scout field trips and other activities that are outside the normal time and place, every driver must be an approved adult volunteer and have a good driving record, a valid license, and a registered/insured vehicle. Insist that everyone is in a legal seat and wears her seat belt at all times, and adhere to state laws regarding booster seats and requirements for children in rear seats.
7. **Ensure safe overnight outings.** Prepare girls to be away from home by involving them in planning, so they know what to expect. Avoid having men sleep in the same space as girls and women. During family or parent-daughter overnights, one family unit may sleep in the same sleeping quarters in program areas. When parents are staffing events, daughters should remain in quarters with other girls rather than in staff areas.
8. **Role-model the right behavior.** Never use illegal drugs. Don't consume alcohol, smoke, or use foul language in the presence of girls. Do not carry ammunition or firearms in the presence of girls unless given special permission by your council for group marksmanship activities.
9. **Create an emotionally safe space.** Adults are responsible for making Girl Scouting a place where girls are as safe emotionally as they are physically. Protect the emotional safety of girls by creating a team agreement and coaching girls to honor it. Agreements typically encourage behaviors like respecting a diversity of feelings and opinions; resolving conflicts constructively; and avoiding physical and verbal bullying, clique behavior, and discrimination.
10. **Ensure that no girl is treated differently.** Girl Scouts welcomes all members, regardless of race, ethnicity, background, disability, family structure, religious beliefs, and socioeconomic status. When scheduling, helping plan, and carrying out activities, carefully consider the needs of all girls involved, including school schedules, family needs, financial constraints, religious holidays, and the accessibility of appropriate transportation and meeting places.
11. **Promote online safety.** Instruct girls never to put their full names or contact information online, engage in virtual conversation with strangers, or arrange in-person meetings with online contacts. On group websites, publish girls' first names only and never divulge their contact information. Teach girls the [Girl Scout Online Safety Pledge](#) and have them commit to it.
12. **Keep girls safe during money-earning activities.** Girl Scout cookies and other council-sponsored product sales are an integral part of the program. During Girl Scout product sales, you are responsible for the safety of girls, money, and products. In addition, a wide variety of organizations, causes, and fundraisers may appeal to Girl Scouts to be their labor force. When representing Girl Scouts, girls cannot participate in money-earning activities that represent partisan politics or that are not Girl Scout-approved product sales and efforts.

Chapter 1: Sharing Your Unique Gifts

No matter how you volunteer with Girl Scouts, your investment of time and energy will pay back tenfold. With your help, girls will be able to identify issues they care about and work with one another to resolve them. Your interests and life experiences make you the perfect person to be a new kind of partner for girls, someone who creates a safe environment where they can work together and each girl feels free to work toward her highest aspirations. Have no doubt: You, and nearly one million other volunteers like you, are helping girls make a lasting impact on the world.

Understanding Your Role as a Girl Scout Volunteer

Your most important role as a Girl Scout volunteer is to be excited about everything this opportunity affords you: a chance to help girls succeed, play a critical role in their lives, and watch them blossom! You also want to be someone who enjoys the activities you'll be embarking on with the girls—whether you're volunteering at a camp, working with girls who are traveling, or partnering with girls on a short-term series on a topic that interests you.

As a Girl Scout volunteer, you'll serve as a partner and role model to girls. You'll also work closely with a co-volunteer, because two adults must be present at all times when working with girls, and at least one of those volunteers must be female and *not* related to the other adult. This is an important distinction that bears repeating: Men can serve as troop volunteers, but an adult female who is not related to the other volunteer must be present at all times, and only in cases of emergency is a girl to be alone with only one volunteer. Remember to also check the adult-to-girl ratios in the [Quick-Start Guide](#) and the ["Safety-Wise"](#) chapter of this handbook.



GSGLA Policy:

Male Volunteers: "...Because the female role model is essential to fulfilling the purpose of Girl Scouting, at least one member of the leadership team must be an adult female." Male volunteers are welcome at GSGLA in various roles including as Troop/Group Leaders. However, male volunteers **must** have an unrelated adult female present, especially when camping or meeting with a girl individually. Male volunteers must comply with Safety Activity Checkpoints for camping and trips.

Your Responsibilities

Your other responsibilities as a Girl Scout volunteer include:

- Accepting the Girl Scout Promise and Law
- Understanding the Three Keys to Leadership that are the basis of the Girl Scout Leadership Experience: Discover, Connect, and Take Action
- Sharing your knowledge, experience, and skills with a positive and flexible approach
- Working in a partnership with girls so that their activities are girl-led, allow them to learn by doing, and allow for cooperative (group) learning; you'll also partner with other volunteers and council staff for support and guidance
- Organizing fun, interactive, girl-led activities that address relevant issues and match girls' interests and needs
- Providing guidance and information regarding Girl Scout group meetings with girls' parents or guardians on a regular and ongoing basis through a variety of tools, including email, phone calls, newsletters, blogs, other forms of social media, and any other method you choose

- Processing and completing registration forms and other paperwork, such as permission slips
- Communicating effectively and delivering clear, organized, and vibrant presentations or information to an individual or the group
- Overseeing with honesty, integrity, and careful record-keeping the funds that girls raise
- Maintaining a close connection to your volunteer support team
- Facilitating a safe experience for every girl

Girl Scout Promise

On my honor, I will try:

To serve God* and my country,

To help people at all times,

And to live by the Girl Scout Law.

*Girl Scouts of the USA makes no attempt to define or interpret the word “God” in the Girl Scout Promise. It looks to individual members to establish for themselves the nature of their spiritual beliefs. When making the Girl Scout Promise, individuals may substitute wording appropriate to their own spiritual beliefs for the word “God.” **Note:** This disclaimer appears in the National Leadership Journey adult guides, but not in the girls’ books. It is included here as a reminder to you, as a volunteer, that it’s your responsibility to be sensitive to the spiritual beliefs of the girls in your group and to make sure that everyone in the group feels comfortable and included in Girl Scouting. Please feel free to share this information with girls’ families.

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.

Your Volunteer Support Team

In your role as a Girl Scout volunteer, you’ll team up with co-volunteers, parents/guardians, members of the community, council staff, and others who have expressed interest in working alongside you. The adult guide of each Journey gives you tips and guidance for creating a friends-and-family network to support you all along the way.

The other volunteers on your support team may help by:

- Filling in for you

- Arranging meeting places
- Being responsible for communicating with girls and parents/guardians
- Locating adults with special skills to facilitate a specialized meeting
- Assisting with trips and chaperoning
- Managing group records

If you have a large support team, the first thing you'll want to do is meet with this group and discuss what brought each of you to Girl Scouts, review your strengths and skills, and talk about how you would like to work together as a team. You might also discuss:

- When important milestones will happen (Girl Scout cookie activities, field trips, travel plans, events, dates for other opportunities) and how long the planning process will take
- When and where to meet as a group of volunteers, if necessary
- Whether, when, where, and how often to hold parent/guardian meetings
- Whether an advance trip to a destination, event site, or camp needs to happen

Remember to call on your volunteer support team. This team can help you observe a meeting, assign you a buddy, help with registration forms, assist you with opening a bank account, plan your first meeting, and so on. Also plan to attend support meetings—usually held several times throughout the year—that provide excellent opportunities to learn from other volunteers.

Taking Advantage of Learning Opportunities

Girl Scouts strives to provide you with the necessary information to successfully manage your group of girls and to let you know how and where you can get additional information on certain topics when you want to learn more. Volunteer learning is offered in a variety of ways to best meet your unique learning styles: written resources, face-to-face learning, interactive online learning—and additional methods are being developed and tested all the time.

Learn about Girl Scouts online

There's a good chance you've already logged on to <http://training.girlscouts.org> to watch Girl Scouting 101 or Volunteering for Girl Scout Series and Events, our self-paced, online orientations to Girl Scouting. If you haven't, please contact your local council for your council-specific passwords. Those online sessions and *Volunteer Essentials* are designed to give you all of the information you need to start working with girls. They're always available; think of them as references you can use whenever you need them.



Girl Scout of Greater Los Angeles required learning for all Pathway volunteers:

- **Girl Scouting 101 (online)**
- **Council Orientation**
- **First Aid/CPR** – required for most activities, but not required to start the troop/group
- **Outdoor Education** – required for enhanced troop/group activities
- **Grade-Level Workshops (not required but strongly encouraged)**

Other courses may be required specific to your Pathway. In addition to the above, we will continue to provide opportunities to take First Aid and CPR training, outdoor education, and various workshops and sessions in other valuable areas that will enhance your Girl Scout experience.

[Click Here to Activate your eBiz Account](https://gsusa.ebiz.uapps.net/vp/default.aspx?pid=52)

<https://gsusa.ebiz.uapps.net/vp/default.aspx?pid=52>

Volunteers in other roles should confirm training requirements with their staff contact.

Knowing How Much You're Appreciated

Whatever your volunteer position, your hard work means the world to girls, to your council staff, and to Girl Scouts of the USA. We're calling on all members of society to help girls reach their full potential, and you've answered that call. So thank you, from the bottom of our hearts.

Just as you'll receive support throughout your volunteering experience, when you reach the end of the term you signed up for, you'll talk with your support team about the positive parts of your experience, as well as the challenges you faced, and discuss whether you want to return to this position or try something new. The end of your troop year, camp season, overseas trip, or series/event session is just the beginning of your next adventure with Girl Scouting!

If you're ready for more opportunities to work with girls, be sure to let your council support team know how you'd like to be a part of girls' lives in the future—whether in the same position or in other, flexible ways. Are you ready to organize a series or event? take a trip? work with girls at camp? work with a troop of girls as a year-long volunteer? share your skills at a council office, working behind the scenes? The possibilities are endless, and can be tailored to fit your skills and interests.



Each year GSGLA holds an Adult Recognition Event to honor valued volunteers. The Adult Recognition Booklet and nomination forms are available at:

http://girlscoutsla.org/documents/GSGLA_Adult_Recognition_Handbook.pdf.

Nominations are due December 7, 2012.

Volunteer Appreciation Weeks



Volunteer Appreciation Week—the third week in April—is set aside especially for you. Girl Scouts pay tribute to the volunteers who help girls make the world a better place. The week centers on the long-standing National Girl Scout Leaders' Day (April 22).

In addition, Girl Scouts also celebrates Volunteers Make a Difference Week, in conjunction with Make a Difference Day, which takes place during the weekend in autumn that we set our clocks back.

[Click Here to View Information About the GSGLA Volunteer\(s\) of the Month](http://girlscoutsla.org/pages/for_volunteers/volunteer_month.html)

http://girlscoutsla.org/pages/for_volunteers/volunteer_month.html

Chapter 2: Girl Scouting as a National Experience

Now that you're a Girl Scout volunteer, you belong to a network of more than 1 million adults who share an important commitment: preparing girls to lead successful lives. During your time as a volunteer, you'll have fun, meet new people, and learn by doing alongside girls at every step.

The Girl Scout program—what girls do in Girl Scouting—is based on the Girl Scout Leadership Experience (GSLE), a national model that helps girls become leaders in their own lives and as they grow. No matter where girls live or what their age or background, as Girl Scouts they are part of a powerful, national experience. As they build leadership skills, they also develop lifelong friendships and earn meaningful awards, two of many treasured traditions in the sisterhood of Girl Scouting.

What Girl Scouting Does for Girls

Girl Scouting guides girls to become leaders in their daily lives, their communities, and the world—helping them become the kind of person exemplified by the Girl Scout Law. When girls—as the Girl Scout Law states—are “honest and fair,” when they “use resources wisely,” and know how to be “courageous and strong,” they can be more successful in everything they do. It may start in school and on sports teams, but research shows that the courage, confidence, and character they develop as Girl Scouts follows them throughout their lives. Girl Scouting has a practical approach to helping girls become leaders:

- When girls lead in their own lives, they **Discover** their values and the confidence to do what's right. This helps girls act in ways that make us proud, no matter where they are.
- When girls lead in their communities, they **Connect** as they learn how to work with other people. This helps them get along better with others, resolve conflicts, and do better on group projects at school.
- When girls lead in the world, they **Take Action** to change the world for the better. Starting as young Girl Scouts, girls learn how to see problems—such as a food pantry in need of donations or an elderly neighbor who could use a hand—and come up with a solution.

In other words: **Discover + Connect + Take Action = leadership**. And everything you do with girls in Girl Scouting is aimed at giving them the benefits of these Three Keys to Leadership.

More details about the benefits (or outcomes) Girl Scouts offers girls can be found in *Transforming Leadership Continued*, available online at

www.girlscouts.org/research/publications/goutcomes/transforming_leadership_continued.asp.

ToGetHerThere

Research tells us that today's girls are backing down from leadership opportunities and that many of those who **do** want to lead don't believe they have what it takes. But as Girl Scouts, girls find themselves practicing leadership and working toward goals in a supportive environment surrounded by people who want to see them succeed: you, the volunteers!

In 2012, its centennial year, Girl Scouts launched ToGetHerThere, the boldest advocacy and fundraising cause campaign dedicated to girls' leadership issues in the nation's history. This multi-year effort is helping break down social barriers that hinder girls from leading and achieving success in everything from technology and science to business and industry.

ToGetHerThere's goal is to create gender-balanced leadership in one generation. To do that, Girl Scouts is asking all adult members of society to help girls reach their leadership potential and place this urgent issue

front and center on the national agenda. We all have a role to play in helping girls achieve their full leadership potential because when girls succeed, so does society. Together, we can get her there.

For more about ToGetHerThere, including how to spread the word about the campaign, visit www.ToGetHerThere.org, www.facebook.com/togetherthere, and <http://www.twitter.com/togetherthere>.

Fun with Purpose

Girl Scouting isn't just about what we do; it's also about how we do it. Over time, we've noticed that girls will give almost any activity a try, as long as the adults guiding them take the right approach. Girl Scout activities ask adult volunteers to engage girls in three ways that make Girl Scouting unique from school and other extracurricular activities:

- **Girl-led:** Girls of every grade level take an active role in determining what, where, when, why, and how they'll structure activities. Of course, you'll provide guidance appropriate to the age of the girls. Plus, you'll encourage them to bring their ideas and imaginations into the experiences, make choices, and lead the way as much as they can.
- **Learning by doing:** This means that girls have active, hands-on experiences. It also means they have a chance to think and talk about what they are learning as a result of the activities. This kind of reflection is what helps girls gain self-awareness and confidence to dive into new challenges. So make sure girls always have a chance to talk with each other—and you—after an activity. It doesn't have to be formal, just get them talking and see what happens.
- **Cooperative learning:** Girls learn so much about themselves and each other when they team up on common goals. Plus, great teamwork helps girls in school now and on the job later. Look for ways to help each girl contribute her unique talents and ideas to the team, help all girls see how their differences are valuable to the team, and coach girls to resolve their conflicts productively.

We call these three methods “processes.” You might be wondering how to put these processes into action with the girls in your group. These steps should help you get started:

1. After you help girls choose a National Leadership Journey (there's more information about those [later in this chapter](#)), make sure you get the adult guide that accompanies the Journey. As you read through that guide, look at how the activities, conversations, and choice-making options are set up using the three processes. Once you start practicing the processes, you'll probably find that they become second nature when you're with girls.
2. If you haven't already, watch [Girl Scouting 101](#), our online introduction to volunteering with Girl Scouts. (Contact your council for the password.) If you've already watched Girl Scouting 101, you may want to review its “What Girl Scouts Do” section to brush up on the processes.
3. Want more detail about the processes? Take a look at the examples in *Transforming Leadership Continued*, available online at www.girlscouts.org/research/publications/gscoutcomes/transforming_leadership_continued.asp.

One last tip about using the processes: The girls' time in Girl Scouting isn't a to-do list, so please don't ever feel that checking activities off a list is more important than tuning in to what interests and excites girls and sparks their imaginations. Projects don't have to come out perfectly, and girls don't have to fill their vests and sashes with badges: what matters most is the fun and learning that happens as girls make experiences their own.

The National Program Portfolio

You'll use several books, awards, and online resources to bring the Girl Scout Leadership Experience to life with girls. We strongly recommend that each girl has her own books from the National Program Portfolio. These books—the Journeys and *The Girl's Guide to Girl Scouting*—and national program awards—like badges and pins—are an important part of how Girl Scouting helps girls experience the power of millions of girls changing the world together.

As you use the National Program Portfolio with girls, keep in mind that Girl Scouts of the USA (GSUSA) creates materials to serve our vast and diverse community of girls. To help bring topics off the page and into life, we sometimes provide girls and volunteers with suggestions about what people across the country and around the world are doing. We also sometimes make suggestions about movies, books, music, websites, and more that might spark girls' interests.

At GSUSA, we know that not every example or suggestion we provide will work for every girl, family, volunteer, or community. In partnership with those who assist you with your Girl Scout group—including parents, faith groups, schools, and community organizations—we trust you to choose real-life topic experts from your community as well as movies, books, music, websites, and other opportunities that are most appropriate for the girls in your area to enrich their Girl Scout activities.

We are proud to be the premier leadership organization for girls. While girls and their families may have questions or interest in programming relevant to other aspects of girls' lives, we are not always the organization best suited to offer such information. Your council can recommend local organizations or resources that are best suited to do so.

Also note that GSUSA continuously reviews national program content to guarantee that all our resources are relevant and age appropriate, and that their content doesn't include violence, sex, inappropriate language, or risky behavior. We value your input and hope that you will bring to your council's attention any content that concerns you.

National Leadership Journeys

National Leadership Journeys help Girl Scouts learn and practice the Three Keys, aid their communities, and earn leadership awards, progressing up Girl Scouting's [Ladder of Leadership](#) as they do so. There are three series of Leadership Journeys, each about a different theme; the girls in your group can choose the theme that interests them most.

After the girls choose a Journey, spend an hour or two reading the companion adult guide. It'll give you a feel for how to bring the Journey to life, and you'll get ideas for the steps girls will take (with your support) to earn their leadership awards. Don't worry; you don't have to be any kind of expert to do a Leadership Journey with girls. You just need to be willing to dive in and enjoy the learning-by-doing experience with them.

Each Journey adult guide contains sample plans that you can customize to fit the needs of your group, whether you guide a troop, volunteer at a Girl Scout camp, mentor girls on a travel adventure, or engage with girls in a series or at an event. Each Journey also offers opportunities to enjoy the longstanding traditions of Girl Scouting, from ceremonies and songs to earning awards and skill badges.

The Girl's Guide to Girl Scouting and National Proficiency Badges

In addition to the Leadership Journeys, girls at each Girl Scout grade level have their own edition of *The Girl's Guide to Girl Scouting*—a binder full of information about being a Girl Scout and how to earn certain badges, including ones about financial literacy and the Girl Scout Cookie Program. Girls who want to earn more badges can add a Skill Building Badge Set tied to the theme of the Journey they've chosen.

When a Girl Scout earns a badge, it shows that she's learned a new skill, such as how to make a healthy snack or take great digital photos. It may even spark an interest at school or plant the seed for a future career. Please remember that we don't expect you to be an expert in the badge topics; just have fun learning by doing with the girls!

While you're having fun, keep in mind: Badges are for educating girls, not for decorating their sashes and vests. The quality of a girl's experience—and the skills and pride she gains from earning leadership awards and skill-building badges—far outweigh the quantity of badges she earns.

If you're working with Girl Scout Daisies, please note that they earn Petals and Leaves (which form a flower) instead of badges.

There are several ways to supplement the National Program Portfolio and enhance girls' time as Girl Scouts—and have fun while you're doing it! A few of them are outlined below.

Digital programming

The [For Girls section](#) of girlscouts.org features a variety of videos, games, blogs, and other fun ways to enrich the GSLE. Girls will find opportunities to post their ideas for public service announcements on topics that matter to them and get inspired by watching short videos that tell the stories of women from all walks of life. If you work with Girl Scout Daisies and Brownies, you might like the site's print-and-play coloring and game pages—great for having on hand when energetic girls get together! Both girls and volunteers will have fun with Badge Explorer, an overview of all of the badges girls can earn. For Girls is updated frequently, so check back often—and invite girls to do the same!

Make Your Own Badge

Girls are welcome to develop and complete activities to make their own badge—a great way to explore a topic of personal interest. (In addition, girls who make their own badge will learn *how* to learn, which is an important skill to have in school, on the job, and in life!) Once girls check the Awards Log in *The Girl's Guide to Girl Scouting* to make sure there's not already a badge on the topic they want to explore, they'll follow steps outlined in that handbook to complete the requirements for their very own badge. Even better, they can go online to design and purchase a badge that later arrives in the mail! For more information, check out the [Make Your Own Badge website](#).

My Promise, My Faith Pin

The Girl Scout Law includes many of the principles and values common to most faiths. And even though Girl Scouts is a secular organization, we've always encouraged girls to explore spirituality via their own faiths. Girls of all grade levels can now earn the My Promise, My Faith pin. By carefully examining the Girl Scout Law and directly tying it to tenets of her faith, a girl can earn the pin once each year she participates in Girl Scouting. You can find more about the requirements for this pin in *The Girl's Guide to Girl Scouting*.

The Girl Scout Cookie Program

In addition to giving girls an opportunity to earn money to fund their Girl Scouting goals, taking part in the Girl Scout Cookie Program teaches girls five important skills that serve them throughout their lives: goal setting, money management, people skills, decision making, and business ethics. For more on everything involved in the Girl Scout Cookie Program, flip to the [“Managing Group Finances”](#) chapter of this handbook

Outdoor adventures

Being outside is a great way for girls to explore leadership, build skills, and develop a deep appreciation for nature. Whether they spend an afternoon exploring a local hiking trail or a week at camp, being outside gives girls an opportunity to grow, explore, and have fun in a whole new environment. For more information, visit www.girlscouts.org/program/basics/camping.

Spanish-language resources

Two of the Journey series—*It’s Your World—Change It!* and *It’s Your Planet—Love It!*—are available in Spanish, as are two new supporting books for Spanish-speaking volunteers to use with Spanish-speaking and bilingual Girl Scout Brownies and Juniors :*¡Las Girl Scouts Brownies Cambian El Mundo!* (*Girl Scout Brownies Change the World!*) and *¡Las Girl Scouts Juniors Apuntan a las Estrellas!* (*Girl Scout Juniors Reach for the Stars!*). The books, which introduce the Girl Scout movement to these girls and their families, provide everything you need for a fun-filled year in Girl Scouting. For more information on these resources, contact your council.

Putting It All Together

All of this may seem overwhelming, but don’t worry. The next few pages give you an idea of what’s involved when you use the National Program Portfolio with girls at each Girl Scout grade level.

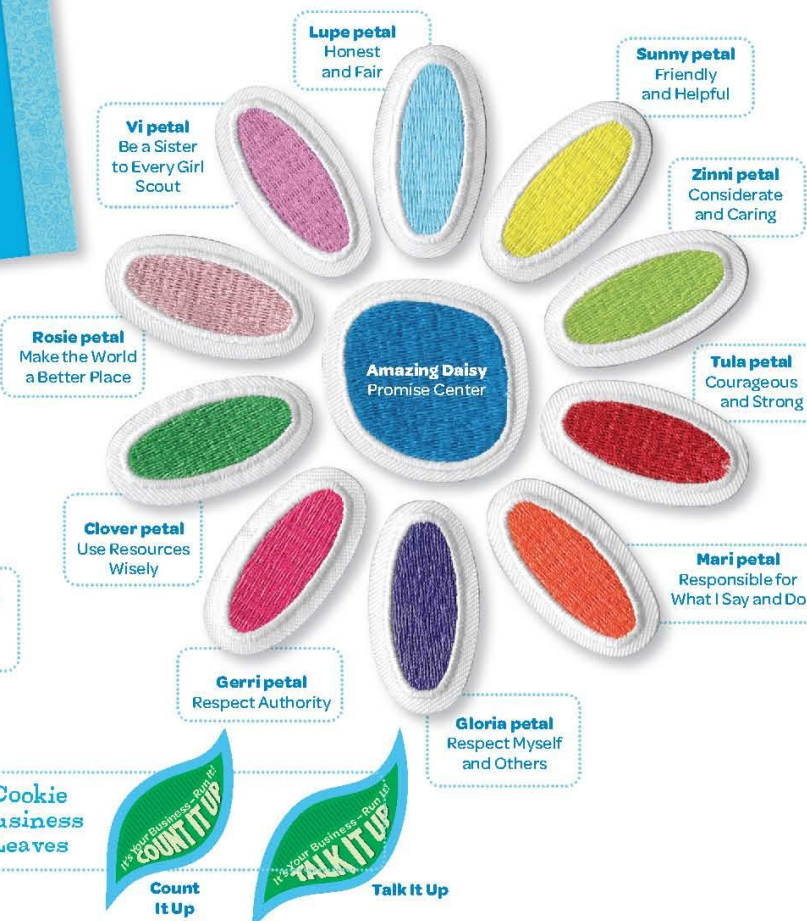
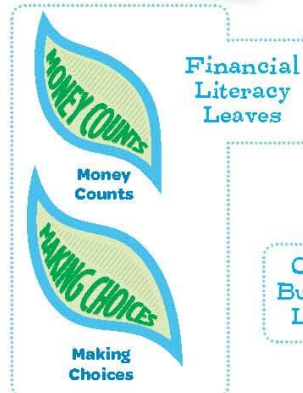
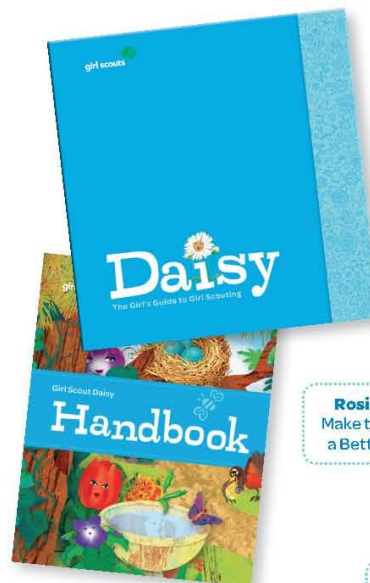
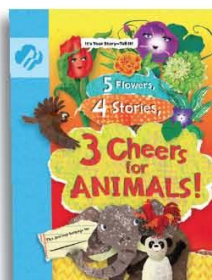
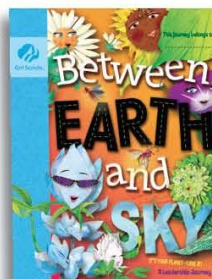
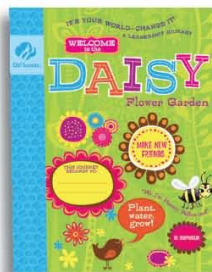
NATIONAL PROGRAM

What Daisies Do*

KINDERGARTEN - 1ST GRADE

Choose a Journey

Use The Girl's Guide to Girl Scouting

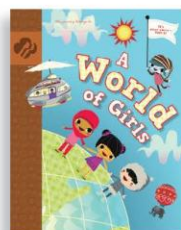
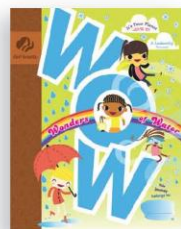
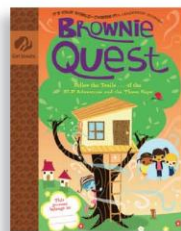


* Remember to add in trips, outdoor adventures, the cookie sale and more! See ideas in all the girl's books.

What Brownies Do*

2ND - 3RD GRADE

*Choose a Journey
and earn the awards*



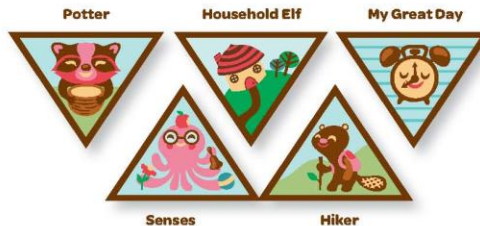
* Remember to add in trips, outdoor adventures, the cookie sale and more! See ideas in all the girl's books.

*Want to earn
more Badges? Add
the Badge sets*

Brownie Quest



WOW! Wonders of Water



A World of Girls



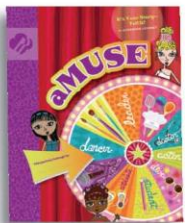
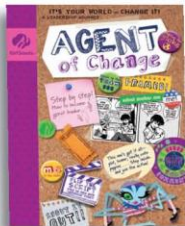
*Use them all with
The Girl's Guide to
Girl Scouting*



What Juniors Do*

4TH - 5TH GRADE

**Choose a Journey
and earn the awards**



* Remember to add in trips, outdoor adventures, the cookie sale and more! See ideas in all the girl's books.

**Want to earn
more Badges? Add
the Badge sets**

Agent of Change

Digital Photographer

Staying Fit



Musician

Entertainment Technology

Scribe

GET MOVING!

Jeweler

Gardener



Detective

Camper

Independence

aMUSE

Geocacher

Animal Habitats



Playing the Past

Product Designer

Social Butterfly

**Use them all with
The Girl's Guide to
Girl Scouting**



Drawing



Practice with Purpose



Inside Government



Simple Meals



Junior First Aid



Junior Girl Scout Way



Flowers

Financial Literacy



Business Owner



Savvy Shopper

Cookie Business



Cookie CEO

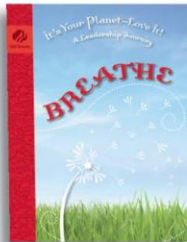
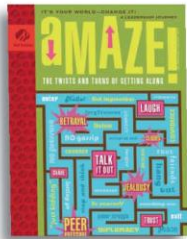


Customer Insights

What Cadettes Do*

6TH - 8TH GRADE

Choose a Journey
and earn the awards



* Remember to add in trips, outdoor adventures, the cookie sale and more! See ideas in all the girl's books.

Want to earn
more Badges? Add
the Badge sets

aMAZE!



Breathe



MEdia



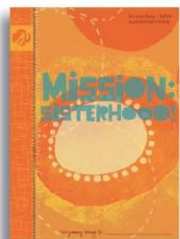
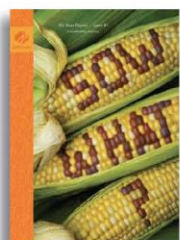
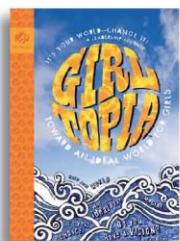
Use them all with
The Girl's Guide to
Girl Scouting



What Seniors Do*

9TH - 10TH GRADE

Choose a Journey
and earn the awards



* Remember to add in trips, outdoor adventures, the cookie sale and more! See ideas in all the girl's books.

Want to earn
more Badges? Add
the Badge sets

GIRLtopia



Website Designer



Women's Health



Troupe Performer



Science of Style



Novelist

Sow What?



Textile Artist



Room Makeover



Truth Seeker



Adventurer



Car Care

MISSION: SISTERHOOD!



Traveler



Voice for Animals



Game Visionary

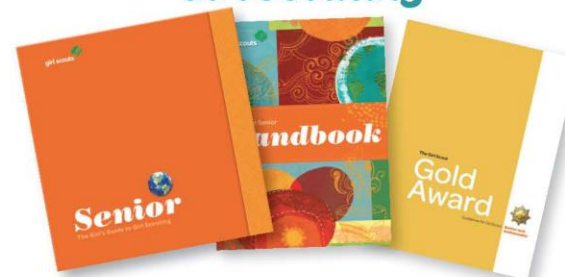


Social Innovator



Business Etiquette

Use them all with
The Girl's Guide to
Girl Scouting



Collage



Cross-Training



Behind the Ballot



Locavore



Senior First Aid



Senior Girl Scout Way



Sky

Financial Literacy

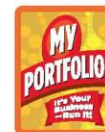


Financing My Future



Buying Power

Cookie Business



My Portfolio

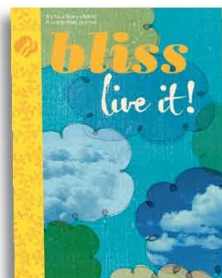
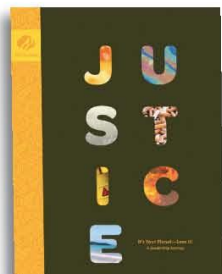
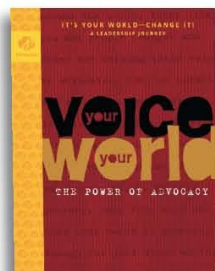


Customer Loyalty

What Ambassadors Do*

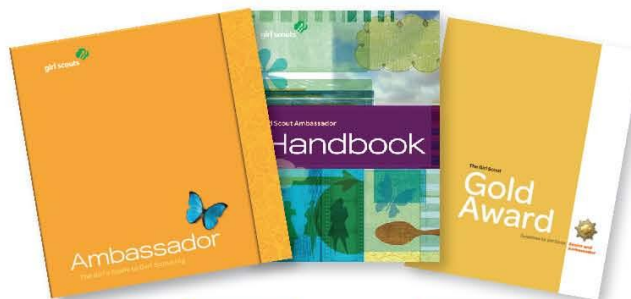
11TH - 12TH GRADE

Choose a Journey



* Remember to add in trips, outdoor adventures, the cookie sale and more! See ideas in all the girl's books.

Use The Girl's Guide to Girl Scouting



Photographer



Coaching



Public Policy



Dinner Party



Ambassador First Aid



Ambassador Girl Scout Way



Water

Financial Literacy



On My Own



Good Credit

Cookie Business



Research & Development



P&L

Emblems and Patches

In addition to the leadership awards tied to the Journeys and the National Proficiency badges, girls can show they belong by adding emblems to the front of their vests or sashes and participation patches on the back.

- **Emblems** show membership in Girl Scouts, a particular council, a particular troop, or in some other Girl Scout group. These can be worn on the front of a sash or vest (see the diagram in the handbook section of *The Girl's Guide to Girl Scouting* to see where these are placed).
- **Participation patches** represent activities girls have tried and are fun ways for girls to remember special events they've attended. Since these patches and pins aren't tied to skill-building activities, they are worn on the back of a girl's sash or vest.



You can purchase emblems and patches—along with badges and leadership awards— at any GSGLA shop location or online at <http://shop.girlscoutsla.org>. There, you'll find a cool list of the earned awards for each grade level . Look in each Girl Guide to show you exactly where girls can place their emblems, awards, badges, pins, and patches on their vests and sashes.

Shop Locations:

Arcadia Service Center Shop

101 E. Wheeler Ave.

Arcadia, CA 91006

P: (626) 677-2210

Palmdale Service Center Shop

41307 12th St. West, Suite 105

Palmdale, CA 93551

P: (661) 723-1230

Montclair Service Center Shop

9525 Monte Vista Ave.

Montclair, CA 91763

P: (909) 399-0808 x2291

Santa Clarita Service Center Shop

21515 Soledad Canyon Road #118

Santa Clarita, CA 91350

P: (661) 287-1985

Long Beach Service Center Shop

4040 N. Bellflower Blvd.

Long Beach, CA 90808

P: (562) 421-8456 x2287

Woodland Hills Service Center Shop

20931 Burbank Blvd.

Woodland Hills, CA 91367

P: (818) 886-1801 x2305

Marina del Ray Service Center Shop

4551 Glencoe Ave., Suite 140

Marina del Rey, CA 90292

P: (310) 450-3720

All Shop Hours

Mon., Tues., & Fri: 10:30 a.m. – 5:30 p.m.

Wed. & Thurs: 10:30 a.m. – 6:30 p.m.

1st Saturday of each month, 9 a.m. – 1 p.m.*

*Closed on Saturdays in July, Aug., & Holiday weekends.

GSGLA offices and retail shops are **closed on the second and fourth Mondays of the month.**

Please remember that local purchases support local programs.

Girl Scout Bronze, Silver, and Gold Awards

The Girl Scout Bronze, Silver, and Gold Awards are Girl Scouting's highest awards. These awards offer girls relevant, grade-level-appropriate challenges related to teamwork, goal setting, and community networking and leadership. They also engage girls in building networks that not only support them in their award projects, but in new educational and career opportunities.

Like everything girls do in Girl Scouting, the steps to earning these awards are rooted in the GSLE. This is why, to earn each of these awards, girls first complete a grade-level Journey (two Journeys for the Gold Award or a Silver Award and one Journey). With Journeys, girls experience the keys to leadership and learn to identify community needs, work in partnership with their communities, and carry out Take Action projects that make a lasting difference. They can then use the skills they developed during a Journey to develop and execute projects for their Girl Scout Bronze, Silver, and Gold Awards. Girl Scouts has just introduced a web app that takes girls step-by-step through the Gold Award requirements. Visit www.girlscouts.org/MyGoldAward to take a peek.

Did you know that a Girl Scout who has earned her Gold Award immediately rises one rank in all four branches of the U.S. Military? A number of college-scholarship opportunities also await Gold Award designees. A girl does not, however, have to earn a Bronze or Silver Award before earning the Girl Scout Gold Award. She is eligible to earn any recognition at the grade level in which she is registered.

As a Girl Scout volunteer, encourage girls to go for it by earning these awards at the Junior through Ambassador levels. Check out some of the award projects girls in your council are doing and talk to a few past recipients of the Girl Scout Gold Award. You'll be inspired when you see and hear what girls can accomplish as leaders—and by the confidence, values, and team-building expertise they gain while doing so. And imagine the impact girls have on their communities, country, and even the world as they identify problems they care about, team with others, and act to make change happen!

All this, of course, starts with you—a Girl Scout volunteer! Encourage girls to go after Girl Scouting's highest awards—information on the awards and guidelines for you to use when helping girls earn their awards are also available [online](#).

A Tradition of Honoring Girls

From the beginning of Girl Scouts, one prestigious award has recognized the girls who make a difference in their communities and in their own lives. The first of these awards, in 1916, was the Golden Eagle of Merit. In 1919, the name changed to The Golden Eaglet, and in 1920, the requirements for The Golden Eaglet were updated. The First Class Award existed for only two years, from 1938–1940, and was replaced in 1940 with The Curved Bar Award, the requirements for which were updated in 1947. In 1963, GSUSA re-introduced the First Class Award, for a girl who was an “all-around” person, with skills in many fields and a proficiency in one. Today's highest award, the Girl Scout Gold Award, was introduced in 1980.



Other Initiatives and Opportunities

Other exciting initiatives and opportunities exist to support the GSLE. In the past, these have covered topics like the environment, robotics, and space exploration. You can find out how to engage your group in opportunities like these by contacting your council or by visiting www.girlscouts.org/program/basics and clicking on “Program Basics” on the left side of the screen. Note that councils may offer different experiences, based on availability of resources and partners in your area.



[GSLA Program Calendar](http://www.girlscoutsla.org/pages/events/calendar.html)

<http://www.girlscoutsla.org/pages/events/calendar.html>

Girl Scout Traditions and Celebrations

Throughout the long history of Girl Scouts, certain traditions remain meaningful and important and are still practiced today. This section gives you an overview of annual celebrations in the Girl Scout year, as well as other revered Girl Scout traditions. Be sure to look in *The Girl's Guide to Girl Scouting* and Leadership Journeys for more information on songs, historical anecdotes, traditions, and ceremonies.

Girl Scout Calendar

Girl Scouts celebrate several special days each year, which you're encouraged to include in your group planning.

- **February 22:** World Thinking Day (the birthday of both Lord Baden-Powell and Lady Olave Baden-Powell, the originators of Boy Scouts and the Scouting Movement worldwide).
- **March 12:** The birthday of Girl Scouting in the USA. The first troop meeting was held in Savannah, Georgia, on this date in 1912. Note that Girl Scout Week begins the Sunday before March 12 (a day known as “Girl Scout Sunday”) and extends through the Saturday following March 12 (a day known as “Girl Scout Sabbath”).
- **Third week in April:** Volunteer Appreciation Week centers on the long-standing National Girl Scout Leaders' Day (April 22), but expands the definition of volunteers beyond troop leaders to include all the volunteers who work in so many ways on behalf of girls in Girl Scouting.
- **October 31:** Founder's Day (Juliette Gordon Low's birthday).

World Thinking Day: February 22

World Thinking Day, first created in 1926, offers a special day for Girl Scouts and Girl Guides from around the world to “think” of each other and give thanks and appreciation to their sister Girl Scouts. February 22 is the mutual birthday of Lord Baden-Powell, founder of the Boy Scout movement, and his wife, Olave, who served as World Chief Guide.

Today, girls honor World Thinking Day by earning the [World Thinking Day award](#), which focuses on an annual theme selected by the World Association of Girl Guides and Girl Scouts. They also show their appreciation and friendship on World Thinking Day not only by extending warm wishes but also by contributing to the [Juliette Low World Friendship Fund](#), which helps offer Girl Guiding/Girl Scouting to more girls and young women worldwide.

Time-Honored Ceremonies

Ceremonies play an important part in Girl Scouts and are used not only to celebrate accomplishments, experience time-honored traditions, and reinforce the values of the Girl Scout Promise and Law, but also to encourage girls to take a short pause in their busy lives and connect with their fellow Girl Scouts in fun and meaningful ways. Many examples of ceremonies—for awards, meeting openings and closings, and so on—are sewn right into the Journeys, including ideas for new ceremonies girls can create.

Girls use ceremonies for all sorts of reasons. Here’s a brief list, in alphabetical order, so that you can become familiar with the most common Girl Scout ceremonies:

- **Bridging** ceremonies mark a girl’s move from one grade level of Girl Scouting to another, such as from Junior to Cadette. (Note that **Fly-Up** is a special bridging ceremony for Girl Scout Brownies who are bridging to Juniors.)
- **Closing** ceremonies finalize the meeting, with expectations for the next. A closing ceremony may be as simple as a hand squeeze while standing in a circle.
- **Court of Awards** is a time to recognize girls who have accomplished something spectacular during the Girl Scout year.
- **Flag** ceremonies can be part of any activity that honors the American flag.
- **Girl Scout Bronze (or Silver or Gold) Award** ceremonies honor Girl Scout Juniors who have earned the Girl Scout Bronze Award (Cadettes who have earned the Silver Award; Seniors or Ambassadors who have earned the Gold Award), and are usually held for a group and combined with council recognition.
- **Girl Scouts’ Own** is a girl-led program that allows girls to explore their feelings and beliefs around a topic (such as the importance of friendship or the personal meaning they get from the Girl Scout Promise and Law) using the spoken word, favorite songs, poetry, or other methods of expression. It is never a religious ceremony.
- **Investiture** welcomes new members, girls or adults, into the Girl Scout family for the first time. Girls receive their Girl Scout, Brownie Girl Scout, or Daisy Girl Scout pin at this time.
- **Opening** ceremonies start troop meetings and can also begin other group meetings.
- **Pinning** ceremonies help celebrate when girls receive grade-level Girl Scout pins.
- **Rededication** ceremonies are opportunities for girls and adults to renew their commitment to the Girl Scout Promise and Law.

Hosting a Girl-Led Event

If you're working with girls who want to host an event—large or small—be sure girls are leading the event-planning, instead of sitting by passively while you or another adult plans the event. To get girls started, ask them to think about the following questions:

- What sort of event do we have in mind?
- Who is our intended audience?
- Does the audience have to be invited, or can anyone come?
- What's our main topic or focus?
- What's our objective—what do we hope to accomplish at the end of the day?
- Will one or more speakers need to be invited? If so, who? How do we find speakers?
- Where will the event take place?
- Is there a charge for this venue?
- Is the venue large enough to accommodate the audience?
- Do we have to obtain permission to use this venue? If so, from whom?
- Are there adequate facilities for the audience? If not, how much will extra portable toilets cost, and how many do we need?
- Is there adequate parking or a drop-off point for girls?
- Do we need tables? chairs? podiums? microphones? speakers?
- What sort of entertainment will we provide?
- Will we provide or sell refreshments? If so, what kinds?
- How many chaperones will we need? Who will we ask?
- What emergency care do we need to plan for? Is the event large enough that local police and fire departments need to be notified?
- Do we need to purchase additional insurance for non-Girl Scouts?
- How will we advertise the event?
- What decorations will we use?
- Will we give away any keepsakes?
- Will we charge for the event?
- Who will set up the event?
- Who will clean up after the event?
- How will we determine whether the event was a success?

Ideas for girl-led events with family, friends, and community experts are also available in the Leadership Journey adult guides!



Troops/groups wanting to host an event will need to submit a [Special Event Application](#) and [Special Event Final Report](#). If the event is a money-earning activity, a [Troop/Group Money Earning Application form](#) will also be required.

These forms are available on the council web site [HERE](#) or visit:
http://girlscoutsla.org/pages/for_volunteers/form_search_results.html

Signs, Songs, Handshake, and More!

Over time, any organization is going to develop a few common signals that everyone understands. Such is the case with Girl Scouts, which has developed a few unique ways to greet, acknowledge, and communicate, some of which are listed here.

Girl Scout Sign



The idea of the sign came from the days of chivalry, when armed knights greeted friendly knights by raising the right hand, palm open, as a sign of friendship. To give the sign, raise the three middle fingers of the right hand palm forward and shoulder high (the three extended fingers represent the three parts of the Girl Scout Promise). Girls give the sign when they:

- Say the Promise or Law.
- Are welcomed into Girl Scouts at an investiture ceremony that welcomes new members.
- Receive an award, patch, pin, or other recognition.
- Greet other Girl Scouts and Girl Guides.

Girl Scout Handshake



The handshake is a more formal way of greeting other Girl Scouts, and is also an appropriate way to receive an award. Shake left hands and give the Girl Scout Sign with your right hand.

Quiet Sign



The quiet sign can be extremely useful to you as a volunteer, so teach it to girls during your first meeting. Raise your right hand high with an open palm. As girls in the group see the sign, they stop talking and also raise their hands. Once everyone is silent, the meeting can begin.

Girl Scout Slogan and Motto

The Girl Scout slogan is, “Do a good turn daily.” The Girl Scout motto is, “Be prepared.”

Songs

Whether singing around a campfire or joining a chorus of voices on the Mall in Washington, D.C., Girl Scouts have always enjoyed the fun and fellowship of music. In fact, the first *Girl Scout Song Book*, a collection of songs put together by girl members, was published in 1925.

Songs can be used to open or close meetings, enhance ceremonies, lighten a load while hiking, or share a special moment with other Girl Scouts. For tips on choosing and leading songs, go to http://www.girlscouts.org/program/gs_central/activity_ideas/songleading.asp. A variety of songbooks are also available for purchase. Check out your council shop or visit the [GSUSA online shop](#).



A variety of songbooks & CDs are also available for purchase at GSGLA's council shops.

Chapter 3: Engaging Girls at All Grade Levels

As a Girl Scout volunteer, you'll have the opportunity to guide girls of all backgrounds, behaviors, skills, and abilities. You'll help her develop leadership skills she can use now and as she grows—all in a safe and accepting environment. This chapter gives you tips for doing just that.

Arranging a Time and Place for Girl-Led Meetings

When and how often to meet is up to you, your co-volunteers, parents, and girls: it may just be one time for this particular group of girls. Or, if you meet regularly, what day and time work best for the girls, for you, for your co-volunteers, and for other adults who will be presenting or mentoring? Once per week, twice a month, once a month? Is after-school best? Can your co-volunteers meet at that time, or will meetings work better in the evenings or on the weekends?

Where to meet can be a bit trickier: a meeting place needs to provide a safe, clean, and secure environment that allows for the participation of all girls. You might consider using meeting rooms at schools, libraries, houses or worship, community buildings, childcare facilities, and local businesses. For teens, you can also rotate meetings at coffee shops, bookstores, and other places girls enjoy spending time.

Here are a few points to keep in mind as you consider meeting locations:

- **Cost:** The space should be free to use.
- **Size:** Make sure the space is large enough accommodate the whole group and all planned activities.
- **Availability:** Be sure the space is available for the day and the entire length of time you want to meet.
- **Resources:** Determine what types of furnishings (table? chairs?) come with the room and ensure that the lighting is adequate. A bonus would be a cubby of some sort, where you can store supplies.
- **Safety:** Ensure that the space is safe, secure, clean, properly ventilated, heated (or cooled, depending on your location), free from hazards, and has at least two exits that are well-marked and fully functional. Also be sure a first-aid equipment is on hand.
- **Facilities:** Sanitary and accessible toilets are critical.
- **Communication-friendly:** Be sure your cell phone works in the meeting space.
- **Allergen-free:** Ensure that pet dander and other common allergens won't bother susceptible girls during meetings.
- **Accessibility:** Be sure the space can accommodate girls with disabilities, as well as parents with disabilities who may come to meetings.

If this is your first time asking for a Girl Scout meeting place, here are a few speaking points to get you started:

"I'm a Girl Scout volunteer, with a group of _____ girls. We're doing lots of great things for girls and for the community, like _____ and _____. We're all about leadership—the kind that girls use in their daily lives and the kind that makes our community better. We'd love to hold our meetings here because _____."

Understanding Healthy Development in Girls

Just being attentive to what girls are experiencing as they mature is a big help to girls. So take some time to understand the likes, needs, and abilities of girls at different ages.

As you listen and learn along with girls, you may find it useful to review the highlights of their development. What follows are the developmental abilities and needs of girls at various grade levels. You'll also find these listed in the adult guide of each Leadership Journey. Plus, the activities in the Journeys are set up with the following guidelines in mind! Of course, each girl is an individual, so these are only guidelines that help you get to know the girls.

Girl Scout Daisies

At the Girl Scout Daisy level (kindergarten and first grade), girls . . .	This means . . .
Have loads of energy and need to run, walk, and play outside.	<i>They'll enjoy going on nature walks and outdoor scavenger hunts.</i>
Are great builders and budding artists, though they are still developing their fine motor skills.	<i>Encouraging them to express themselves and their creativity by making things with their hands. Girls may need assistance holding scissors, cutting in a straight line, and so on.</i>
Love to move and dance.	<i>They might especially enjoy marching like a penguin, dancing like a dolphin, or acting out how they might care for animals in the jungle.</i>
Are concrete thinkers and focused on the here and now.	<i>Showing instead of telling, for example, about how animals are cared for. Plan visits to animal shelters, farms, or zoos; meet care providers; or make a creative bird feeder.</i>
Are only beginning to learn about basic number concepts, time, and money.	<i>You'll want to take opportunities to count out supplies together—and, perhaps, the legs on a caterpillar!</i>
Are just beginning to write and spell, and they don't always have the words for what they're thinking or feeling.	<i>That having girls draw a picture of something they are trying to communicate is easier and more meaningful for them.</i>
Know how to follow simple directions and respond well to recognition for doing so.	<i>Being specific and offering only one direction at a time. Acknowledge when girls have followed directions well to increase their motivation to listen and follow again.</i>

Girl Scout Brownies

At the Girl Scout Brownie level (second and third grade), girls . . .	This means . . .
Have lots of energy and need to run, walk, and play outside.	<i>Taking your session activities outside whenever possible.</i>

Are social and enjoy working in groups.	<i>Allowing girls to team up in small or large groups for art projects and performances.</i>
Want to help others and appreciate being given individual responsibilities for a task.	<i>Letting girls lead, direct, and help out in activities whenever possible. Allow girls as a group to make decisions about individual roles and responsibilities.</i>
Are concrete thinkers and focused on the here and now.	<i>Doing more than just reading to girls about the Brownie Elf's adventures. Ask girls questions to gauge their understanding and allow them to role play their own pretend visit to a new country.</i>
Need clear directions and structure, and like knowing what to expect.	<i>Offering only one direction at a time. Also, have girls create the schedule and flow of your get-togethers and share it at the start.</i>
Are becoming comfortable with basic number concepts, time, money, and distance.	<i>Offering support only when needed. Allow girls to set schedules for meetings or performances, count out money for a trip, and so on.</i>
Are continuing to develop their fine motor skills and can tie shoes, use basic tools, begin to sew, etc.	<i>Encouraging girls to express themselves and their creativity by making things with their hands. Girls may need some assistance, however, holding scissors, threading needles, and so on.</i>
Love to act in plays, create music, and dance.	<i>Girls might like to create a play about welcoming a new girl to their school, or tell a story through dance or creative movement.</i>
Know how to follow rules, listen well, and appreciate recognition of a job done well.	<i>Acknowledging when the girls have listened or followed the directions well, which will increase their motivation to listen and follow again!</i>

Girl Scout Juniors



At the Girl Scout Junior level (fourth and fifth grades), girls . . .	This means . . .
Want to make decisions and express their opinions.	<i>Whenever possible, allowing girls to make decisions and express their opinions through guided discussion and active reflection activities. Also, have girls set rules for listening to others' opinions and offering assistance in decision making.</i>
Are social and enjoy doing things in groups.	<i>Allowing girls to team-up in small or large groups for art projects, performances, and written activities.</i>
Are aware of expectations and sensitive to the judgments of others.	<i>Although it's okay to have expectations, the expectation is not perfection! Share your own mistakes and what you learned from them, and be sure to create an environment where girls can be comfortable sharing theirs.</i>

Are concerned about equity and fairness.	<i>Not shying away from discussing why rules are in place, and having girls develop their own rules for their group.</i>
Are beginning to think abstractly and critically, and are capable of flexible thought. Juniors can consider more than one perspective, as well as the feelings and attitudes of another.	<i>Asking girls to explain why they made a decision, share their visions of their roles in the future, and challenge their own and others' perspectives.</i>
Have strong fine and gross motor skills and coordination.	<i>Engaging girls in moving their minds and their bodies. Allow girls to express themselves through written word, choreography, and so on.</i>
Love to act in plays, create music, and dance.	<i>Girls might like to tell a story through playwriting, playing an instrument, or choreographing a dance.</i>
May be starting puberty, which means beginning breast development, skin changes, and weight changes. Some may be getting their periods.	<i>Being sensitive to girls' changing bodies, possible discomfort over these changes, and their desire for more information. Create an environment that acknowledges and celebrates this transition as healthy and normal for girls.</i>

Girl Scout Cadettes



At the Girl Scout Cadette level (sixth, seventh, and eighth grades), girls . . .	This means . . .
Are going through puberty, including changes in their skin, body-shape, and weight. They're also starting their menstrual cycles and have occasional shifts in mood.	<i>Being sensitive to the many changes Cadettes are undergoing and acknowledging that these changes are as normal as growing taller! Girls need time to adapt to their changing bodies, and their feelings about their bodies may not keep up. Reinforce that, as with everything else, people go through puberty in different ways and at different times.</i>
Are starting to spend more time in peer groups than with their families and are very concerned about friends and relationships with others their age.	<i>That girls will enjoy teaming-up in small or large groups for art projects, performances, and written activities, as well as tackling relationship issues through both artistic endeavors and Take Action projects.</i>
Can be very self-conscious—wanting to be like everyone else, but fearing they are unique in their thoughts and feelings.	<i>Encouraging girls to share, but only when they are comfortable. At this age, they may be more comfortable sharing a piece of artwork or a fictional story than their own words. Throughout the activities, highlight and discuss differences as positive, interesting, and beautiful.</i>
Are beginning to navigate their increasing independence and expectations from adults—at school and at home.	<i>Trusting girls to plan and make key decisions, allowing them to experience what's known as "fun failure:" girls learn from trying something new and making mistakes.</i>

Girl Scout Seniors



At the Girl Scout Senior level (ninth and tenth grades), girls . . .	This means . . .
Are beginning to clarify their own values, consider alternative points of view on controversial issues, and see multiple aspects of a situation.	<i>Asking girls to explain the reasoning behind their decisions. Engage girls in role-play and performances, where others can watch and offer alternative solutions.</i>
Have strong problem-solving and critical thinking skills, and are able to plan and reflect on their own learning experiences.	<i>Girls are more than able to go beyond community service to develop projects that will create sustainable solutions in their communities. Be sure to have girls plan and follow up on these experiences through written and discussion-based reflective activities.</i>
Spend more time in peer groups than with their families and are very concerned about friends and relationships with others their age.	<i>That girls will enjoy teaming up in small or large groups for art projects, performances, and written activities. They'll also want to tackle relationship issues through both artistic endeavors and Take Action projects. Alter the makeup of groups with each activity so that girls interact with those they might not usually pair up with.</i>
Frequently enjoy expressing their individuality.	<i>Encouraging girls to express their individuality in their dress, creative expression, and thinking. Remind girls frequently that there isn't just one way to look, feel, think, or act. Assist girls in coming up with new ways of expressing their individuality.</i>
Feel they have lots of responsibilities and pressures—from home, school, peers, work, and so on.	<i>Acknowledging girls' pressures and sharing how stress can limit health, creativity, and productivity. Help girls release stress through creative expression, movement, and more traditional stress-reduction techniques.</i>
Are continuing to navigate their increasing independence and expectations from adults—at school and at home.	<i>Trusting girls to plan and make key decisions, allowing them to experience what's known as "fun failure:" girls learn from trying something new and making mistakes.</i>

Girl Scout Ambassadors



At the Girl Scout Ambassador level (eleventh and twelfth grades), girls . . .	This means . . .
Can see the complexity of situations and controversial issues—they understand that problems often have no clear solution and that varying points of view may each have merit.	<i>Inviting girls to develop stories as a group, and then individually create endings that they later discuss and share.</i>

Have strong problem-solving and critical-thinking skills, and can adapt logical thinking to real-life situations. Ambassadors recognize and incorporate practical limitations to solutions.	<i>Girls are more than able to go beyond community service to develop projects that will create sustainable solutions in their communities. Be sure to have girls plan and follow up on these experiences through written and discussion-based reflective activities.</i>
Spend more time with peers than with their families and are very concerned about friends and relationships with others their age.	<i>Girls will enjoy teaming up in small or large groups for art projects, performances, and written activities. They'll also want to tackle relationship issues through artistic endeavors and Take Action projects. Alter the makeup of groups with each activity so that girls interact with those they might not usually pair up with.</i>
Frequently enjoy expressing their individuality.	<i>Encouraging girls to express their individuality in their dress, creative expression, and thinking. Remind girls frequently that there isn't just one way to look, feel, think, or act. Assist girls in coming up with new ways of expressing their individuality.</i>
Feel they have lots of responsibilities and pressures—from home, school, peers, work, etc.	<i>Acknowledging girls' pressures and sharing how stress can limit health, creativity, and productivity. Help girls release stress through creative expression, movement, and more traditional stress-reduction techniques.</i>
Are continuing to navigate their increasing independence and expectations from adults—at school and at home—and are looking to their futures.	<i>Trusting girls to plan and make key decisions, allowing them to experience what's known as "fun failure." Girls learn from trying something new and making mistakes.</i>

Creating a Safe Space for Girls

A safe space is one in which girls feel as though they can be themselves, without explanation, judgment, or ridicule. Girl Scout research shows that girls are looking for an emotionally safe environment, where confidentiality is respected and they can express themselves without fear.

The environment you create is as important—maybe more—than the activities girls do; it's the key to developing the sort of group that girls want to be part of. The following sections share some tips on creating a warm, safe environment for girls.

Girl-Adult Partnership

Girl Scouting is for the enjoyment and benefit of the girls, so meetings are built around girls' ideas. When you put the girls first, you're helping develop a team relationship, making space for the development of leadership skills, and allowing girls to benefit from the guidance, mentoring, and coaching of caring adults.

The three Girl Scout processes (girl-led, learning by doing, and cooperative learning) are integral to the girl-adult partnership. Take time to read about processes and think about how to incorporate them into your group's experiences. (See the ["Girl Scouting as a National Experience" chapter](#) of this handbook for more about using the Journey adult guides.)

Recognizing and Supporting Each Girl

Girls look up to their volunteers. They need to know that you consider each of them an important person. They can survive a poor meeting place or an activity that flops, but they cannot endure being ignored or rejected. Recognize acts of trying as well as instances of clear success. Emphasize the positive qualities that make each girl worthy and unique. Be generous with praise and stingy with rebuke. Help girls find ways to show acceptance of and support for one another.

Promoting Fairness

Girls are sensitive to injustice. They forgive mistakes if they are sure you are trying to be fair. They look for fairness in the ways responsibilities are shared, in handling of disagreements and in responses to performance and accomplishment. When possible, consult girls as to what they think is fair before decisions are made. Explain your reasoning and show why you did something. Be willing to apologize if needed. Try to see that the responsibilities, as well as the chances for feeling important, are equally divided. Help girls explore and decide for themselves the fair ways of solving problems, carrying out activities, and responding to behavior and accomplishments.

Building Trust

Girls need your belief in them and your support when they try new things. They must be sure you will not betray a confidence. Show girls you trust them to think for themselves and use their own judgment. Help them make the important decisions in the group. Help them correct their own mistakes. Help girls give and show trust toward one another. Help them see how trust can be built, lost, regained, and strengthened.

Managing Conflict

Conflicts and disagreements are an inevitable part of life, and when handled constructively can actually enhance communication and relationships. At the very least, Girl Scouts are expected to practice self-control and diplomacy so that conflicts do not erupt into regrettable incidents. Shouting, verbal abuse, or physical confrontations are never warranted and cannot be tolerated in the Girl Scout environment.

When a conflict arises between girls or a girl and a volunteer, get those involved to sit down together and talk calmly and in a nonjudgmental manner. (Each party may need some time—a few days or a week—to calm down before being able to do this.) Although talking in this way can be uncomfortable and difficult, it does lay the groundwork for working well together in the future. Whatever you do, **do not** spread your complaint around to others—that won't help the situation and causes only embarrassment and anger.

If a conflict persists, be sure you explain the matter to your volunteer support team. If the supervisor cannot resolve the issues satisfactorily (or if the problem involves the supervisor), the issue can be taken to the next level of supervision and, ultimately, contact your council if you need extra help.

Inspiring Open Communication

Girls want someone who will listen to what they think, feel, and want to do. They like having someone they can talk to about important things, including things that might not seem important to adults. Listen to the girls. Respond with words and actions. Speak your mind openly when you are happy or concerned about something, and encourage girls to do this, too. Leave the door open for girls to seek advice, share ideas and feelings, and propose plans or improvements. Help girls see how open communication can result in action, discovery, better understanding of self and others, and a more comfortable climate for fun and accomplishment.

Communicating Effectively with Girls of Any Age

When communicating with girls, consider the following tips:

- **Listen:** Listening to girls, as opposed to telling them what to think, feel, or do (no “you shoulds”) is the first step in helping them take ownership of their program.
- **Be honest:** If you're not comfortable with a topic or activity, say so. No one expects you to be an expert on every topic. Ask for alternatives or seek out volunteers with the required expertise. (Owning up to mistakes—and apologizing for them—goes a long way with girls.)
- **Be open to real issues:** For girls, important topics are things like relationships, peer pressure, school, money, drugs, and other serious issues. (You'll also have plenty of time to discuss less weighty subjects.) When you don't know, listen. Also seek help from your council if you need assistance or more information than you currently have.
- **Show respect:** Girls often say that their best experiences were the ones where adults treated them as equal partners. Being spoken to as a young adult helps them grow.
- **Offer options:** Providing flexibility in changing needs and interests shows that you respect the girls and their busy lives. But whatever option is chosen, girls at every grade level also want guidance and parameters.
- **Stay current:** Be aware of the TV shows girls watch, movies they like, books and magazines they read, and music they listen to—not to pretend you have the same interests, but to show you're interested in their world.

One way to communicate with girls is through the LUTE method—listen, understand, tolerate, and empathize. Here is a breakdown of the acronym LUTE to remind you of how to respond when a girl is upset, angry, or confused.

- **L = Listen:** Hear her out, ask for details, and reflect back what you hear, such as, “What happened next?” or “What did she say?”
- **U = Understand:** Try to be understanding of her feelings, with comments such as, “So what I hear you saying is . . .” “I’m sure that upset you,” “I understand why you’re unhappy,” and “Your feelings are hurt; mine would be, too.”
- **T = Tolerate:** You can tolerate the feelings that she just can’t handle right now on her own. It signifies that you can listen and accept how she is feeling about the situation. Say something like: “Try talking to me about it. I’ll listen,” “I know you’re mad—talking it out helps,” and “I can handle it—say whatever you want to.”
- **E = Empathize:** Let her know you can imagine feeling what she’s feeling, with comments such as, “I’m sure that really hurts” or “I can imagine how painful this is for you.”

Addressing the Needs of Older Girls

Consider the following tips when working with teenage girls:

- Think of yourself as a partner, and as a coach or mentor, as needed (not a “leader”).
- Ask girls what rules they need for safety and what group agreements they need to be a good team.
- Understand that girls need time to talk, unwind, and have fun together.
- Ask what they think and what they want to do.
- Encourage girls to speak their minds.
- Provide structure, but don’t micromanage.
- Give everyone a voice in the group.
- Treat girls like partners.
- Don’t repeat what’s said in the group to anyone outside of it (unless necessary for a girl’s safety).

Girl Scout Research Institute

It’s amazing what you can learn when you listen to girls.

Since its founding in 2000, the Girl Scout Research Institute has become an internationally recognized center for research and public policy information on the development and well-being of girls. Not just Girl Scouts, but **all** girls.

In addition to research staff, the GSRI draws on experts in child development, education, business, government, and the not-for-profit sector. We provide the youth development field with definitive research reviews that consolidate existing studies. And, by most measures, we are now the leading source of original research on the issues that girls face and the social trends that affect their lives. Visit www.girlscouts.org/research.



When Sensitive Topics Come Up

According to *Feeling Safe: What Girls Say*, a 2003 Girl Scout Research Institute study, girls are looking for groups that allow connection and a sense of close friendship. They want volunteers who are teen savvy and can help them with issues they face, such as bullying, peer pressure, dating, athletic and academic performance, and more. Some of these issues may be considered “sensitive” by parents, and they may have opinions or input about how, and whether, Girl Scouts should cover these topics should be covered with their daughters.

Girl Scouts welcomes and serves girls and families from a wide spectrum of faiths and cultures. When girls wish to participate in discussions or activities that could be considered sensitive—even for some—put the topic on hold until you have spoken with parents and received guidance from your council.

When Girl Scout activities involve sensitive issues, your role is that of a caring adult who can help girls acquire skills and knowledge in a supportive atmosphere, not someone who advocates a particular position.

You should know, GSUSA does not take a position or develop materials on issues relating to human sexuality, birth control, or abortion. We feel our role is to help girls develop self-confidence and good decision-making skills that will help them make wise choices in all areas of their lives. We believe parents and guardians, along with schools and faith communities, are the primary sources of information on these topics.



Use [GSGLA's Parent Permission Form](http://www.girlscoutsla.org/documents/Parent_Permission_Form_PDF.pdf) to obtain special permission for each activity or event involving sensitive issues. This form is available at:
http://www.girlscoutsla.org/documents/Parent_Permission_Form_PDF.pdf

We at GSGLA support GSUSA's position on sensitive topics including religion, politics and sex. GSGLA can provide guidance to you on how best to navigate the situation, and firmly believe that the parents/guardians need to be consulted when sensitive subjects are involved. Parents/guardians make all decisions regarding their girl's participation in Girl Scout program that may be of a sensitive nature. As a volunteer leader, you must get written parental permission for any locally planned program offering that could be considered sensitive. Included on the permission form should be the topic of the activity, any specific content that might create controversy, and any action steps the girls will take when the activity is complete. Be sure to have a form for each girl, and keep the forms on hand in case a problem arises. For activities not sponsored by Girl Scouts, find out in advance (from organizers or other volunteers who may be familiar with the content) what will be presented, and follow your council's guidelines for obtaining written permission.

Report concerns: There may be times when you worry about the health and well-being of girls in your group. Alcohol, drugs, sex, bullying, abuse, depression, and eating disorders are some of the issues girls may encounter. You are on the frontlines of girls' lives, and you are in a unique position to identify a situation in which a girl may need help. If you believe a girl is at risk of hurting herself or others, your role is to promptly bring that information to her parent/guardian or the council so she can get the expert assistance she needs. Your concern about a girl's well-being and safety is taken seriously, and your council will guide you in addressing these concerns.

- Contact a staff member at your Girl Scout council and find out how to refer the girl and her parent/guardian to experts at school or in the community.
- Share your concern with the girl's family, if this is feasible.

Here are a few signs that could indicate a girl needs expert help:

- Marked changes in behavior or personality (for example, unusual moodiness, aggressiveness, or sensitivity)
- Declining academic performance and/or inability to concentrate
- Withdrawal from school, family activities, or friendships
- Fatigue, apathy, or loss of interest in previously enjoyed activities
- Sleep disturbances
- Increased secretiveness
- Deterioration in appearance and personal hygiene.
- Eating extremes, unexplained weight loss, distorted body image
- Tendency toward perfectionism
- Giving away prized possessions; preoccupation with the subject of death
- Unexplained injuries such as bruises, burns, or fractures
- Avoidance of eye contact or physical contact
- Excessive fearfulness or distrust of adults
- Abusive behavior toward other children, especially younger ones]

Working with Parents and Guardians

Most parents and guardians are helpful and supportive and sincerely appreciate your time and effort on behalf of their daughters. And you almost always have the same goal, which is to make Girl Scouting an enriching experience for their girls. Encourage them to check out www.girlscouts4girls.org to find out how to expand their roles as advocates for their daughters.

Advocating for Girls

The Girl Scouts Public Policy and Advocacy Office in Washington, D.C., builds relationships with members of Congress, White House officials, and other federal departments and agencies, continuously informing and educating them about issues important to girls and Girl Scouting. The office also supports Girl Scout councils, at the state and local levels, as they build capacity to be the voice for girls. These advocacy efforts help demonstrate to lawmakers that Girl Scouts is a resource and an authority on issues affecting girls. Visit the Advocacy office at [www.girlscouts.org/who we are/advocacy](http://www.girlscouts.org/who_we_are/advocacy).

Using “I” Statements

Perhaps the most important tip for communicating with parents/guardians is for you to use “I” statements instead of “you” statements. “I” statements, which are detailed in the *aMAZE* Journey for Girl Scout Cadettes, tell someone what you need from her or him, while “you” statements may make the person feel defensive.

Here are some examples of “you” statements:

- “Your daughter just isn’t responsible.”
- “You’re not doing your share.”

Now look at “I” statements:

- “I’d like to help your daughter learn to take more responsibility.”
- “I’d really appreciate your help with registration.”

If you need help with specific scenarios involving parents/guardians, try the following:

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 to 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. Please put your ideas in writing, and perhaps I can help you carry them out.”
Tells you things like, “Denise’s mother is on welfare, and Denise really doesn’t belong in this group,”	“I need your sensitivity. Girl Scouting is for all girls, and by teaching your daughter to be sensitive to others’ feelings you help teach the whole group sensitivity.”
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. If you could 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.”

Arranging Meetings with Parents/Guardians or a Friends-and-Family Network

A parent/guardian meeting, or a meeting of your friends-and-family network (as encouraged in many of the leadership Journeys), is a chance for you to get to know the families of the girls in your group. Before the meeting, be sure you and/or your co-volunteers have done the following:

- For younger girls, arranged for a parent, another volunteer, or a group of older girls to do activities with the girls in your group while you talk with their parents/guardians (if girls will attend the meeting, too)
- Practiced a discussion on the following: Girl Scout Mission, Promise, and Law; benefits of Girl Scouting for their daughters, including how the GSLE is a world-class system for developing girl leaders; all the fun the girls are going to have; expectations for girls and their parents/guardians; and ideas of how parents and other guardians can participate in and enrich their daughters’ Girl Scout experiences
- Determined when product sales (including Girl Scout cookie activities) will happen in your council; parents/guardians will absolutely want to know
- Determined what information parents should bring to the meeting

- Used the Friends and Family pages provided in the adults guides for many of the Journeys, or created your own one-page information sheet (contact information for you and co-volunteers and helpers, the day and time of each meeting, location of and directions to the meeting place, what to bring with them, and information on how to get Journey resources—books, awards, and keepsakes—and other merchandise like sashes, vests, T-shirts, and so on)
- Gathered or created supplies, including a sign-in sheet, an information sheet, permission forms for parents/guardians (also available from your council), health history forms (as required by your council), and GSUSA registration forms
- Prepared yourself to ask parents and guardians for help, being as specific as you can about the kind of help you will need (the Journey's Friends and Family pages will come in handy here)

Registering Girls in Girl Scouting

Every participant (girl or adult) in Girl Scouting must register and become a member of Girl Scouts of the USA (GSUSA). GSUSA membership dues are valid for one year. Membership dues (currently \$12) are sent by the council to GSUSA; no portion of the dues stays with the council. Membership dues may not be transferred to another member and is not refundable.

Pre-registration for the upcoming membership year occurs in the spring. Girls are encouraged to register early to avoid the fall rush. Early registration helps ensure uninterrupted receipt of forms and materials from the council, helps girls and councils plan ahead, and gets girls excited about all the great stuff they want to do as Girl Scouts next year. Girl Scout grade level is determined by the current membership year beginning October 1.

Lifetime membership is available at a reduced rate. A lifetime member must be at least 18 years old (or a 17-year-old high-school graduate) and agree to the Girl Scout Promise and Law.

You're free to structure the parent/guardian meeting in whatever way works for you, but the following structure works for many new volunteers:

- As the girls and adults arrive, ask them to sign in. If the girls' parents/guardians haven't already registered them online, you'll want to provide information so they can do so. It is best if you can have a laptop computer available at the meeting site to facilitate eBiz account activation and online membership registration. For more information on activating eBiz accounts, visit the GSGLA website and click on the [eBiz tab](#), which will direct you to: <https://gsusa.ebiz.uapps.net/vp/default.aspx?pid=52>
You may also want to email or hand out a brief information sheet before or at this meeting.

E-Biz

[eBiz](#) is a Customer Relationship Management System that has been developed by GSUSA and councils specifically for Girl Scout use.

As an individual, eBiz provides:	As a troop leader, eBiz provides:
<ul style="list-style-type: none"> • Customer profile management • Family Giving donations • Registration for programs, trainings and camps. • Printable Girl Scout membership cards • Membership renewals (available 2012 Membership Year) 	<ul style="list-style-type: none"> • Troop maintenance • Registration for your troop programs, trainings and camps • Centralized emailing and printable rosters of troop members • Printable Girl Scout membership cards • Membership renewal for troop members (available 2012 Membership Year)

- GSGLA uses eBiz for all registration transactions, eliminating paper and saving parents/guardians and leaders time. It is important that all parents register their daughters and themselves as Girl Scout members by first setting up their own eBiz account. For detailed, step by step instructions, visit our eBiz page on our website at: <http://girlscoutsla.org/> (click on eBiz tab). Instructions are also available by reviewing the *Membership Registration and Renewal Quick Start Guide* in our Resources section found on pg 133.
- Open the meeting by welcoming the girls and adults. Introduce yourself and other co-volunteers or helpers. Have adults and girls introduce themselves, discuss whether anyone in their families has been a Girl Scout, and talk about what Girl Scouting means to them. Welcome everyone, regardless of experience, and let them know they will be learning about Girl Scouts today. (If you're new to Girl Scouting, don't worry—just let everyone know you'll be learning about Girl Scouting together!)
- Ask the girls to go with the adult or teen in charge of their activity and begin the discussion.
- Discuss the information you prepared for this meeting:
 - All the fun girls are going to have!
 - When and where the group will meet and some examples of activities the girls might choose to do
 - That a parent/guardian permission form is used for activities outside the group's normal meeting time and place and the importance of completing and returning it
 - How you plan to keep in touch with parents/guardians (a Facebook page or group, Twitter, email, text messaging, a phone tree, or fliers the girls take home are just some ideas)
 - The Girl Scout Mission, Promise, and Law
 - The Girl Scout program, especially what the GSLE is and what the program does for their daughters
 - When Girl Scout cookies (and other products) will go on sale and how participation in product sales teaches life skills and helps fund group activities
 - The cost of membership, which includes annual GSUSA dues, any group payments (ask your council), optional uniforms, and any resources parents/guardians will need to buy (such as a girl's book for a Journey)

- The availability of financial assistance and how the Girl Scout Cookie Program and other product sales generate funds for the group treasury
- That families can also make donations to the council—and why they might want to do that!
- That you may be looking for additional volunteers, and in which areas you are looking (be as specific as possible!)
- If your council doesn't offer online registration and you've distributed paper registration forms, collect them.
- Remind the group of the next meeting (if you'll have one) and thank everyone for attending. Hold the next meeting when it makes sense for you and your co-volunteers—that may be in two months if face-to-face meetings are best, or not at all if you're diligent about keeping in touch with parents/guardians via Facebook, Twitter, text messages, email, phone calls, or some other form of communication.
- After the meeting, follow up with any parents/guardians who did not attend, to connect them with the group, inform them of decisions, and discuss how they can best help the girls.

Creating an Atmosphere of Acceptance and Inclusion

Girl Scouts embraces girls of all abilities, backgrounds, and heritage, with a specific and positive philosophy of inclusion that benefits everyone. Each girl—without regard to socioeconomic status, race, physical or cognitive ability, ethnicity, primary language, or religion—is an equal and valued member of the group, and groups reflect the diversity of the community.

Inclusion is an approach and an attitude, rather than a set of guidelines. Inclusion is about belonging, about all girls being offered the same opportunities, about respect and dignity, and about honoring the uniqueness of and differences among us all. You're accepting and inclusive when you:

- Welcome every girl and focus on building community.
- Emphasize cooperation instead of competition.
- Provide a safe and socially comfortable environment for girls.
- Teach respect for, understanding of, and dignity toward all girls and their families.
- Actively reach out to girls and families who are traditionally excluded or marginalized.
- Foster a sense of belonging to community as a respected and valued peer.
- Honor the intrinsic value of each person's life.

A Variety of Formats for Publications

The Hispanic population is the largest-growing in the United States, which is why Girl Scouts has translated many of its publications into Spanish. Over time, Girl Scouts will continue to identify members' needs and produce resources to support those needs, including translating publications into additional languages and formats.



As you think about where, when, and how often to meet with your group, you will find yourself considering the needs, resources, safety, and beliefs of all members and potential members. As you do this, include the special needs of any members who have disabilities, or whose parents or guardians have disabilities. But please don't rely on visual cues to inform you of a disability: Approximately 20 percent of the U.S. population has a disability—that's one in five people, of every socioeconomic status, race, ethnicity, and religion.

As a volunteer, your interactions with girls present an opportunity to improve the way society views girls (and their parents/guardians) with disabilities. Historically, disabilities have been looked at from a deficit viewpoint with a focus on how people with disabilities could be fixed. Today, the focus is on a person's abilities—on what she *can* do rather than on what she cannot.

If you want to find out what a girl with a disability needs to make her Girl Scout experience successful, simply ask her or her parent/guardian. If you are frank and accessible, it's likely they will respond in kind, creating an atmosphere that enriches everyone.

It's important for all girls to be rewarded based on their best efforts—not on the completion of a task. Give any girl the opportunity to do her best and she will. Sometimes that means changing a few rules or approaching an activity in a more creative way. Here are some examples of ways to modify activities:

- Invite a girl to complete an activity after she has observed others doing it.
- If you are visiting a museum to view sculpture, find out if a girl who is blind might be given permission to touch the pieces.
- If an activity requires running, a girl who is unable to run could be asked to walk or do another physical movement.

In addition, note that people-first language puts the person before the disability.

Say ...	Instead of ...
She has a learning disability.	She is learning disabled.
She has a developmental delay.	She is mentally retarded; she is slow.
She uses a wheelchair.	She is wheelchair-bound.

When interacting with a girl (or parent/guardian) with a disability, consider these final tips:

- When talking to a girl with a disability, speak directly to her, not through a parent/guardian or friend.
- It's okay to offer assistance to a girl with a disability, but wait until your offer is accepted before you begin to help. Listen closely to any instructions the person may have.
- Leaning on a girl's wheelchair is invading her space and is considered annoying and rude.
- When speaking to a girl who is deaf and using an interpreter, speak to the girl, not to the interpreter.
- When speaking for more than a few minutes to a girl who uses a wheelchair, place yourself at eye level.
- When greeting a girl with a visual disability, always identify yourself and others. You might say, "Hi, it's Sheryl. Tara is on my right, and Chris is on my left."

Registering Girls with Cognitive Disabilities

Girls with cognitive disabilities can be registered as closely as possible to their chronological ages. They wear the uniform of that grade level. Make any adaptations for the girl to ongoing activities of the grade level to which the group belongs. Young women with cognitive disorders may choose to retain their girl membership through their 21st year, and then move into an adult membership category.

Chapter 4: Safety-Wise

In Girl Scouting, the emotional and physical safety and well-being of girls is always a top priority. Here's what you need to know.

Knowing Your Responsibilities

You, the parents/guardians of the girls in your group, and the girls themselves share the responsibility for staying safe. The next three sections flesh out who's responsible for what.

Responsibilities of the Volunteer: Girl Scout Safety Guidelines

Every adult in Girl Scouting is responsible for the physical and emotional safety of girls, and we all demonstrate that by agreeing to follow these guidelines at all times.

1. **Follow the Safety Activity Checkpoints.** Instructions for staying safe while participating in activities are detailed in the Safety Activity Checkpoints, available from your council. Read the checkpoints, follow them, and share them with other volunteers, parents, and girls before engaging in activities with girls.
2. **Arrange for proper adult supervision of girls.** Your group must have at least two unrelated, approved adult volunteers present at all times, plus additional adult volunteers as necessary, depending on the size of the group and the ages and abilities of girls. Adult volunteers must be at least 18 years old (or the age of majority defined by the state, if it is older than 18) and must be screened by your council before volunteering. One lead volunteer in every group must be female.
3. **Get parent/guardian permission.** When an activity takes place that is outside the normal time and place, advise each parent/guardian of the details of the activity and obtain permission for girls to participate.
4. **Report abuse.** Sexual advances, improper touching, and sexual activity of any kind with girl members are forbidden. Physical, verbal, and emotional abuse of girls is also forbidden. Follow your council's guidelines for reporting concerns about abuse or neglect that may be occurring inside or outside of Girl Scouting.
5. **Be prepared for emergencies.** Work with girls and other adults to establish and practice procedures for emergencies related to weather, fire, lost girls/adults, and site security. Always keep handy a well-stocked first-aid kit, girl health histories, and contact information for girls' families.
6. **Travel safely.** When transporting girls to planned Girl Scout field trips and other activities that are outside the normal time and place, every driver must be an approved adult volunteer and have a good driving record, a valid license, and a registered/insured vehicle. Insist that everyone is in a legal seat and wears her seat belt at all times, and adhere to state laws regarding booster seats and requirements for children in rear seats.
7. **Ensure safe overnight outings.** Prepare girls to be away from home by involving them in planning, so they know what to expect. Avoid having men sleep in the same space as girls and women. During family or parent-daughter overnights, one family unit may sleep in the same sleeping quarters in program areas. When parents are staffing events, daughters should remain in quarters with other girls rather than in staff areas.

8. **Role-model the right behavior.** Never use illegal drugs. Don't consume alcohol, smoke, or use foul language in the presence of girls. Do not carry ammunition or firearms in the presence of girls unless given special permission by your council for group marksmanship activities.
9. **Create an emotionally safe space.** Adults are responsible for making Girl Scouting a place where girls are as safe emotionally as they are physically. Protect the emotional safety of girls by creating a team agreement and coaching girls to honor it. Agreements typically encourage behaviors like respecting a diversity of feelings and opinions; resolving conflicts constructively; and avoiding physical and verbal bullying, clique behavior, and discrimination.
10. **Ensure that no girl is treated differently.** Girl Scouts welcomes all members, regardless of race, ethnicity, background, disability, family structure, religious beliefs, and socioeconomic status. When scheduling, helping plan, and carrying out activities, carefully consider the needs of all girls involved, including school schedules, family needs, financial constraints, religious holidays, and the accessibility of appropriate transportation and meeting places.
11. **Promote online safety.** Instruct girls never to put their full names or contact information online, engage in virtual conversation with strangers, or arrange in-person meetings with online contacts. On group websites, publish girls' first names only and never divulge their contact information. Teach girls the [Girl Scout Online Safety Pledge](#) and have them commit to it.
12. **Keep girls safe during money-earning activities.** Girl Scout cookies and other council-sponsored product sales are an integral part of the program. During Girl Scout product sales, you are responsible for the safety of girls, money, and products. In addition, a wide variety of organizations, causes, and fundraisers may appeal to Girl Scouts to be their labor force. When representing Girl Scouts, girls cannot participate in money-earning activities that represent partisan politics or that are not Girl Scout-approved product sales and efforts.



GSGLA Policy:

Substance Abuse: The use, distribution, or possession of illegal drugs or alcoholic beverages is not permitted at Girl Scout events or activities where minor girls are the focus of the event, i.e. troop meetings, outings, or activities, camps, council programs, etc.

- a. **Smoking:** According to *Safety-Wise*, "alcohol is the most abused drug among youth in the United States, followed by tobacco." As role models to Girl Scouts, leaders and volunteers are prohibited from smoking at Girl Scout events or activities where minor girls are the focus of the event, i.e. troop meetings, outing, or activities, camps, council programs, etc.

Weapons: GSGLA strictly prohibits volunteers or girls from possessing any forms of weapons or explosives restricted by local, state, or federal law at any time while engaging in Girl Scout activities, programs, or while on any Girl Scout properties. Exempted from this are Law Enforcement Personnel when acting in a professional capacity. Volunteers and girls may use pocketknives, kitchen knives, hatchets, and other such equipment only under strict supervision and only after proper instruction.

Fireworks: GSGLA strictly prohibits the possession, use, or sale of fireworks at Girl Scout events or on Council owned properties.

- a. Fire powered projectiles or rockets may be approved for an organized program or activity conducted with a council approved instructor or agency.

Fireworks: GSGLA strictly prohibits the possession, use, or sale of fireworks at Girl Scout events or on Council owned properties.

- a. Fire powered projectiles or rockets may be approved for an organized program or activity conducted with a council approved instructor or agency.

Child Abuse: Leaders or volunteers who suspect that a child is being abused (physically, emotionally, or sexually) should consult with their respective regional Membership Specialist. California Law stipulates that “Volunteers of public or private organizations whose duties require direct contact and supervision of children are encouraged to obtain training in the identification and reporting of child abuse (Penal code 11165.7.subd. (d). Volunteers, **however**, are not mandated reporters.” Source: *Child Abuse Prevention Handbook...and Intervention Guide*, Crime and Violence Prevention Center, California Attorney Generals Office. In situations where a volunteer believes that a child is in imminent danger as a result of child abuse, they are encouraged to report the suspected abuse directly.

Los Angeles County Report Line	800-540-4000
Kern County Report Line	661-631-6011
San Bernardino County Report Line	909-384-9233

Please contact your Membership Specialist or Regional Vice President subsequent to any direct reporting of suspected abuse.

Responsibilities of Parents and Guardians

You want to engage each parent or guardian to help you work toward ensuring the health, safety, and well-being of girls. Clearly communicate to parents and guardians that they are expected to:

- Provide permission for their daughters to participate in Girl Scouting as well as provide additional consent for activities that take place outside the scheduled meeting place, involve overnight travel, involve the use of special equipment, and/or cover sensitive issues.
- Make provisions for their daughters to get to and from meeting places or other designated sites in a safe and timely manner and inform you if someone other than the parent or guardian will drop off or pick up the child.
- Provide their daughters with appropriate clothing and equipment for activities, or contact you before the activity to find sources for the necessary clothing and equipment.
- Follow Girl Scout safety guidelines and encourage their children to do the same.
- Assist you in planning and carrying out program activities as safely as possible.
- Participate in parent/guardian meetings.
- Be aware of appropriate behavior expected of their daughters, as determined by the council and you.
- Assist volunteers if their daughters have special needs or abilities and their help is solicited.

Responsibilities of Girls

Girls who learn about and practice safe and healthy behaviors are likely to establish lifelong habits of safety consciousness. For that reason, each Girl Scout is expected to:

- Assist you and other volunteers in safety planning.
- Listen to and follow your instructions and suggestions.
- Learn and practice safety skills.
- Learn to “think safety” at all times and to be prepared.
- Identify and evaluate an unsafe situation.
- Know how, when, and where to get help when needed.

Knowing How Many Volunteers You Need

Girl Scouts' adult-to-girl ratios show the **minimum** number of adults needed to supervise a specific number of girls. (Councils may also establish **maximums** due to size or cost restrictions.) These supervision ratios were devised to ensure the safety and health of girls—for example, if one adult has to respond to an emergency, a second adult is always on hand for the rest of the girls. It may take you a minute to get used to the layout of this chart, but once you start to use it, you'll find the chart extremely helpful.

	Group Meetings		Events, Travel, and Camping	
	<i>Two</i> unrelated adults (at least one of whom is female) for this number of girls:	Plus <i>one</i> additional adult for each additional number of this many girls:	<i>Two</i> unrelated adults (at least one of whom is female) for this number of girls:	Plus <i>one</i> additional adult for each additional number of this many girls:
Girl Scout Daisies (grades K–1)	12	6	6	4
Girl Scout Brownies (grades 2–3)	20	8	12	6
Girl Scout Juniors (grades 4–5)	25	10	16	8
Girl Scout Cadettes (grades 6–8)	25	12	20	10
Girl Scout Seniors (grades 9–10)	30	15	24	12
Girl Scout Ambassadors (grades 11–12)	30	15	24	12

Here are some examples: If you're meeting with 17 Daisies, you'll need three unrelated adults, at least two of whom are unrelated (in other words, you and someone who is not your sister, spouse, parent, or child), and at least one of whom is female. (If this isn't making sense to you, follow the chart: you need two adults for 12 Daisies and one more adult for up to six more girls. You have 17, so you need three adults.) If, however, you have 17 Cadettes attending a group meeting, you need only two unrelated adults, at least one of which is female (because, on the chart, two adults can manage up to 25 Cadettes).

In addition to the adult-to-girl ratios, please remember that adult volunteers must be at least 18 years old or at the age of majority defined by the state, if it is older than 18.

Transporting Girls

How parents decide to transport girls between their homes and Girl Scout meeting places is each parent's individual decision and responsibility.

For planned Girl Scout field trips and other activities—outside the normal time and place—in which a group will be transported in private vehicles:

- Every driver must be an approved adult* volunteer who has completed a volunteer application and criminal background check and has a good driving record, a valid license, and a registered/insured vehicle.
- Girls never drive other girls.
- If a group is traveling in one vehicle, there must be at least two unrelated, approved adult volunteers in the vehicle, one of whom is female, and the girl-volunteer ratios in *Volunteer Essentials* must be followed.
- If a group is traveling in more than one vehicle, the entire group must consist of at least two unrelated, approved adult volunteers, one of whom is female, and the girl-volunteer ratios in *Volunteer Essentials* must be followed. Care should be taken so that a single car (with a single adult driver) is not separated from the group for an extended length of time.

*"Adult" is defined by the age of majority in each state.

Private transportation includes private passenger vehicles, rental cars, privately owned or rented recreational vehicles and campers, chartered buses, chartered boats, and chartered flights. Each driver of motorized private transportation must be at least 21 years old and hold a valid operator's license appropriate to the vehicle—state laws must be followed, even if they are more stringent than the guidelines here. Anyone who is driving a vehicle with more than 12 passengers must also be a professional driver who possesses a commercial driver's license (CDL)—check with your council to determine specific rules about renting large vehicles.



GSGLA Policy:

Adults who transport girls must complete the [Automobile Transportation & Health History Form](http://girlscoutsla.org/documents/Health_History_and_Auto_Form_2012_2013_FINAL_Fillable1.pdf) at: http://girlscoutsla.org/documents/Health_History_and_Auto_Form_2012_2013_FINAL_Fillable1.pdf

as well as the Volunteer Application and the Criminal Background Check. Drivers must have appropriate automobile insurance (minimum coverage according to California Law). All drivers of Girl Scouts must comply with California requirements for age and weight, as well as the use of infant/child safety seats. All vehicles must have one seat belt for each passenger and the seat belts must be used. Male drivers are encouraged to have an unrelated adult female in their vehicle for the duration of any trip. When using contracted vehicles (buses, etc.), leased vehicles, or other modes of transportation all Safety Activity Checkpoints need to be followed.

Please keep in mind the following non-negotiable points regarding private transportation:

- Even though written agreements are always required when renting or chartering, you are *not* authorized to sign an agreement or contract—even if there is no cost associated with the rental. Such an agreement must instead be signed by the person designated by your council.
- Check with your council to make sure you are following accepted practices when using private transportation; this ensures that both you and your council are protected by liability insurance in the event of an accident.

- If your council has given permission to use a rented car, read all rental agreements to be sure you comply with their terms and avoid surprises. Note the minimum age of drivers (often 25), as well as the maximum age (often under 70). Be sure the car is adequately insured, knowing who is responsible for damage to or the loss of the vehicle itself. Also, ensure you have a good paper trail, with evidence that the vehicle rental is Girl Scout–related.
- Obtain parent/guardian permission for any use of transportation outside of the meeting place.

Checklist for Drivers

When driving a car, RV, or camper, take the following precautions and ask any other drivers to do the same:

- Ensure all drivers are adults—girls should not be transporting other girls.
- Never transport girls in flatbed or panel trucks, in the bed of a pickup, or in a camper-trailer.
- Keep directions and a road map in the car, along with a first-aid kit and a flashlight.
- Check your lights, signals, tires, windshield wipers, horns, and fluid levels before each trip and check them periodically on long trips.
- Keep all necessary papers up to date, such as your driver’s license, vehicle registration, any state or local inspections, insurance coverage, and the like.
- Wear your seat belt at all times, and insist that all passengers do the same; keep girls under 12 in the back seats.
- Follow all the established rules of the road in your state (following the speed limit, keeping a two-car-length between you and the car ahead of you, not talking or texting on a cell phone or other personal electronic device, not using earbuds or headphones, driving with your headlights on, and so on).
- Avoid driving for extended periods at night, when tired, or taking medication that makes you drowsy.
- Plan rest stops every few hours; if driving with others, prearrange stopping places along the way. When planning longer trips, arrange for relief drivers. Check with your council for specific guidelines.

Approaching Activities

How can you, as a Girl Scout volunteer, determine whether an activity is safe and appropriate? Good judgment and common sense often dictate the answer. What’s safe in one circumstance may not be safe in another. An incoming storm, for example, might force you to assess or discontinue an activity. If you are uncertain about the safety of an activity, call your council staff with full details and don’t proceed without approval. Err on the side of caution and make the safety of girls your most important consideration. Prior to any activity, read the specific Safety Activity Checkpoints (available on your council’s website or from your support team in some other format) related to any activity you plan to do with girls.

If Safety Activity Checkpoints do not exist for an activity you and the girls are interested in, check with your council **before** making any definite plans with the girls. A few activities are allowed only with written council pre-approval and only for girls 12 and over, while some are off-limits completely:

- **Caution:** You must get written pre-approval from your council for girls ages 12 and older who will operate motorized vehicles, such as go-carts and personal watercraft; use firearms; take trips on waterways that are highly changeable or uncontrollable; experience simulated skydiving and zero-gravity rooms; or fly in noncommercial aircraft, such as small private planes, helicopters, sailplanes, untethered hot air balloons, and blimps.
- **Warning:** The following activities are never allowed for any girl: potentially uncontrolled free-falling (bungee jumping, hang gliding, parachuting, parasailing, and trampolining); creating extreme variations of approved activities (such as high-altitude climbing and aerial tricks on bicycles, skis, snowboards, skateboards, water-skis, and wakeboards); hunting; shooting a projectile at another person; riding all-terrain vehicles and motor bikes; and taking watercraft trips in Class V or higher.

When planning activities with girls, note the abilities of each girl and carefully consider the progression of skills from the easiest part to the most difficult. Make sure the complexity of the activity does not exceed girls' individual skills—bear in mind that skill levels decline when people are tired, hungry, or under stress. Also use activities as opportunities for building teamwork, which is one of the outcomes for the Connect key in the GSLE.

Health Histories (Including Examinations and Immunizations)

Each council handles health histories differently. The staff at your council office may take care of obtaining and storing girls' health histories—which may include a physician's examination and a list of immunizations—as needed. Or, you may be asked to maintain these records for your group. Either way, keep in mind that information from a health examination is confidential and may be shared only with people who must know this information (such as the girl herself, her parent/guardian, and a health practitioner).

For various reasons, some parents/guardians may object to immunizations or medical examinations. Councils must attempt to make provisions for these girls to attend Girl Scout functions in a way that accommodates these concerns.

It is important for you to also be aware of any medications a girl may take or allergies she may have.

- Medication, including over-the-counter products, must never be dispensed without prior written permission from a girl's custodial parent or guardian. (Your council can provide this form.) Some girls may need to carry and administer their own medications, such as bronchial inhalers, an EpiPen, or diabetes medication.
- Common food allergies include dairy products, eggs, soy, wheat, peanuts, tree nuts, and seafood. This means that, before serving any food (such as peanut butter and jelly sandwiches, cookies, or chips), **ask** whether anyone is allergic to peanuts, dairy products, or wheat! Even Girl Scout Daisies and Brownies should be aware of their allergies, but double-checking with their parents/guardians is always a good idea.



When do I use the GSGLA Automobile Transportation & Health History Form?

- The [Automobile Transportation & Health History Form](http://girlscoutsla.org/documents/Health_History_and_Auto_Form_2012_2013_FINAL_Fillable1.pdf), located at: http://girlscoutsla.org/documents/Health_History_and_Auto_Form_2012_2013_FINAL_Fillable1.pdf along with the [Parent Permission Form](#), accompanies each girl (including in the automobile she is transported in during the activity) at every meeting and when activities take place outside the scheduled meeting place.
- The Automobile Transportation & Health History Form is to be used in the event a girl requires medical treatment while participating in Girl Scout activities, under the care of the leader.

- Two copies should be completed by parents or guardians. Each copy must have an original signature.
- Although it is desirable that both parents sign, the form may be signed by the custodial parent or legal guardian.

Girl Scout Activity Insurance

Every registered Girl Scout and registered adult member in the Girl Scout movement is automatically covered under the basic plan upon registration. The entire premium cost for this protection is borne by Girl Scouts of the USA. The basic plan is effective during the regular fiscal year (October to the following October). Up to 14 months of insurance coverage is provided for new members who register in the month of August. This insurance provides up to a specified maximum for medical expenses incurred as a result of an accident while a member is participating in an approved, supervised Girl Scout activity, after the individual's primary insurance pays out. This is one reason that all adults and girls should be registered members. Non-registered parents, tagalongs (brothers, sisters, friends), and other persons are not covered by basic coverage.

This insurance coverage is **not** intended to diminish the need for or replace family health insurance. When \$130 in benefits has been paid for covered accident medical or dental expense, any subsequent benefits will be payable only for expenses incurred that aren't compensable under another insurance policy. If there is no family insurance or healthcare program, a specified maximum of medical benefits is available.

An optional plan of activity insurance is available for Girl Scouts taking extended trips and for non-members who participate in Girl Scout activities. These plans are secondary insurance that a council may offer to cover participants taking part in any council-approved, supervised Girl Scout activity. Optional insurance coverage is available for any Girl Scout activity that involves non-Girl Scouts or lasts longer than three days and two nights. Contact your council to find out how to apply. Your council may make this mandatory, in some cases, particularly for overseas travel.



To request additional insurance for extended trips and for non-member participation in Girl Scout activities leaders must submit an [Additional Insurance Request Form](#)

Review the [Girl Scouts insurance plan](#) description here.

Experts

The Safety Activity Checkpoints for most activities require having an expert on hand to help girls learn an activity. Please remember that **all experts must be approved by your council**. To make it a bit easier, many councils keep lists of local experts (such as sailing instructors) and facilities (such as rollerskating rinks) they've already approved. If your council doesn't keep these lists, you'll have to present an expert for the council's consideration. Some things to keep in mind:

- **Does the person have documented training and experience?** She or he should have documented experience for the activity in question, such as course completion certificates or cards, records of previous training to instruct the activity, and letters of reference.
- **What does she or he need to be able to do?** This person should have the knowledge and experience to make appropriate judgments concerning participants, equipment, facilities, safety considerations, supervision, and procedures for the activity. At the very least, he or she should be able to give clear instructions to girls and adults, troubleshoot unexpected scenarios, and respond appropriately in an emergency.

Providing Emergency Care

As you know, emergencies can happen. Girls need to receive proper instruction in how to care for themselves and others in emergencies. They also need to learn the importance of reporting to adults any accidents, illnesses, or unusual behaviors during Girl Scout activities. To this end, you can help girls:

- **Know what to report.** See the “Procedures for Accidents” section later in this chapter.
- **Establish and practice procedures for weather emergencies.** Certain extreme-weather conditions may occur in your area. Please consult with your council for the most relevant information for you to share with girls.
- **Establish and practice procedures for such circumstances as fire evacuation, lost persons, and building-security responses.** Every girl and adult must know how to act in these situations. For example, you and the girls, with the help of a fire department representative, should design a fire evacuation plan for meeting places used by the group.
- **Assemble a well-stocked first-aid kit that is always accessible.** First-aid administered in the first few minutes can mean the difference between life and death. In an emergency, secure professional medical assistance as soon as possible, normally by calling 911.

First-Aid/CPR

Emergencies require prompt action and quick judgment. For many activities, Girl Scouts recommends that at least one adult volunteer be first-aid/CPR-certified. For that reason, if you have the opportunity to get trained in council-approved first-aid/CPR, do it! You can take advantage of first-aid/CPR training offered by chapters of the American Red Cross, National Safety Council, EMP America, American Heart Association, or other sponsoring organizations approved by your council. Try to take age-specific CPR training, too—that is, take child CPR if you’re working with younger girls and adult CPR when working with older girls and adults.

Caution: First-aid/CPR training that is available entirely online does not satisfy Girl Scouts’ requirements. Such courses do not offer enough opportunities to practice and receive feedback on your technique. If you’re taking a course not offered by one of the organizations listed in the previous paragraph, or any course that has online components, get approval from your support team or council.

First-Aider

A first-aider is an adult volunteer who has taken Girl Scout-approved first-aid and CPR training that includes specific instructions for child CPR. If, through the American Red Cross, National Safety Council, EMP America, or American Heart Association, you have a chance to be fully trained in first-aid and CPR, doing so may make your activity-planning go a little more smoothly. The Safety Activity Checkpoints always tell you when a first-aider needs to be present.

Activities can take place in a variety of locations, which is why first-aid requirements are based on the remoteness of the activity—as noted in the Safety Activity Checkpoints for that activity. For example, it’s possible to do a two-mile hike that has cell phone reception and service along the entire route and EMS (Emergency Medical System) is, at maximum, 15 minutes away at all times. It is also possible to hike more remotely with no cell phone service at a place where EMS would take more than 15 minutes to arrive. It’s important that you or another volunteer with your group has the necessary medical experience (including knowledge of evacuation techniques) to ensure group safety.

The levels of first aid required for any activity take into account both how much danger is involved and how remote the area is from emergency medical services.

Access to EMS	Minimum Level of First Aid Required
Less than 15 minutes	Level 1
15–30 minutes	Level 2
More than 30 minutes	Wilderness First Aid (WFA) or Wilderness First Responder (WFR)*

**Although a WFR is not required, it is strongly recommended when traveling with groups in areas that are greater than 30 minutes from EMS.*

The table above does reflect the limitations of some first-aid (level 2) trainings. It is important to understand the differences between an extended first-aid course, like the American Red Cross Sports Safety Training program, and a wilderness-rated course. Although standard and sport-safety first-aid training provides basic incident response, wilderness-rated courses include training on remote-assessment skills, as well as the emergency first-aid response, including evacuation techniques, to use when EMS is not readily available.

Note: The presence of a first-aider (level 2) is required at resident camp. For large events, there should be one first-aider (level 2) for every 200 participants. The following healthcare providers may also serve as first-aiders (level 1 or 2): physician, physician’s assistant, nurse practitioner, registered nurse, licensed practical nurse, paramedic, military medic, and emergency medical technician.

First-Aid Kit

Make sure a general first-aid kit is available at your group meeting place and accompanies girls on any activity (including transportation to and from the activity). Please be aware that you may need to provide this kit if one is not available at your meeting place. You can purchase a Girl Scout first-aid kit, you can buy a commercial kit, or you and the girls can assemble a kit yourselves. The Red Cross offers a list of potential items in its [Anatomy of a First Aid Kit](#). (Note that the Red Cross’s suggested list includes aspirin, which you will not be at liberty to give to girls without direct parent/guardian permission.) You can also customize a kit to cover your specific needs, including flares, treatments for frostbite or snake bites, and the like.

In addition to standard materials, all kits should contain your council and emergency telephone numbers (which you can get from your council contact). Girl Scout activity insurance forms, parent consent forms, and health histories may be included, as well.

Procedures for Accidents

Although you hope the worst never happens, you must observe council procedures for handling accidents and fatalities. At the scene of an accident, first provide all possible care for the sick or injured person. Follow established council procedures for obtaining medical assistance and immediately reporting the emergency. To do this, you must always have on hand the names and telephone numbers of council staff, parents/guardians, and emergency services such as the police, fire department, or hospital emergency technicians. Check with your council for emergency contact information.



In the event of an accident/incident: Complete the [GSGLA Accident/Incident Report Form](http://girlscoutsla.org/documents/Accident_and_Incident_Report_Form_2011.doc) available online at:

http://girlscoutsla.org/documents/Accident_and_Incident_Report_Form_2011.doc

within 72 hours and send or fax a copy to your local service center.

In case of serious injury, accident, emergency, or fatality involving Girl Scouts:

1. Give priority attention to ill or injured person. CALL 911 for ambulance, police, and fire personnel, as needed.
2. In the event of a fatality, always notify the police. Do not disturb the victim or surroundings.
3. Place competent person in charge of troop/group.
4. **CALL: 1-877-ICE-GSLA/1-877-423-4752** (24-hour emergency service) to alert the council's Emergency Team. State: I am from Girl Scouts of Greater Los Angeles & indicate your emergency.
5. Provide the region, name, location, & telephone number you are calling from.
6. Stay on the phone until your call is connected to a member of the Emergency Team. If you are not patched through immediately to an Emergency Team member, make sure a responsible adult is accessible by phone until the call is returned.
7. Notify the emergency contact on medical/permission form, as appropriate.
8. File Accident/Incident Report with your local Service Center within 72 hours.

If contacted by the media, please say: "I am not the council spokesperson. Please contact the council's Chief External Relations Officer at (626) 677-2374."

After receiving a report of an accident, council staff will immediately arrange for additional assistance at the scene, if needed, and will notify parents/guardians, as appropriate. If a child needs emergency medical care as the result of an accident or injury, first contact emergency medical services, and then follow council procedures for accidents and incidents. Your adherence to these procedures is critical, especially with regard to notifying parents or guardians. If the media is involved, let council-designated staff discuss the incident with these representatives.

In the event of a fatality or other serious accident, notify the police. A responsible adult must remain at the scene at all times. In the case of a fatality, do not disturb the victim or surroundings. Follow police instructions. Do not share information about the accident with anyone but the police, your council, and, if applicable, insurance representatives or legal counsel.

Please keep these procedures and the Accident/Incident Report Form with your troop at all times. We suggest you keep copies, along with insurance form, in your first aid kit or troop binder and with adults-in-charge.

Chapter 5: Managing Group Finances

Helping girls decide what they want to do, and coaching them as they earn and manage money to pursue their goals, is an integral part of the Girl Scout Leadership Experience (GSLE). Your Girl Scout group plans and finances its own activities, with your guidance. At the same time, the girls learn many valuable skills that serve them throughout their lives.

Girl Scout groups are funded by a share of money earned through council-sponsored product sale activities (such as Girl Scout cookie activities), group money-earning activities (council-approved, of course), and any dues your group may charge. (This is in addition to the \$12 annual membership dues that go to the national organization.) This chapter gives you the ins and outs of establishing a group account and helping girls manage their group's finances, practice successful product-sales techniques, review the safety requirements around product sales, and understand how to collaborate with sponsors and causes.

Establishing an Account

If your group is earning and spending money, the group needs to set up a bank account. If you're taking over an existing group, you may inherit a checking account, but with a new group, you'll want to open a new account. This usually happens when there is money to deposit, such as group dues or money from product sales or group money-earning activities. Consider these tips when working with a group account:

- Keep group funds in the bank before an activity or trip, paying for as many items as possible in advance of your departure.
- Use debit cards during the activity or trip.
- Make one person responsible for group funds and for keeping a daily account of expenditures.
- Have one or more back-up people who also have debit cards, in case the main card is lost.

Follow your council's financial policies and procedures for setting up an account. Most council-sponsored product sale activities have specific banking and tracking procedures.

Unused Girl Scout money left in accounts when groups disband becomes the property of the council. Prior to disbanding, the group may decide to donate any unused funds to a worthwhile organization, to another group, or for girl activities. As when closing a personal account, be sure all checks and other debits have cleared the account before you close it, and realize that you may have to close the account in person. Turn remaining funds over to a council staff member.



Girl Scout volunteers provide invaluable services to our most precious clients – the girls. However, the ultimate responsibility for budgeting and record keeping belongs to the adults.

All funds collected or received for Girl Scout Service Units, Girl Scout troops, and other organized Girl Scout groups must be deposited into a separate Girl Scout checking account for that entity. All accounts must be in compliance with council banking procedures. When offered by the banking institution, Girl Scout subordinate bank accounts may accept debit cards for troop expenses. Your Membership Delivery Specialist will be able to provide all necessary paperwork for opening your troop/group checking account.

GSGLA has specific financial policies outlined below. Product sales program activities have specific banking and tracking procedures. More information is available at: [Troop Financing Policies 2012](#)



GSGLA Policy

Troop/Group Financing Policies Revised June, 2012

We ask that all members of Girl Scouts of Greater Los Angeles adhere to the Troop/Group Financing Policies listed below:

There are three types of Troop/Group Financing:

- 1. Money-Earning Activities**
- 2. Sponsorships**
- 3. Council -Sponsored Product Sales**

The basic Girl Scouts USA policies for Troop/Group Financing are outlined in Volunteer Essentials.

All Standards in Volunteer Essentials consistently state four points:

- 1. Council approval is required, and Council guidelines must be followed**
- 2. Participation is voluntary**
- 3. Parent/Guardian permission is required**
- 4. Revenue does not become the property of individual girl members**

Money-Earning Activities

Troop/Group money earning refers to activities that follow a planned budget and are carried out by the girls and adults, in partnership, to earn money for the Troop/Group treasury.

Troops and independently registered girls are required to actively participate (defined for troops as participation of greater than 50% of the registered girls in the troop) in both Council-sponsored Fall and Cookie product sales programs to be eligible to participate in any troop specific money-earning activities.

- Money-earning activities must have written approval by the Mission Delivery Specialist: Membership and be submitted no less than 4 weeks prior to the event.
- Girl Scouts may not raise funds for other non-profit organizations
- A GSGLA (Money-earning Activity) form must be submitted and approved by the appropriate staff liaison, with Product Sale Managers confirming troop product program participation.
- Money-earning activities cannot take place during the booting period of Council-sponsored product sales programs without the approval of a council VP.
- The number of money-earning activities should not exceed what is needed to support Troop/Group activities including approved Troop/Group trip/travel, and the amount raised should be consistent with the previously prepared budget.
- If a troop disbands, the money in the troop treasury reverts to the council's Girl Assistance Fund to help Girl Scouts in need.
- If a girl(s) leaves her (their) troop to join another, a percentage of her troop's treasury will be transferred to her new troop treasury. For example, if one girl leaves a troop of ten, 10% of her troop treasury will be transferred to her new troop treasury. If a transfer is requested during or

immediately after one of the council sponsored product sales programs, the percentage of the troop treasury following the girls will be based on the balance of the troop treasury prior to the current product sales. Girls will forfeit their current sales and related troop proceeds.

- As a Gold Award Candidate you may be planning money earning activities to finance your project. It is important that you follow all GSGLA and Gold Award procedures when earning money for your project. Please Money and your Gold Award Project, pages 12-14 in your Gold Award Workshop booklet. The Proposed Gold Award Project Budget found on page 32 of your booklet is to be turned in with your Gold Award Proposal.

Troop/Group/Independent Girls Sponsorships

Troop/Group/ Independent Girl Sponsorships are a voluntary agreement between individuals, small local businesses, schools or community organizations to support troop membership and program. No monetary commitment is required for Troop/Group Sponsorships.

- Younger girl Troops/Groups/Independent Girls (Daisy, Brownie, Junior) may receive a single gift from any one source during one Girl Scout year of up to \$250. For gifts in excess of \$250, the balance will remain with the Council. In the case of older girl Troops/Groups (Cadette, Senior, Ambassador), Troops/Groups may receive a single gift from any one source during one Girl Scout year of up to \$1,000. For gifts in excess of \$1,000, the balance will remain with the Council.
- Companies that offer employee matching gifts or employee 'volunteer hours' programs may donate to GSGLA and designate to a particular Troop/Group/Independent Girls. These gifts must be accompanied by the proper documentation in order for Council to process properly.
- If the Troop/Group gift is a matching gift it must be payable to GSGLA and mailed to **Girl Scouts of Greater Los Angeles, 801 S. Grand Ave., Suite 300, Los Angeles, CA 90017** along with a completed copy of the Donation to Troop/Group/Independent Girl Form. This form can be found on the GSGLA website (www.girlscoutsla.org) under **Support Us, Ways to Give**. GSGLA will in turn cut a check to the Troop/Group upon receipt of the contribution and send to the Troop/Group Leader; for Independent Girls, this is sent to the treasurer of the service unit the girls is assigned to. Please allow 4-6 weeks for processing. **Note:** If the Donation to Troop/Group Form is not completed and received with the donation, the contribution will remain with the Council.
- NOTE: All other (non-matching) donations are to be made payable and sent directly to the Troop/Group/Independent Girl. For gifts in excess of \$250 payable to younger girl Troops/Groups/Independent Girl or in excess of \$1,000 payable to older girl Troops/Groups/Independent Girl the overage **MUST** be sent to Council along with a completed copy of the Donation to Troop/Group/Independent Girl form and a copy of the original donation. Note: the overage amount **MUST** be paid to Council by writing a check from the Troop/Group checking account payable to GSGLA.
- For all gifts to a Troop/Group/Independent Girl of any amount, the Troop/Group/Independent Girl is responsible for generating the 'donor thank you' letter (IRS regulations) and to keep a copy of each thank you letter on file above \$250. A donor 'thank you' letter template can be found on the GSGLA Web site (www.girlscoutsla.org) under **Support Us, Ways to Give**.

Council-sponsored Product Sales Programs

Starting with membership year 2012-2013, Troops/Groups/Independent Girls are required to participate in both of the GSGLA product sale programs to be eligible to participate in any Troop/Group/Independent Girl specific money-earning activity. The exception would be a Gold Award

Candidate participating in money earning events to finance her Gold Award Project, if the timing does not allow her to do so.

Fundraising

Fundraising or fund development to support the Girl Scout council is the responsibility of adults, and this responsibility should not be placed with the girls. Girls may provide support to these efforts through voluntary service, speaking on behalf of Girl Scouts, assisting at fundraising events, assisting with administrative duties, etc.

Any adult who makes an approved contact with an individual, corporation, foundation, or organization that results in a new funding source for the council, will have the option of designating 5% of the funding (up to \$250 or up to \$1000 for older girls) to the Troop/Group, Service Unit, council or GSGLA program of their choice.

Independently Registered Girls

Money Earning activity will be coordinated with the Service Unit Treasurer in which the girl is registered. The funds raised by the girl will be deposited into the service unit account with the treasurer accountable to maintain a spreadsheet for each girl with the deposits and withdrawals. Donation will be made out to the service unit with the girl's name recorded on the check.

Please see the GSGLA Finance Memo which outlines the appropriate manner to open bank accounts, the type of accounts allowed and the annual financial reporting requirements for all registered troops/groups. Safeguarding funds is the responsibility of adults affiliated with hall of GSGLA troops/groups and Service Units.

GSGLA Policy: Disbanded Troops/Groups: Troops/Groups that disband are required to submit a final *Annual Troop/Group Finance Report*, along with the balance of funds in the Troop/Group account, and an inventory list of all Troop/Group equipment and materials to their respective GSGLA Membership staff within 30 days of their final meeting. If girls from the disbanded troop/group are continuing with Girl Scout in new troops/groups the funds will be re-distributed (on a per capita basis) to the new troops/groups. Any remaining funds will be allocated to the GSGLA Financial Aid fund for girls. Equipment and materials distribution will be determined based on inventory and need. This determination is at the discretion of the respective GSGLA Membership staff and if a fair distribution cannot be agreed upon, all equipment and materials will come to the respective GSGLA service center.

GSGLA Policy: Compliance Reporting: This is an important requirement that is part of a Girl Scout leader's responsibility for accurate troop management of finances and to safeguard the troop's funds. A part of this duty is to submit your annual Troop/Group Finance report by June 30th of every year. Noncompliant troops are those whose leaders have not submitted their Troop/Group Finance Reports to their local Service Center by June 30. In July, all "01" leaders of noncompliant troops will be sent a **Compliance Notification** and their SUM notified. A sample of a Noncompliance Letter can be found in our *Resources* section on pg 148. The report outlines the importance of submitting the annual report and notifies the leader that 1) her leader status will be placed as *pending* until the report is received at council; 2) her access to the Troop Management Hub has been suspended; she will then be unable to register for programs, trainings or Girl Scout events. Leaders unable or unwilling to comply with this important Girl Scout requirement may be subject to dismissal.

GSGLA Policy: Split Troops/Groups: Situations may occur within troops/groups that result in girls needing to or choosing to move to a new troop/group (currently existing or newly formed). Should this happen, the leaders of the new troop/group are encouraged to contact their respective GSGLA Membership staff to ascertain whether troop funds can be transferred along with the girls to the new troop (this would be done on a per capita basis). This also applies to troop equipment and materials/supplies. Equipment and materials distribution will be determined based on inventory and need. This determination is at the discretion of the respective GSGLA Membership staff and if a fair distribution cannot be agreed upon, all equipment and materials will come to the respective GSGLA regional service center.

Money-Earning Basics

Girls earn money in two distinct ways:

- **The Girl Scout Cookie Program and other sales** of Girl Scout–authorized products (such as Girl Scout cookies, calendars, magazines, or nuts and candy), organized by your council and open to all Girl Scouts. Girls can participate in two council-sponsored product sale activities each year: the cookie sale and one other council-authorized product sale. All girl members who take part in any way of Girl Scouting (troop, camp, travel, etc.), including Daisies, are eligible to participate in council-sponsored product-sale activities, with volunteer supervision. Please remember: volunteers and Girl Scout council staff don't sell cookies and other products—girls do.
- **"Group money-earning"** refers to activities organized by the group (not by the council) that are planned and carried out by girls (in partnership with adults) and that earn money for the group.

Girls' participation in both council-sponsored product sale activities and group money-earning projects is based upon the following:

- Voluntary participation
- Written permission of each girl's parent or guardian
- An understanding of (and ability to explain clearly to others) why the money is needed
- An understanding that money-earning should not exceed what the group needs to support its activities
- Observance of local ordinances related to involvement of children in money-earning activities, as well as health and safety laws
- Vigilance in protecting the personal safety of each girl
- Arrangements for safeguarding the money

There are a few specific guidelines—some required by the Internal Revenue Service—that ensure that sales are conducted with legal and financial integrity. To that end, consider the following reminders and cautions:

- All rewards earned by girls through the product-sale activities must support Girl Scout program experiences (such as camp, travel, and program events, but not scholarships or financial credits toward outside organizations).
- Rewards are based on sales ranges set by councils and may not be based on a dollar-per-dollar calculation.
- Groups are encouraged to participate in council product sales as their primary money-earning activity; any group money-earning shouldn't compete with the Girl Scout Cookie Program or other council product sales.
- Obtain written approval from your council before a group money-earning event; most councils ask that you submit a request for approval.
- Girl Scouts forbids use of games of chance, the direct solicitation of cash, and product-demonstration parties.
- Group money-earning activities need to be suited to the age and abilities of the girls and consistent with the principles of the GSLE.
- Money earned is for Girl Scout activities and is not to be retained by individuals. Girls can, however, be awarded incentives and/or may earn credits from their Girl Scout product sales. Funds acquired through group money-earning projects must be reported and accounted for by the group, while following council procedures.

The best way to earn money for your group is to start with Girl Scout cookie activities and other council-sponsored product sales. From there, your group may decide to earn additional funds on its own.

Understanding the Girl Scout Cookie Program

Did you know that the Girl Scout Cookie Program is the largest girl-led business in the country, with sales of more than \$700 million per year for girls and their communities nationwide?

That's right. The Girl Scout Cookie sale is the leading entrepreneurial program for girls: no university has produced as many female business owners as the Girl Scout Cookie Program has.

If you have a moment, watch the latest Girl Scout [What Can a Cookie Do?](#) video for an inspiring look into just how powerful those treats—and the girls who sell them—can be.

Council-sponsored product sales are really the best way for girls to earn money to pursue their goals: the sales are beloved by the community and come with program, sales, and marketing materials and support that help girls run a great business. And they're an integral part of the GSLE. With every season of cookies, another generation of girls learns five important skills:

- Goal setting
- Decision making
- Money management
- People skills
- Business ethics

And most of all, girls gain a tremendous amount of confidence. It's not easy to ask people to buy something—you have to speak up, look them in the eye, and believe in what you're doing—all skills that help a girl succeed now and throughout the rest of her life.

A Sweet Tradition

It has been 95 years since Girl Scouts began selling home-baked cookies to raise money. The idea was so popular that, in 1936, Girl Scouts enlisted bakers to handle the growing demand.

Two commercial bakers are currently licensed by Girl Scouts of the USA to produce Girl Scout Cookies—Little Brownie Bakers and ABC Bakers/Interbake Foods—and each council selects its own baker of choice. Each baker develops and names its own cookies with GSUSA approval (which is why similar cookies are known by different names) Besides the three mandatory flavors (Thin Mints, Do-Si-Dos®/Peanut Butter Sandwich, and Trefoils/Shortbread), each baker is required to produce a minimum of five flavors. For additional information on cookie varieties, including nutritional details, visit www.girlscoutcookies.org.

In addition to the Girl Scout Cookie Program, the Fall Product Program featuring Trophy Nuts and QSP Magazines gives troops a quick, easy and fun way to earn much-needed start-up funds. The 2012 Fall Product Program will offer a variety of 12 nut and candy items. Some are plain nut mixes but others have chocolate or dark chocolate coverings. QSP Magazine subscriptions are a proven technique to quickly raise funds for troops as it may not involve “selling” – customers are encouraged to simply renew their existing magazine subscriptions through their favorite Girl Scout. Customers purchase subscriptions anyways, and the QSP Program delivers outstanding value. All Fall Product Programs are considered “Troop Opportunity Sales” because it quickly provides troops with “start up” funds for the Girl Scout Year. Every troop is encouraged to participate in the Fall Product Program.



Our Council's Role

Each year, your council provides learning opportunities on the procedures to follow during each sale. Your council also establishes guidelines and procedures for conducting the sale and determines how the proceeds and rewards system will be managed.

To learn more about Product Sales or to volunteer with the Product Sales Department, please contact your local Service Center's Product Sales Manager:

Arcadia Service Center
Tamar Igoyan
(626) 677-2220 Ext.2233

Montclair Service Center
Stephanie Sollow
(909) 399-0808 Ext. 2356

Long Beach Service Center
Katie Eckardt
(562) 421-8456 Ext. 2272

Marina del Rey Service Center
Erlinda Frederick
(310) 450-3720 Ext. 2250

Palmdale Service Center
Cheri Holland
(661) 723-1230 Ext. 2362

Santa Clarita Service Center
Cheri Holland
(661) 287-1985 Ext. 2362

Woodland Hills Service Center
Jacqueline Rivero
(818) 886-1801 Ext. 2324

GSGLA offices and retail shops are closed on the second and fourth Mondays of the month.

Knowing Where Proceeds Go

Your council will provide a breakdown of “how the cookie crumbles” in your council. Please share this information with girls and their parents/guardians so everyone’s clear on how revenue raised through product sales makes it possible for your Girl Scout council to serve girls. Proceeds resulting from product sales support program activities—in fact, council-sponsored product sales are a primary way in which your council raises funds to support Girl Scouting. The percentage of money to be allocated to participating groups (like yours) is determined by your council and explained to girls and adults as part of the product sale activity orientation.

The income from product sales does not become the property of individual girl members. Girls, however, may be eligible for incentives and credits that they put toward Girl Scout activities, such as camp, travel, Take Action projects, and Girl Scout membership dues for the next year.

Girls may earn official Girl Scout grade-appropriate rewards and recognitions related to product sale activities, and each council may choose to provide items such as participation patches, incentives, and council credit for event fees, camp fees, grants for travel and Take Action projects, as well as materials and supplies for program activities. The council plan for recognition applies equally to all girls participating in the product sale activity. Whenever possible, councils try to involve girls in the selection of awards and administration of money given to girls from product sales.

One critical task for each group, is to keep excellent records and establish a clear accounting system for all money earned and spent. As the group’s volunteer, you’re in charge of making sure money is spent wisely, excellent records are kept (keeping copies of all receipts in a binder or folder), and all income is tracked, too. For older girls, your job is to oversee their work, as **they** learn to keep impeccable records.

Safely Selling Girl Scout Cookies and Other Products

A few other considerations will help keep girls safe:

- Parents and guardians must grant permission for girls to participate and must be informed about the girls’ whereabouts when they are engaged in product sale activities. Specific permission must be obtained when a girl intends to use the Internet for product marketing. A parent, guardian, or other adult must know each girl’s whereabouts when she is engaged in product sales, and if and when she is online.
- Girls should be identifiable as Girl Scouts by wearing a Membership Pin, official uniform, tunic, sash, vest, or other Girl Scout clothing.
- Adult volunteers must monitor, supervise, and guide the sale activities of all girls at age levels.
- Girl Scout Daisies (in kindergarten and first grade) may be involved in council-sponsored product sale activities, but they cannot collect money in any other way except through group dues or parental contributions.
- Girl Scout Daisies, Brownies, and Juniors must be accompanied by an adult at all times. Girl Scout Cadettes, Seniors, and Ambassadors who participate in door-to-door sales must be supervised by (but do not need to be directly accompanied by) an adult. Girls of all grade levels must **always** use the buddy system.
- Money due for sold products is collected when the products are delivered to the customer (or as directed by your council). Girls will need to know whether they can accept checks and to whom customers should write checks—find out from your council staff.
- Personal customer information should remain private. Customer credit card information should not be collected by girls and should not be asked for on any form collected by girls.

- A girl's physical address, social media page address, IM name, Skype name or number, email address, or cell number should **never** be revealed to anyone outside her immediate circle of family and friends. You've heard it before, but it bears repeating.
- Girls can market cookies and other products by posting on social media sites like Facebook or Twitter or sending emails to friends, family members, and former customers, as long as they use a group email address, the account or address of a parent/guardian or adult volunteer, a blind email address (in which the recipients cannot see the sender's email address), or the online email tools provided by cookie vendors. Girls 13 and older can also use their social media sites (such as Facebook, Twitter, or Pinterest) to do the same to her immediate circle of family and friends. Be sure each girl's account uses the tightest privacy settings and doesn't reveal information about her or her location to anyone outside her circle.
- Sales may **not** be transacted on the Internet (for example, through a site that has an electronic shopping cart), except for magazine sales. Girls can, however, receive order commitments for cookies sales via email or the Internet. In other words, potential customers can relay (via email or a Facebook post, for example) that, "Yes! I'd like four boxes of Thin Mints and three boxes of Shortbread cookies."

Please also keep in mind:

- Volunteers and Girl Scout council staff do not sell cookies and other products; girls sell them.
- Girls can participate in no more than two council-sponsored product sale activities each year, and only one of these may be a cookie sale.

Before beginning any cookies or other product sales with your group, refer to the cookies section of [Girl Scout Central](#) and www.girlscoutcookies.org.

Selling at Girl Scout Cookie Booths

Cookie booths, or temporary sales set-ups in areas with lots of foot traffic, are a popular way for girls to sell cookies as a team. Your council may have established cookie booth locations; contact the council before planning a cookie booth of your own.

Once you've gotten council approval, check out the booth site before the day of the sale. Talk to business owners in the area so they'll know what to expect. Find out what security measures are in place—these may include lights for evening sales and whether a security camera watches the booth area—and where the nearest bathrooms are located. In addition, review the Girl Scout Cookie/Council-Sponsored Product Sale Safety Activity Checkpoints to make sure you and the girls are as prepared as possible.

On the day of the sale, these tips will help keep everyone safe:

- Ensure that you have adequate space at the booth (table, products, and girls) to allow safe passage by pedestrians, bikes, and cars.
- Plan to have at least two adults and one girl at the booth at all times. From time to time, volunteers might want to take breaks or will have to accompany young girls to the bathroom, so make sure to have a few extra adults on hand.
- Girls make **all** sales, except in cases where adults are helping Daisies handle money.
- Respect the surrounding businesses by making sure your booth isn't blocking a store entrance or exit.
- Attract customers with colorful signs. Remind girls to be polite and to have their sales pitch ready for interested shoppers.

- Be especially careful with the money box; make sure it's under adult supervision and out of public sight. Arrange for cash to be removed from the site periodically. When you do travel with money, have someone accompany you to your vehicle and/or the bank.
- Report any suspicious people in the area to local security.

If someone takes money or cookies from your booth, **do not** attempt to physically recover the stolen items and **do not** allow the girls to do so. Instead, get a good description of the offender(s), call 911, and alert local security (if applicable). Make sure girls know what to do in case of theft. Report any incidents to your local council according to its guidelines.

Using Online Resources to Market Cookies and Other Products

Girls are texting, calling, emailing, Tweeting, and Facebooking—and those are all effective ways that girls 13 and older can promote cookie and other product sales. The following sections detail how girls can use electronic marketing, social media, and group websites to gather sale commitments from family, friends, and previous customers. But first, please keep in mind that girls:

- **Can market to and collect indications of interest from customers within their councils' zip codes.** Refer prospects that come from outside council jurisdiction to the council finder at www.girlscoutcookies.org. Family members are the exception to this rule.
- **Cannot have customers pay online** (such as through a shopping cart function on a website the girls create). Girl Scout magazine sales are the exception to this rule.
- **Must sign the Girl Scout Internet Safety Pledge** (available at http://www.girlscouts.org/help/internet_safety_pledge.asp) before doing any online activities, and all online activities must be under the supervision of adults.
- **Cannot expose their own or any other girl's email address, physical address, or phone number to the public.** When writing e-mail messages or online announcements, girls should sign with their first name only, along with their group number or name and their council name.

For girls in fifth grade and above, have your group visit [Let Me Know](http://www.girlscouts.org/help/internet_safety_pledge.asp), a site addressing Internet safety for teens and tweens. Girls can even earn an online award for completing activities on this site.

Contacting Prospects Electronically

Girls may use Facebook, Twitter, text messages, IMs, and emails as online marketing tools to let family, friends, and former customers know about the sale and collect indications of interest. Product-related email is not intended to be spam (unwanted texts or emails), however, so remind girls to be sure that their messages will be welcomed by the receiver.

When girls are marketing cookies online, remind them to always use a group email address (such as troop457@yahoo.com), an adult's personal email address, or a blind address (one that does not reveal the address to the recipient). In addition, be sure to discuss with girls the need to treat customer e-mail addresses from current and past years—as well as phone numbers, IM addresses, Facebook accounts, Twitter handles, and mail addresses—with respect; they are private and must be kept so.

Using Social Media

A girl (or group of girls) over the age of 13 may work in partnership with an adult to market cookies and other products online, using the social media account (such as Facebook, Twitter, Pinterest, or LinkedIn) of the adult. Social media is a fun, fast way to get out an urgent message, such as, "It's Girl Scout cookie time!" Posting, tweeting, or pinning such a message will get the attention of friends and family.

Before girls use social media as a marketing tool, keep the following in mind:

- Girls must have parental permission to use social media.
- Girls must meet age limits set by the provider, which is 13 and above in most cases, as per the United States Child Online Privacy and Protection Act and the Child Online Protection Act.
- Any use of photos requires a photo-release form signed by parents/guardians of the girls pictured and the signature of any adults pictured.
- Any use of online video sharing sites (such as YouTube), where the video is representing Girl Scouts or Girl Scout products, must follow specific requirements for that site, as well as council guidelines. Girl Scout photo release forms must also be signed by parents/guardians and any adults pictured. (In other words, this is not an easy venture, but if you and the girls are willing, it's worth the investment.)

Setting Up a Group Website

Groups whose girls meet age criteria (13 years or older) and have parental permission may set up a group Facebook page or website. This site must be approved by the council, yes, but it can be a fantastic way for girls to share information, market Girl Scout products, and talk about their Take Action projects.

Before you and the girls design a website, remember that the web is an open forum for anyone, including potential predators. Documented instances of cyberstalkers make it imperative that any information that could jeopardize the safety and security of girls and adults is not disclosed on a website. Please adhere to these guidelines to ensure the girls' safety:

- Use girls' first names only.
- Never post girls' addresses, phone numbers, or email addresses.
- Never, ever, ever post addresses of group meeting places or dates and times of meetings, events, or trips. (An adult volunteer who wishes to communicate upcoming events with families of girls should use email instead of posting details on a website, unless that site is password protected or is a closed/secret Facebook group.)
- Always have a parent's or guardian's signature on a photo release form before using pictures of girls on a website.
- Make yours a site that does not allow outsiders to post messages to the site, or make sure all postings (such as message boards or guest books) have adult oversight and are screened prior to posting live.
- Don't violate copyright law by using designs, text from magazines or books, poetry, music, lyrics, videos, graphics, or trademarked symbols without specific permission from the copyright or trademark holder (and, generally, this permission is pretty tough to get!). Girl Scout trademarks (such as the trefoil shape, Girl Scout pins, and badges and patches) can be used only in accordance with guidelines for their use. (The Girl Scout trefoil, for example, may not be animated or used as wallpaper for a website.) Check with your council's website for complete graphics guidelines and approvals.

Daisies: Stay Especially Safe!

Girl Scout Daisies are too young to be marketing online through their group, parent or guardian websites, or social media sites. For this reason, Girl Scout Daisies are allowed to send out emails only when working directly with an adult. Daisies and their adult volunteers must use only blind emails or the online marketing tools provided by GSUSA product vendors on their websites.

Additional Group Money-Earning Activities

Product sales are a great way to earn the funds necessary for girls to travel or carry out Take Action projects. If income from the product sale isn't enough, however, girls have more options available to them. Although you cannot resell products, you can offer services, such as the following:

Collections/Drives:

- Cell phones for refurbishment
- Used ink cartridges turned in for money
- Christmas tree recycling

Food/Meal Events:

- Lunch box auction (prepared lunch or meal auctioned off)
- Themed meals, like high tea, Indian meal, Mexican dinner (if girls are earning money for travel, tie the meal to their destination)

Service(s):

- Service-a-thon (people sponsor a girl doing service; funds go to support trip)
- Babysitting for holiday (New Year's Eve) or council events
- Raking leaves, weeding, cutting grass, shoveling snow, walking pets
- Cooking class or other specialty class

Collaborating with Sponsors and Other Organizations

Sponsors help Girl Scout councils ensure that all girls in the community have an opportunity to participate in Girl Scouting. Community organizations, businesses, religious organizations, and individuals may be sponsors and may provide group meeting places, volunteer their time, offer in-kind donations, provide activity materials, or loan equipment. The sponsor's contribution can then be recognized by arranging for the girls to send thank-you cards, inviting the sponsor to a meeting or ceremony, or working together on a Take Action project.

For information on working with a sponsor, consult your council; it can give you guidance on the availability of sponsors, recruiting responsibility, and any council policies or practices that must be followed. Your council may already have relationships with certain organizations, or may know of some reasons **not** to collaborate with certain organizations.

Helping Girls Reach Their Financial Goals

The Girl Scout Cookie Program is so well known in communities, it's likely that your girls will already know a bit about it and want to get out there to start selling as soon as possible. But it's important that the girls have a clear plan and purpose for their product-sale activities. One of your opportunities as a volunteer is to facilitate girl-led financial planning, which may include the following steps for the girls:

1. **Set goals for money-earning activities.** What do girls hope to accomplish through this activity? In addition to earning money, what skills do they hope to build? What leadership opportunities present themselves?
2. **Create a budget.** Use a budget worksheet that includes both expenses (the cost of supplies, admission to events, travel, and so on) and available income (the group's account balance, projected cookie proceeds, and so on).
3. **Determine how much the group needs to earn.** Subtract expenses from available income to determine how much money your group needs to earn.
4. **Make a plan.** The group can brainstorm and make decisions about its financial plans. Will cookie and other product sales—if approached proactively and energetically—earn enough money to meet the group's goals? If not, which group money-earning activities might offset the difference in anticipated expense and anticipated income? Will more than one group money-earning activity be necessary to achieve the group's financial goals? In this planning stage, engage the girls through the Girl Scout processes (girl-led, learning by doing, and cooperative learning) and consider the value of any potential activity. Have them weigh feasibility, implementation, and safety factors.
5. **Write it out.** Once the group has decided on its financial plan, describe it in writing. If the plan involves a group money-earning activity, fill out an application for approval from your council and submit it along with the budget worksheet the girls created.

Remember: It's great for girls to have opportunities, like the Girl Scout Cookie Program, to earn funds that help them fulfill their goals as part of the GSLE. As a volunteer, try to help girls balance the money-earning they do with opportunities to enjoy other activities that have less emphasis on earning and spending money. Take Action projects, for example, may not always require girls to spend a lot of money!

Reviewing Financial and Sales Abilities by Grade Level

As with other activities, girls progress in their financial and sales abilities as they get older. This section gives you some examples of the abilities of girls at each grade level.

Girl Scout Daisies

The group volunteer handles money, keeps financial records, and does all group budgeting.

Parents/guardians may decide they will contribute to the cost of activities.

Girls can participate in Girl Scout cookie activities and other council-sponsored product sales.

Daisies are always paired with an adult when selling anything. Girls do the asking and deliver the product, but adults handle the money and keep the girls secure.

Girl Scout Brownies



The group volunteer handles money, keeps financial records, and shares some of the group-budgeting responsibilities.

Girls discuss the cost of activities (supplies, fees, transportation, rentals, and so on).

Girls set goals for and participate in council-sponsored product sales.

Girls may decide to pay dues.

Girl Scout Juniors



The group volunteer retains overall responsibility for long-term budgeting and record-keeping, but shares or delegates all other financial responsibilities.

Girls set goals for and participate in council-sponsored product sales.

Girls decide on group dues, if any. Dues are collected by girls and recorded by a group treasurer (selected by the girls).

Girls budget for the short-term needs of the group, on the basis of plans and income from the group dues.

Girls budget for more long-term activities, such as overnight trips, group camping, and special events.

Girls budget for Take Action projects, including the Girl Scout Bronze Award, if they are pursuing it.

Girl Scout Cadettes, Seniors, and Ambassadors



Girls estimate costs based on plans.

Girls determine the amount of group dues (if any) and the scope of money-earning projects.

Girls set goals for and participate in council-sponsored product sales.

Girls carry out budgeting, planning, and group money-earning projects.

Girls budget for extended travel, Take Action projects, and leadership projects.

Girls may be involved in seeking donations for Take Action projects, with council approval.

Girls keep their own financial records and give reports to parents and group volunteers.

Girls budget for Take Action projects, including the Girl Scout Silver or Gold Awards, if they are pursuing them.

Chapter 6: Other GSGLA Policy



Contracts

Neither Girl Scout Troops/Groups nor individual volunteers have the authority to sign any legally binding contract or agreement on behalf of Girl Scouts of Greater Los Angeles. Any contracts related to GSGLA must be submitted to the appropriate Regional Vice President (regional or local contracts) or the Vice President of Business and Administration (council-wide or administrative contracts) for approval and signature. This includes any contracts involving liability insurance. Individuals or companies organizing activities in the name of Girl Scouts must contact their regional Service Center to request specific contracts, “hold harmless agreements,” or certificates of insurance.

Appendix: For Troop Volunteers

Girls and adults participating in troops can meet once a week, once a month, or twice a month for several months—how often is up to you and the girls. Troops can meet just about anywhere, as long as the location is safe, easily accessible to girls and adults, and within a reasonable commute (“reasonable” having different definitions in different areas: In rural areas, a two-hour drive may be acceptable; in an urban area, a 30-minute subway ride may be too long). In each meeting, girls participate in fun activities that engage them in the Girl Scout Leadership Experience (GSLE).

Troops provide a flexible way for girls to meet. Some ideas include:

- Fourteen Girl Scout Brownies who meet twice a month from November through March at a local community center
- Seven girls who are homeschooled and meet weekly as a Girl Scout Cadette troop
- Girls who meet together once a week at their juvenile detention center to participate in Girl Scout activities

Forming a Troop Committee

You’ll want to involve other adults in the troop—there’s no need to go it alone or depend on too few adults! Many hands make light work, and the role is more fun when it’s shared. Think about the people you know whom you admire, who can connect with girls, who are dependable and responsible, and who realistically have time to spend volunteering. (Remember that these adults will need to register as Girl Scout members, fill out volunteer application forms, take online learning sessions, and review written resources.) Consider business associates, neighbors, former classmates, friends, and so on. If you have trouble finding reliable, quality volunteers to assist, talk to your volunteer support team for advice and support. And feel free to use the sample welcome letter and friends/family checklist in the Girl Scout Daisy, Brownie, and Junior Leadership Journeys to assist you in expanding your troop’s adult network.

Remember: Be sure every volunteer reviews and follows the 12 Girl Scout Safety Guidelines, available both in the Quick-Start Guide to this handbook and in the “Safety-Wise” chapter.

Your troop committee members might help by:

- Filling in for you
- Arranging meeting places
- Locating adults with expertise on a topic of special interest to girls
- Assisting with trips and chaperoning
- Managing troop records

A troop committee may be made up of general members or may include specific positions, such as:

- **Cookie Manager:** A volunteer who would manage all aspects of Girl Scout cookie activities
- **Transportation Coordinator:** The volunteer you’d look to whenever you need to transport girls for any reason; this person would have volunteers available to drive and chaperone
- **Record Keeper:** A treasurer/secretary rolled into one person—someone to keep track of the money and keep the books

Set up roles that work for you, and draw on other volunteers who possess skill sets that you may lack. When you’re ready to invite parents, neighbors, friends, colleagues, and other respected adults to partner with you, send them a letter and invite them to their first troop committee meeting.

Holding Troop Meetings

The sample sessions in the Leadership Journey adult guides will give you ideas about how to plan and hold successful troop meetings that allow girls to Discover, Connect, and Take Action as they have fun with a purpose. (See the “Girl Scouting as a National Experience” chapter of this handbook for more on the three processes.) Many volunteers find it helpful to think of meetings having six parts, as outlined below, but feel free to structure the meeting in a way that makes sense for you and the girls.

As Girls Arrive	Start-up activities are planned so that when girls arrive at the meeting they have something to do until the meeting begins. For younger girls, it could be coloring pages; teen girls might jot down a journal entry or just enjoy a little time to talk.
Opening	The opening focuses the meeting and allows girls to start the meeting. Each troop decides how to open their own meeting—most begin with the Girl Scout Promise and Law, and then add a simple flag ceremony, song, game, story, or other ceremony designed by the girls. Girl Scout Brownies, for example, might create a new tradition by skipping in a circle while singing a song. Ceremonies, even when brief or humorous, make Girl Scout time special. The Journey adult guides contain ideas about openings that correspond to Journey themes.
Business	Troop business may include taking attendance, collecting dues, making announcements, and planning an upcoming event or trip. This is a good time for girls to take turns leading, especially as they grow up! (Some troops may move the business portion of the meeting to an earlier or later slot.)
Activities	<p>Activities will depend on what the girls want to do in their troop and how they want to spend their collective time. Outdoor time is important, so encourage the girls to do an activity in a park or forest. If girls are interested in animals, encourage the girls to plan a visit to a zoo or animal shelter. As you engage in one of the three National Leadership Journeys, review the “Sample Sessions at a Glance” in the adult guide for Journey activity ideas.</p> <p>Treats are an option some troops decide to include in their meetings and range from a bottle of soap bubbles or a jump rope to a food snack. If girls choose to include snacks, guide them to consider the health of a potential snack, as well as possible food allergies. Enlist the help of parents or guardians by asking them to sign up and bring a treat. You’ll also find plenty of snack ideas and signup forms in the adult guide of most Leadership Journeys.</p>
Clean-up	Clean-up is a great habit for girls to get their meeting space back to the way it was when they arrived—maybe even cleaner! Girls can also take leadership of the cleaning themselves, deciding who does what. They might even enjoy the tradition of a kaper chart (a chore chart that lists all the chores and assigns girls’ names to each), so that everyone takes turns at each responsibility.
Closing	The closing lets the girls know that the troop meeting is ending. Many girls close with the friendship circle, in which each girl stands in a circle, puts her right arm over her left, and holds the hand of the girl standing next to her. The friendship squeeze is started by one girl, and then passed around the circle until it comes back to the girl who started it. When the squeeze is finished, girls twist clockwise out of the circle lifting their arms and turning around and out of the circle. In addition, you may find some helpful, Journey-related closing ceremony ideas in the Journey’s adult guide.

You help each troop member do her part to ensure the meeting and activities are enriching and fun. Based on their grade levels and abilities, girls may decide and plan opening and closing activities, bring and prepare treats, teach songs or games, and clean up. As girls grow, they can show and teach younger members about Girl Scouting. They can also assist you in preparing materials for activities. For trips, campouts, parent meetings, and multi-troop events, girls may be responsible for shopping, packing equipment, handing out programs, cleaning up, gathering wood, and so on. As long as you pay attention to grade level and maturity, what girls can do is endless!

Letting Girls Lead

Many troops employ a democratic system of governance so that all members have the opportunity to express their interests and feelings and share in the planning and coordination of activities. Girls partner with you and other adults, and you facilitate, act as a sounding board, and ask and answer questions. Girls from Daisies through Ambassadors will gain confidence and leadership skills when given the opportunity to lead their activities, learn cooperatively as a group, and learn by doing instead of by observing.

The following are some traditions troops have used for girl-led governance, but these are just examples. National Leadership Journeys offer examples of team decision-making, too.

- **Daisy/Brownie Circle:** While sitting in a circle (sometimes called a ring), girls create a formal group decision-making body. The circle is an organized time for girls to express their ideas and talk about activities they enjoy, and you play an active role in facilitating discussion and helping them plan. Girls often vote to finalize decisions. If girls are talking over each other, consider passing an object, such as a talking stick, that entitles one girl to speak at a time.
- **Junior/Cadette/Senior/Ambassador Patrol or Team System:** In this system, large troops divide into small groups, with every member playing a role. Teams of four to six girls are recommended so that each girl gets a chance to participate and express her opinions. Patrols may be organized by interests or activities that feed into a Take Action project, with each team taking responsibility for some part of the total project; girls may even enjoy coming up with names for their teams.
- **Junior/Cadette/Senior/Ambassador Executive Board:** In the executive board system (also called a steering committee), one leadership team makes decisions for the entire troop. The board's responsibility is to plan activities and assign jobs based on interests and needs, and the rest of the troop decides how to pass their ideas and suggestions to the executive board throughout the year. The executive board usually has a president, vice president, secretary, and treasurer and holds its own meetings to discuss troop matters. Limit the length of time each girl serves on the executive board so all troop members can participate during the year.
- **Junior/Cadette/Senior/Ambassador Town Meeting:** Under the town meeting system, business is discussed and decisions are made at meetings attended by all the girls in the troop. As in the patrol and executive board systems, everyone gets the chance to participate in decision-making and leadership. Your role is to act as a moderator, who makes sure everyone gets a chance to talk and that all ideas are considered.

Transporting Girls

How parents decide to transport girls between their homes and Girl Scout meeting places is each parent's decision and responsibility.

For planned Girl Scout field trips and other activities—outside the normal time and place—in which a group will be transported in private vehicles:

- Every driver must be an approved adult* volunteer and have a good driving record, a valid license, and a registered/insured vehicle.
- Girls never drive other girls.
- If a group is traveling in one vehicle, there must be at least two unrelated, approved adult volunteers in the vehicle, one of whom is female, and the girl-volunteer ratios in *Volunteer Essentials* must be followed.
- If a group is traveling in more than one vehicle, the entire group must consist of at least two unrelated, approved adult volunteers, one of whom is female, and the girl-volunteer ratios in *Volunteer Essentials* must be followed. Care should be taken so that a single car (with a single adult driver) is not separated from the group for an extended length of time.

*"Adult" is defined by the age of majority in each state.

For more about driving, see the ["Transporting Girls"](#) section of the ["Safety-Wise"](#) chapter of this handbook.

Looking at a Sample Troop Year

Here is just one example of how you and the girls could set up your troop year.

- Hold a parent/guardian meeting.
- Open a checking account, if needed.
- Register all the girls in the troop.
- Meet together for the first time, allowing the girls to decide how they can learn each others' names and find out more about each other.
- Kick off a Leadership Journey with the opening ceremony recommended in the first sample session, or a trip or special event that fits the theme. Have the girls brainstorm and plan any trip or event.
- Enjoy the full Journey, including its Take Action project.
- Along the way, add in related badge activities that girls will enjoy and that will give them a well-rounded year.
- Have the girls plan, budget for, and "earn and learn" in the Girl Scout Cookie Program.
- Help girls plan a field trip or other travel opportunity.
- Encourage girls to plan a culminating ceremony for the Journey, including awards presentations, using ideas in the Journey girls' book and/or adult guide.
- Pre-register girls for next year.
- Camp out!
- Participate in a council-wide event with girls from around your region.
- Have the girls plan and hold a bridging ceremony for girls continuing on to the next Girl Scout grade level.

Reengaging Girls

The end of the troop year doesn't have to be the end of a girls' time with Girl Scouting, or the end of your time with girls. Some girls may no longer have time for a full-year commitment and will be unsure what's next for them. Others won't be able to imagine their lives without this same group of girls. Here's how you can best reengage your troop:

- Some girls may want other options besides troops. That's okay—Girl Scouts offers many ways to participate. Talk to girls about day and residence camp, travel opportunities, series offerings, and events your council may offer. Older girls, especially, enjoy these shorter-term, flexible ways to be Girl Scouts.
- Some girls will be excited to bridge to the next grade level in Girl Scouting, and will look to you for guidance on how to hold a bridging ceremony. Even if you're not sure of your continued participation with Girl Scouts (and we hope you will find lots of exciting ways to be involved, even if leading a troop no longer fits your life), be sure to capture their excitement and work with them to plan a meaningful bridging ceremony.
- If you plan to stay with this troop, but some girls are bridging to the next grade level, talk to your council about helping them decide how they'd like to continue in Girl Scouting—perhaps in series, events, or travel!
- Talk to girls about earning their Girl Scout Bronze, Silver, or Gold Awards, which are opportunities for them to make a dramatic difference in their communities—and to have plenty to brag about with college admissions officers, too.

And what about you? If you want to stay with this troop, start working with them to plan their group activities next year. And if you're a little worn out but are interested in staying with Girl Scouts in other, flexible ways, be sure to let your council know how you'd like to be a part of girls' lives in the future. Are you ready to volunteer at camp? help organize a series or event? take a trip? The possibilities are endless.

Appendix: For Travel Volunteers

Not only do some of the most memorable moments in a Girl Scout's life happen while taking trips, but travel also offers a wealth of opportunities for girls to develop leadership skills. This appendix helps you prepare girls for local, regional, or international travel of any scope and duration.

Juliette Low World Friendship Fund

To honor Juliette Gordon Low's love of travel, of experiencing different cultures, and of making friends, Girl Scouts created the Juliette Low World Friendship Fund in 1927. Today, this fund supports girls' international travel, participation in adult learning, and attendance at other international events—any event that fosters global friendships that connect Girl Scouts and Girl Guides from 145 nations. Click [here](#) to find out more or to donate to the fund.

Traveling with Girls

Girls love trips. And Girl Scouts is a great place for them to learn how to plan and take exciting trips, because travel is built on a progression of activities—that is, one activity leads to the next. Girl Scout Daisies, for example, can begin with a discovery walk. As girls grow in their travel skills and experience and can better manage the planning process, they progress to longer trips. Your Journey adult guide has a lot of other ideas about trips that bring the Journey to life. Here are some examples of the progression of events and trips in Girl Scouting's [Ladder of Leadership](#):

- **Short trips to points of interest in the neighborhood (Daisies and older):** A walk to the nearby garden or a short ride by car or public transportation to the firehouse or courthouse is a great first step for Daisies.
- **Day trip (Brownies and older):** An all-day visit to a point of historical or natural interest (bringing their own lunch) or a day-long trip to a nearby city (stopping at a restaurant for a meal)—younger girls can select locations and do much of the trip-planning, while never being too far from home.
- **Overnight trips (Brownies and older):** One (or possibly two) nights away to a state or national park, historic city, or nearby city for sightseeing, staying in a hotel, motel, or campground. These short trips are just long enough to whet their appetites, but not long enough to generate homesickness.
- **Extended overnight trips (Juniors and older):** Three or four nights camping or a stay in a hotel, motel, or hostel within the girls' home region (for example, New England, the Upper Midwest, the Southeast, the Pacific Northwest, and so on). Planning a trip to a large museum—and many offer unique opportunities for girls to actually spend the night on museum grounds—makes for an exciting experience for girls.
- **National trips (Cadettes and older):** Travel anywhere in the country, often lasting a week or more. Try to steer clear of trips girls might take with their families and consider those that offer some educational component—this often means no Disney and no cruises, but can incorporate some incredible cities, historic sites, and museums around the country.

- **International trips (Cadettes, Seniors, and Ambassadors):** Travel around the world, often requiring one or two years of preparation; when girls show an interest in traveling abroad, contact your council to get permission to plan the trip and download the [Global Travel Toolkit](#). Visiting one of the four [World Centers](#) is a great place to start, but also consider traveling with worldwide service organizations. Recently, girls have traveled to rural Costa Rica to volunteer at an elementary school, to Mexico to volunteer with Habitat for Humanity, and to India to work with girls living in poverty in urban slums.

Although some girls who are in a group (for example, a troop of Cadettes) may decide to travel together, opportunities exist for girls who are not otherwise involved in Girl Scouts to get together specifically for the purpose of traveling locally, regionally, and even internationally. Girls can travel regardless of how else they are—or aren't—participating in Girl Scouting.

Using Journeys and *The Girl's Guide to Girl Scouting* in Their Travels

Girl Scout travel is an ideal way to offer girls leadership opportunities. Encourage girls to choose one of the three series of National Leadership Journeys. The Journey's theme will give girls a way to explore leadership through their travels. Use the adult guide to incorporate activities and discussions that help girls explore the Three Keys to Leadership (Discover, Connect, and Take Action) as they plan their trip and eventually travel.

Tying your trip to the topic of a Leadership Journey is a cinch. For example, if Cadette girls have chosen *MEdia*, before their trip they can read online newspapers from the area to which they're traveling—and evaluate when they arrive how well the media reflects the realities there. If Senior girls are using *SOW WHAT?*, they can plan to observe agricultural practices in other parts of the country or around the world. Ambassadors using *BLISS: Live It! Give It!* can build a trip around dreaming big—and empowering others in their community to dream big, too.

If girls also want to complete skill-building badge requirements as part of their trip, they can. The most obvious example is the Senior Traveler badge, which fits perfectly into planning a trip. In addition, girls can explore other badge topics, depending on the focus of their trip. For examples, Cadettes can explore the food in other regions or countries for their New Cuisines badge, Seniors can find out about international business customs as part of their Business Etiquette badge, and Ambassadors can work on their Photography badge while documenting their trip.

Be sure to visit the "Girl Scouting as a National Experience" chapter in this handbook to find out more about the three exciting series of Journeys and *The Girl's Guide to Girl Scouting*.

To ensure that any travel you do with girls infuses the Girl Scout Leadership Experience at every opportunity, limit your role to facilitating the girls' brainstorming and planning—but never doing the work for them. Allow the girls to lead, learn collaboratively, and learn by doing (and by making mistakes). All the while, however, provide ideas and insight, ask tough questions when you have to, and support all their decisions with enthusiasm and encouragement!

Travel Progression Checklist

If your group is thinking about travel, consider first whether the girls are mature enough to handle the trip. Determine a group's readiness for travel by assessing the girls':

- Ability to be away from their parents and their homes
- Ability to adapt to unfamiliar surroundings and situations
- Ability to make decisions well and easily
- Previous cross-cultural experiences
- Ability to get along with each other and handle challenges
- Ability to work well as a team
- Skills, interests, and language skills (where applicable)

Seeking Council Permission

Before most trips, you and the girls will need to obtain council permission, although your council may not require this information for trips of one day with no overnight stay. Check with your council for specifics, and also see whether specific forms must be filled out before traveling.

Additional insurance is required for both extended and international travel; contact your Mission Delivery Specialist: Membership for information (requests for additional insurance must be made 4-6 weeks in advance or it may be denied). An extended travel application, at:

http://www.girlscoutsla.org/documents/International_Travel_Application_PDF.pdf, must be submitted **at least 6 weeks** in advance. International trips require a tentative application to be submitted **at least one year** in advance, with supporting documentation. Final approval is given upon submission of finalized itinerary, budget, and health and safety plan.

Encourage the girls to submit much of the information themselves, including the following:

- A detailed itinerary, including specific activities involved, mode of travel, and all dates and times
- Location and type of premises to be used
- Numbers of girls who will be participating (parental permissions must be obtained)
- Names and contact information for the adults participating
- Any other groups, organizations, consultants, or resource people who will be involved
- Participants' skill levels, if applicable (language skills, backpacking or camping experience, and so on)
- Any specialized equipment that will be used, if applicable
- Required agreements or contracts (for example, hiring a bus, use of premises)

From the Birth of Girl Scouting to the World Centers

[The Juliette Gordon Low Birthplace](#) in Savannah, Georgia, is a fantastic place for Girl Scout Juniors and older to visit. Reservations and council approval are required to take a group of girls to visit the birthplace, and most educational opportunities are booked at least a year in advance, so book early! Families and individuals, however, do not need to reserve a tour in advance.

In addition, four lodges are available in England, Mexico, Switzerland, and India for use by Girl Guides and Girl Scouts, each with hostel- or dormitory-style accommodations. The [world centers](#) are operated by WAGGGS (World Association of Girl Guides and Girl Scouts) and offer low-cost accommodations and special programs. They are also a great way to meet Girl Guides and Girl Scouts from around the world.

Closer to home, check with your council to see whether council-owned camps and other facilities can be rented out to the group of girls with which you're working.

Involving Chaperones

To determine how many volunteer chaperones the girls will need with them on the trip, see the [adult-to-girl ratios](#). As you ask for chaperones, be sure to look for ones who are committed to:

- Being a positive role model
- Respecting all girls and adults equally, with no preferential treatment
- Creating a safe space for girls
- Prioritizing the safety of all girls
- Supporting and reinforcing a group agreement
- Handling pressure and stress by modeling flexibility and a sense of humor
- Creating an experience for and with girls
- Getting fit (appropriate to the trip)

Be sure every chaperone reviews and follows the 12 Girl Scout Safety Guidelines, available both in the Quick-Start Guide to this handbook and in the "Safety-Wise" chapter.



Adults in leadership roles on overnight trips accept around-the-clock responsibility for the girls in their care and **must** be registered Girl Scouts, complete a Volunteer Application and submit to a Criminal Background Check. Any setting that would make a girl who might be frightened or injured hesitate to seek adult assistance should be avoided. Be sure to review with the girls which adults to wake up if there is a problem.

Sleeping Arrangements

On trips where male volunteers are part of the group, it is not appropriate for them to sleep in the same space as girl members. Men may participate only if separate sleeping quarters and bathrooms are available for their use. In some circumstances, such as a museum or mall overnight with hundreds of girls, this type of accommodation may not be possible. If this is the case, men do not supervise girls in the sleeping area of the event, and the adult-volunteer-to-girl ratio is adjusted accordingly. Always avoid having men sleep in the same space as girls.

Also ensure the following:

- Each participant has her own bed. Parent/guardian permission must be obtained if girls are to share a bed.
- Girls and adults do not share a bed; however, some councils make exceptions for mothers and daughters.
- It is not mandatory that an adult sleep in the sleeping area (tent, cabin, or designated area) with the girls, but if an adult female does share the sleeping area, there should always be two unrelated adult females present.

When using a Girl Scout site, **do not assume** that there will be separate housing available for male leaders. Tents are the alternative housing at any council-owned program center, whether troops are overnighing indoors or outdoors.

Transporting Girls

How parents decide to transport girls between their homes and Girl Scout meeting places is each parent's decision and responsibility.

For planned Girl Scout field trips and other activities—outside the normal time and place—in which a group will be transported in private vehicles:

- Every driver must be an approved adult* volunteer and have a good driving record, a valid license, and a registered/insured vehicle.
- Girls never drive other girls.
- If a group is traveling in one vehicle, there must be at least two unrelated, approved adult volunteers in the vehicle, one of whom is female, and the girl-volunteer ratios in *Volunteer Essentials* must be followed.
- If a group is traveling in more than one vehicle, the entire group must consist of at least two unrelated, approved adult volunteers, one of whom is female, and the girl-volunteer ratios in *Volunteer Essentials* must be followed. Care should be taken so that a single car (with a single adult driver) is not separated from the group for an extended length of time.

*"Adult" is defined by the age of majority in each state.

For more about driving, see the ["Transporting Girls"](#) section of the ["Safety-Wise"](#) chapter of this handbook.

Before transporting girls, please review GSGLA Policy and click here:
http://girlscoutsla.org/documents/mem10_healthhistoryform_margin.pdf.

Letting Girls Lead

Whether the trip is a day hike or a cross-country trek, the basic steps of trip planning are essentially the same. It's true that as the locale gets farther away, the itinerary more complex, and the trip of greater duration, the details become richer and more complex, but planning every trip—from a day-long event to an international trek—starts by asking the following:

- What do we hope to experience?
- Who will we want to talk to and meet? What will we ask?
- Where are we interested in going?
- When are we all available to go?
- Will everyone in our group be able to go?
- Are there physical barriers that cannot be accommodated?
- What are visiting hours and the need for advance reservations?
- What are our options for getting there?
- What's the least and most this trip could cost?
- What can we do now to get ourselves ready?
- How will we earn the money?
- What's the availability of drinking water, restrooms, and eating places?
- Where is emergency help available?
- What safety factors must we consider?
- What will we do as we travel?
- What will we do when we get there?
- How will we share the Take Action story?

As girls answer these questions, they begin the trip-planning process. In time, girls can make specific arrangements, attend to a myriad of details, create a budget and handle money, and accept responsibility for their personal conduct and safety. Later, after they've returned from an event or trip, girls also have the chance to evaluate their experiences and share them with others.

Tips for Girls Traveling Alone

If a Girl Scout Cadette, Senior, or Ambassador will be traveling alone during any part of a trip, use the opportunity to help her feel comfortable with and capable of being on her own. Always talk first with her parents to assess her maturity and ability to handle herself, and have them complete an emergency form. If she is flying, discuss the possibility of booking a nonstop flight to make her trip less stressful, and ask parents to contact the airline, which will make special arrangements for any unaccompanied minor. With the girl herself, develop a trip plan, discuss hotel security and safety, and talk about avoiding excess communication with strangers, **not** wearing a nametag, and avoiding exposing money or other items (such as smartphones, iPads, and iPods) that are attractive to pickpockets.

Staying Safe During the Trip

Be sure to discuss the following items with the girls and their parents before you leave on any trip (you may also want to put this information in writing and have girls sign it):

- Who her buddy is—and how the buddy system works
- What to do if she is separated from the group, whether by accident or because of a crime
- What to do if she loses something significant: money, passport, luggage
- How to report a crime
- What to do if emergency help is needed
- How to perform basic first-aid procedures
- How to deal with a large crowd (if applicable)
- What to do in the event of a crime
- What behaviors you expect—and what consequences exist for not living up to those behaviors

Travel Security and Safety Tips

Share these safety tips with girls before you leave on any trip that involves a stay at a hotel, motel, hostel, or dormitory:

- Always lock the door behind you, using the deadbolt and the chain or anchor.
- Do not open the door for strangers; if hotel staff claims to be at the door, call the front desk to confirm.
- Don't mention or display your room number when in the presence of strangers.
- Never leave jewelry, cameras, electronics, cash, or credit cards in your room.
- Never leave luggage unattended in the hotel lobby (or in an airport or train or bus station).
- When arriving at the hotel, locate emergency exits.
- Keep a small flashlight on your bedside table, along with a small bag with your room key, wallet, passport, and cell phone. Take the flashlight and bag with you if you have to leave the room in an emergency.
- If a fire alarm goes off, get out as quickly as possible. Don't stop to pack your suitcase.
- Before leaving your room, feel the door: If it is warm, do not open it. Stay in your room and stuff towels around the door. Call the hotel operator immediately. If the door is cool, proceed slowly out the door, looking for flames or smoke. Repeat these instructions for any door you encounter.
- Contact the front desk to make sure girls' rooms are cleared of any minibars or refrigerators. Also be sure the hotel doesn't provide access to inappropriate movies on TVs and does not allow long-distance calls. Alert the hotel management that underage girls are staying in the hotel, and ask them to contact you if any girls are seen out of their rooms after bedtime.

Reengaging Girls

The end of this trip doesn't have to be the end of a girls' time with Girl Scouting. Some girls participate in Girl Scouting in all sorts of ways; others are excited only about travel. What lies ahead for them—and for you?

- Girls who have never been involved in any other way besides travel may be looking for longer-term opportunities closer at home. Younger Cadettes may want to participate in resident camp, while Seniors and Ambassadors—as well as older Cadettes—will want to hear all about upcoming series and events at your council.
- Girls who have traveled once tend to want to travel again. Be sure girls are aware that other travel opportunities, such as [destinations](#), will exist for them in the years ahead. The great experiences they had on this trip may have prepared them for longer and more global trips in the future.
- Girls may want to hear about the Girl Scout Silver and Gold Awards, which are opportunities for them to make a dramatic difference in their communities—and to have plenty to brag about with college admissions officers, too!

And what about you? If you're ready for more opportunities to work with girls, be sure to let your council know how you'd like to be a part of girls' lives in the future. Are you ready for a year-long volunteer opportunity with a troop? help organize a series or event? take another trip? The possibilities are endless.



Forms





Forms



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ADULT VOLUNTEER CLASS REGISTRATION

Girl Scouts of Greater Los Angeles
P: (626) 677-2361 • www.girlscoutsLA.org

INSTRUCTIONS

- **Hardcopy** registration can be submitted to any service center or emailed to EHoman@girlscoutsLA.org.
- Registration closes when classes fill or 3 business days prior for free classes and one week prior for classes with a fee.
- No walk-ins will be accepted.
- Confirmations are sent via e-mail. **If you have not received a confirmation, then you are not registered for the class.**
- **Childcare is not provided at any training class.** We are unable to accommodate children in our classes.
- Please contact customer support at EHoman@girlscoutsLA.org for assistance.

REGISTRANT INFO

First name _____ Middle initial _____ Last name _____

Mailing Address _____ City _____ Zip _____

E-mail _____

Phone (day) (_____) _____ Phone (evening) (_____) _____

☐ Yes, I will help Council use resources wisely and receive my confirmation via e-mail

Accommodations needed, if any (accessibility, medical, dietary, interpreter, etc.) _____

CLASSES

Class date	Class name	Location	Fee
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
			TOTAL _____

Note: Girl Scout training expenses are an appropriate use of troop or service unit funds for registered adults.

POLICY

Fee/Refund Policy:

- Fees are due at time of registration.
- You must cancel prior to the close of registration for a refund or to transfer to another class.
- All cancellations are subject to a 10% administration fee.
- You may transfer your payment to a different class once and it must be within one GSGLA year (October 1 to September 30).

PAYMENT INFO

☐ \$ _____ Cash Name on Credit Card _____

☐ \$ _____ Check (payable to Girl Scouts) Credit Card # _____ Expiration Date (MM/YY) _____

☐ \$ _____ GSGLA Gift Card Gift Card # _____ Expiration Date (MM/YY) _____

☐ \$ _____ Credit Card
VISA, MasterCard, Discover, AmEx Signature _____

Your signature above signifies your agreement to allow Girl Scouts of Greater Los Angeles to charge the above amount to your credit.

SUBMIT

FAX 909-624-7928

- GSGLA cannot confirm receipt of FAX
- Do not mail original form once fax is sent

DELIVER/DROP-OFF

Any service center. For addresses, visit www.girlscoutsLA.org/pages/about/office_locations.html

MAIL

GSGLA Montclair Service Center
9525 Monte Vista Ave.
Montclair, CA 91763

REGISTRATION QUESTIONS

Erika Homan
EHoman@girlscoutsLA.org
P: (626) 677-2361



Leader/Co-Leader Volunteer Position Description

Title: Leader/Co-Leader
Term: October 1 to September 30, one year renewable
Appointed by: Service Unit Manager / Service Delivery Specialist - Membership

Function: Deliver the Girl Scout program in a troop setting following the GSUSA and GSGLA program standards and guidelines.

Accountabilities:

- Annually register all girls and appropriate adult members of the troop/group.
- Adhere to and support all standards, policies, and procedures of the Girls Scouts of the U.S.A. and the Girl Scouts of Greater Los Angeles.
- Serve as a role model for girls and other Girl Scout members.
- Provide regularly scheduled meetings involving learning experiences reflective of the girls' interests.
- Provide on-going, accurate communications with girls and their parent(s) or guardian(s).
- Ensure the troop/group records are maintained.
- Ensure accurate troop bank account and finance records are maintained and submit annual financial report.
- Promote and participate in Council activities related to the product sales programs.
- Promote and participate along with your troop parents/guardians in Annual Family Partnership.
- Participate in Service Unit program activities and scheduled leader meetings.
- Complete required Adult Learning requirements and a yearly evaluation.

Qualifications:

- Is a registered member of GSUSA.
- Believes in the purpose and philosophy of Girl Scouting.
- Has good organizational, problem solving and human relation skills.
- Able to motivate and delegate as well as handle multiple tasks.
- Enjoys working with girls.

Standards of Performance:

- Performs tasks willingly and effectively.
- Complies with GSUSA & GSGLA policies, practices and procedures.
- Participates in a yearly evaluation with the Service Unit Manager.

As a supportive partner with the Service Unit manager and my co-leaders, I agree to fulfill my duties as Leader/Co-Leader for the upcoming term.

Print Name _____

Signature _____ Date _____



www.girlscoutsLA.org
EMERGENCY: (877) 423-4752

Troop Information

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

Activity Information

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

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:
Certificate Expiration:
☐ GS Training (Overnighters, Camping, Backpacking)
Name of Trained Adult:
☐ Other certified/trained adults (Lifeguards, etc.)
Name:
Certificate Expiration:
☐ 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:
Date:
Signature of SUM/Designee (only needed for overnight activities):
Date of Approval:

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

Activity Description:
Date & Time:
My child, _____, 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 #):
Emergency Contact (Name and Phone #):
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:
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:
Date:

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 Calls Card.
2. Within 72 hours, send or fax a copy of this report to your local service center.

Name of Adult directing activity	Phone #	E-mail 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 #	E-mail Address
Address	Troop/Group #	
City/State/Zip	Service Unit	

Name of Person Injured	Phone #	E-mail Address
Address	Troop/Group #	
City/State/Zip	Service Unit	

Injury/Incident Information:

Date of Emergency	Time	AM/PM	Location
Were the police contacted?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Was a police report filed?	<input type="checkbox"/> Yes <input type="checkbox"/> 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. Were 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:

[illegible]

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

Montclair Service Center

9525 Monte Vista Ave.
Montclair, CA 91763
Fax # (909) 267-3274

Marina Service Center

4551 Glencoe Ave. Suite 140
Marina del Rey, CA 90292
Fax # (310) 821-0118

Long Beach Service Center

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

Woodland Hills Service Center

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

Lancaster Service Center

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

Santa Clarita Service Center

21515 Soledad Cny Rd., #118
Santa Clarita, CA 91350
Fax # (661) 287-6139



ADDITIONAL INSURANCE REQUEST FORM

As of August 2011

DO YOU NEED ADDITIONAL INSURANCE?

1) Will any non-Girl Scouts be participating in your event/trip?

YES -- Please fill out enrollment for Plan 2 below & submit at least 2 weeks prior to event/trip

NO -- Continue with question 2

2) Is your trip/event more than 2 nights (3 if it includes a Federal Holiday)?

YES -- Please fill out enrollment for Plan 3E or 3P below, for ALL participants, & submit at least 4 weeks prior to trip

NO -- Continue with question 3

3) Is your trip to an international location?

YES -- Please fill out enrollment for Plan 3PI below, for ALL participants, & submit at least 4 weeks prior to trip

NO

NOTE: IF YOU ANSWERED YES TO QUESTION 1, 2, OR 3, PLEASE COMPLETE AN ENROLLMENT FORM BELOW AND SEND TO YOUR GIRL SCOUTS SERVICE CENTER (BUT MAKE THE CHECK PAYABLE TO MUTUAL OF OMAHA LIFE INSURANCE COMPANY).

THINGS TO REMEMBER

- When counting the number of days, count each day, not 24 hour period. For example, a campout from Friday 3:00 p.m. - Sunday 10:00 a.m. would be 3 days.
- There is a five-dollar (\$5.00) minimum purchase. You may purchase additional insurance for more than one event with one check to meet the minimum of \$5.00. Cash and credit cards not accepted.
- Make checks payable to: **Mutual of Omaha Life Insurance Company**. Enrollment request and check must be received at the Girl Scouts Service Center no later than 2 weeks prior to the event/departure date, or 4 weeks for extended/international trips.
- Forms may be mailed to or dropped off at your local GSGLA Service Center.
- You only need to purchase one type of additional insurance per event. Use these guidelines or call your regional Program Department for assistance.

For your convenience, below are addresses and fax numbers for each GSGLA Service Center.

GSGLA Headquarters 801 S. Grand Ave., Ste 300 Los Angeles, CA 90017 Fax # (213) 213-0123	Southeast Region – Arcadia Service Center 101 E. Wheeler Ave. Arcadia, CA 91006 Fax # (626) 677-2425	Southeast Region – Montclair Service Center 9525 Monte Vista Ave. Montclair, CA 91763 Fax # (909) 267-3274
Southwest Region – Marina Del Rey Service Center 4551 Glencoe Ave Suite 140 Marina Del Rey, CA 90292 Fax # (626) 677-2457	Southwest Region – Long Beach Service Center 4040 N. Bellflower Blvd. Long Beach, CA 90808 Fax # (626) 677-2470	
North Region – Woodland Hills Service Center 20931 Burbank Blvd, Suite A Woodland Hills, CA 91367 Fax # (626) 677-2504	North Region – Antelope Valley Service Center 233 Mall Loop Rd., #119 Lancaster, CA 93536 Fax # (626) 677-2578	North Region – Santa Clarita Service Center 21515 Soledad Canyon Rd., #118 Santa Clarita, CA 91350 Fax # (626) 677-2567

ADDITIONAL INSURANCE REQUEST FORM

As of August 2011

EVENT INFORMATION

Event/Trip Name/Description:

Event/Trip Date(s):

Adult in Charge:

Email:

Day Phone:

Evening Phone:

Troop/Service Unit:

(1)

(2)

(3)

(4)

(5)

(6)

Plan Type	# Girl Scouts	# Non-Girl Scouts	Total # Participants = Col 1+Col 2	Total # of Days	Participant Days = Col 3 x Col 4	Premium each Day	Total =Col 5 x Col 6
2 (covers accidents only)						11¢	
3E (covers accidents & illness; coordinates with any family health plan)						29¢	
3P (covers accidents & illness; is primary coverage)						70¢	
3PI (covers accidents, illness, and travel assistance services)						\$1.17	



girl scouts
greater los angeles

Volunteer Agreement

www.girlscoutsla.org

_____ _____ Name		Region _____ Service Unit _____ Troop # _____	
_____ Address	_____ Phone (Home)	_____ Phone (Cell)	
_____ City, Zip Code	_____ Phone (Work)	_____ Email Address	
_____ Position(s)		_____ Term of Appointment	

This agreement outlines the responsibilities of Girl Scouts of Greater Los Angeles and its volunteers.

The council agrees to:

- Provide a copy of the volunteer policies.
- Provide a position description.
- Provide a volunteer agreement and/or letter of appointment.
- Provide orientation to the position, the council, and the organization.
- Offer relevant training for the position.
- Maintain an adult record for volunteer service and training.
- Give recognition for time and energy devoted to the job.
- Implement ongoing affirmative action for volunteers.
- Carry Liability and Supplementary Accident Insurance as part of the national and/or council membership.
- Provide ongoing support, guidance, and performance review.

The volunteer agrees to:

- Meet membership requirements and register as a member of the Girl Scouts of the USA.
- Devote sufficient time to fulfill outlined position requirements.
- Support the mission and values of the Girl Scout Movement.
- Comply with GSGLA and GSUSA policies, procedures and *Safety-Wise*.
- Be supportive of the council goals, objectives and activities.
- Meet with appropriate groups on a regular basis for on-going support and evaluation.
- Affirm that the Girl Scout Movement actively seeks members of every racial, and ethnic, religious, and socio/economic group.
- Recognize that the Girl Scout Movement is a voluntary service and not expect or solicit monetary compensation.
- Complete position-related training/certification.
- Participate in mediation if recommended.

Supervisor's Signature

Date

White copy: Regional office

Volunteer's Signature

Date

Yellow copy: Volunteer



ANNUAL TROOP/GROUP FINANCE REPORT

girl scouts
greater los angeles

Membership Year: _____

Form No. MBR001

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

SU # _____ Troop # _____
Troop Level: Daisy _____ Brownie _____ Junior _____ Cadette _____ Senior _____ Ambassador _____

Bank Name/Branch: _____ 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 Partnership - 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 Center by 6/30. Check with your Service Unit on SU deadline. Thank you!



Policies and Procedures





Policies and Procedures



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Troop/Group Financing Policies

Revised June, 2012

We ask that all members of Girl Scouts of Greater Los Angeles adhere to the Troop/Group Financing Policies listed below:

There are three types of Troop/Group Financing:

- 1. Money-Earning Activities**
- 2. Sponsorships**
- 3. Council -Sponsored Product Sales**

The basic Girl Scouts USA policies for Troop/Group Financing are outlined in Volunteer Essentials.

All Standards in Volunteer Essentials consistently state four points:

- 1. Council approval is required, and Council guidelines must be followed**
- 2. Participation is voluntary**
- 3. Parent/Guardian permission is required**
- 4. Revenue does not become the property of individual girl members**

Money-Earning Activities

Troop/Group money earning refers to activities that follow a planned budget and are carried out by the girls and adults, in partnership, to earn money for the Troop/Group treasury.

- Troops and independently registered girls are required to actively participate (defined for troops as participation of greater than 50% of the registered girls in a troop) in both Council-sponsored Fall and Cookie product sales programs to be eligible to participate in any troop specific money-earning activities.
- Money-earning activities must have written approval by the Service Delivery Specialist and be submitted no less than 4 weeks prior to the event.
- Girl Scouts may not raise funds for other non-profit organizations.
- A GSGLA (Money-earning Activity) form must be submitted and approved by the appropriate staff liaison, with Product Sale Managers confirming troop product program participation.
- Money-earning activities cannot take place during the boothing period of Council-sponsored product sales programs without the approval of a council VP.
- The number of money-earning activities should not exceed what is needed to support Troop/Group/independent girl activities including approved Troop/Group trip/travel, and the amount raised should be consistent with the previously prepared budget.
- If a troop disbands, the money in the troop treasury reverts to the council's Girl Assistance Fund to help Girl Scouts in need.
- If a girl(s) leaves her (their) troop to join another, a percentage of her troop's treasury will be transferred to her new troop. For example, if one girl leaves a troop of ten, 10% of her troop treasury will be transferred to her new troop treasury. If a transfer is requested during or immediately after one of the council sponsored product sales programs, the percentage of the troop treasury following the girls will be based on the balance of the troop treasury prior to the current product sales. Girls will forfeit their current sales and related troop proceeds.

Troop/Group/Independent Girls Sponsorships

Troop/Group/Independent Girl Sponsorships are a voluntary agreement between individuals, small local businesses, schools or community organizations to support troop membership and program. No monetary commitment is required for Troop/Group Sponsorships.

- Younger girl Troops/Groups/Independent Girls (Daisy, Brownie, Junior) may receive a single gift from any one source during one Girl Scout year of up to \$250. For gifts in excess of \$250, the balance will remain with the Council. In the case of older girl Troops/Groups/Independent Girls (Cadette, Senior, Ambassador), Troops/Groups/Independent Girls and Service Units may receive a single gift from any one source during one Girl Scout year of up to \$1,000. For gifts in excess of \$1,000, the balance will remain with the Council.
- Companies that offer employee matching gifts or employee 'volunteer hours' programs may donate to GSGLA and designate to a particular Troop/Group/Independent Girls. These gifts must be accompanied by the proper documentation in order for Council to process properly.
- If the Troop/Group/Independent Girl gift is a matching gift it must be payable to GSGLA and mailed to **Girl Scouts of Greater Los Angeles, 801 S. Grand Ave., Suite 300, Los Angeles, CA 90017** along with a completed copy of the Donation to Troop/Group/Independent Girl Form. This form can be found on the GSGLA website (www.girlscoutsla.org) under **Support Us, Ways to Give**. GSGLA will in turn cut a check to the Troop/Group upon receipt of the contribution and send to the Troop/Group Leader; for Independent Girls, this is sent to the treasurer of the service unit the girl is assigned to. Please allow 4-6 weeks for processing. **Note:** If the Donation to Troop/Group Form is not completed and received with the donation, the contribution will remain with the Council.
- **NOTE:** All other (non-matching) donations are to be made payable and sent directly to the Troop/Group/Independent Girl. For gifts in excess of \$250 payable to younger girl Troops/Groups/Independent Girl or in excess of \$1,000 payable to older girl Troops/Groups/Independent Girl the overage **MUST** be sent to Council along with a completed copy of the Donation to Troop/Group/Independent Girl form and a copy of the original donation. Note: the overage amount **MUST** be paid to Council by writing a check from the Troop/Group checking account payable to GSGLA.
- For all gifts to a Troop/Group/Independent Girl of any amount, the Troop/Group/Independent Girl is responsible for generating the 'donor thank you' letter (IRS regulations) and to keep a copy of each thank you letter on file above \$250. A donor 'thank you' letter template can be found on the GSGLA Web site (www.girlscoutsla.org) under **Support Us, Ways to Give**.

Council-sponsored Product Sales Programs

Starting with membership year 2012-2013, Troops/Groups/Independent Girls are required to participate in both of the GSGLA product sale programs to be eligible to participate in any Troop/Group/Independent Girl specific money-earning activity.

Fundraising

Fundraising or fund development to support the Girl Scout council is the responsibility of adults, and this responsibility should not be placed with the girls. Girls may provide support to these efforts through voluntary service, speaking on behalf of Girl Scouts, assisting at fundraising events, assisting with administrative duties, etc.

Any adult who makes an approved contact with an individual, corporation, foundation, or organization that results in a new funding source for the council, will have the option of designating 5% of the funding (up to \$250 or up to \$1000 for older girls) to the Troop/Group, Service Unit, council or GSGLA program of their choice.

Independently Registered Girls

Money Earning activity will be coordinated with the Service Unit Treasurer in which the girl is registered. The funds raised by the girl will be deposited into the service unit account with the treasurer accountable to maintain a spreadsheet for each girl with the deposits and withdrawals. Donations will be made out to the service unit with the girl's name recorded on the check.

Please see the GSGLA Finance Memo which outlines the appropriate manner to open bank accounts, the type of accounts allowed and the annual financial reporting requirement for all registered troops/groups. Safeguarding funds is the responsibility of adults affiliated with all GSGLA troops/groups and Service Units.

TO: Girl Scouts of Greater Los Angeles' Troop/Group Leaders

RE: Troop/Group Finances and Troop/Group Checking Accounts

Girl Scout volunteers provide invaluable services to our most precious clients – the girls. However, the ultimate responsibility for budgeting and record keeping belongs to the adults. All funds collected or received for Girl Scout Service Units, Girl Scout troops, and other organized Girl Scout groups must be deposited into a separate Girl Scout checking account for that entity. All accounts must be in compliance with council banking procedures. When offered by the banking institution, Girl Scout subordinate bank accounts may accept debit cards for troop expenses.

Troop/Group Checking Accounts:

Each Service Unit (SU) and Girl Scout troop/group must deposit and disburse troop/group funds through a troop/group checking account. To safeguard troop/group funds, accounts may be opened at any federally insured financial bank or credit union. The account should be held in the name of “**Girl Scouts of Greater LA Troop # _____**” (for troops in existence prior to 12/1/08 make sure to use the legacy council number that was assigned at the time of the merger as the last digit; replace “Troop #____” with SU or Group Name, if non-troop). The troop/group account must have the protection of two signatures on each check or withdrawal. All withdrawals either by cash or check must bear two signatures in order to provide a trail for our auditors in accordance with GSGLA policy. It is recommended that three or more authorized signers be on file at the financial institution. All signers must be currently registered members of Girl Scouts of the USA. **None** of the signers on the account shall be related (e.g., by marriage or family).

Use of Debit Cards:

Volunteers who have debit cards issued in their name for any troop/group account are responsible for all purchases/charges made in use of the card in addition to:

- any service fees, non-sufficient funds charges, closed account fee charges, etc. that may be incurred through the use of the card; and
- any fees or charges incurred, if the debit card is lost or stolen. (Please contact your banking institution for specific instructions to report lost or stolen debit cards.)

Girl Scouts of Greater Los Angeles is **not** responsible for any approved or unapproved purchases on the Girl Scout debit card.

Guidelines for using a Girl Scout bank account debit card:

1. Troop/group debit cards are authorized for official Girl Scout business only.
2. Expenditures must be within the troop/group budget and documented with appropriate receipts.
3. Debit card records are to be fully reconciled monthly to ensure accurate and timely end of the year reporting and that no unauthorized expenditures are applied to the account.
4. ONLY Troop/group subordinate bank account authorized signers, as designated by the signature card with their financial institution, may be issued a bank debit card.
5. Use of the debit card for any type of expense other than Girl Scout business expense is considered a misuse of Girl Scout funds and may violate California law.

Acceptance of a debit card from your financial institution for Girl Scout business indicates:

- your acceptance of these policies and procedures;
- confirmation of your agreement to repay any expenses incurred for a lost/missing/stolen card, incurred bank service fees, or unauthorized expenses;
- your understanding that misuse of the debit card may result in removal of financial responsibilities from your troop or service unit account(s).

Troop Bank Charges:

Some banks will give Girl Scout troops/groups a checking account, free of monthly service charges. Others will provide low-cost checking accounts. The following are some options that you may consider:

Institution	Mo. Fee	Other Fee or Comment
Chase	\$0	Fee for deposits totaling more than \$5,000 in a month.
Wells Fargo Bank	\$5	Simple checking w/ no minimum balance (exception pricing for GS). Free daily access to account balances and statements via internet. For accts not opened in Chatsworth: Deposits over \$3,000 in a month charged 20 cents/\$100; Accts opened in Chatsworth: No fee on deposits.
Wescom Credit Union	\$0	
CA Bank & Trust	\$0	In Antelope Valley
US Bank	\$0	In Antelope Valley
Mojave Bank	\$0	For Kern County Troops
Bank of America	\$12	\$0 in Antelope Valley

Please provide the financial institution with the Bank Authorization Letter and Board Resolution received from your Service Center's Membership office. Keep in mind that the GSGLA Tax Identification Number is only to be used to open the troop/group account and is not to be used for solicitation purposes without GSGLA's approval and in keeping with the Troop Revenue Earning Policy. Each financial institution may have its own requirements for opening an account. Be prepared to provide a driver's license, mother's maiden's name and place of employment upon request. This information is confidential and is for the bank's use only. We do not recommend sharing personal information with other signers on the account. If you are asked for your social security number, it will be maintained in a confidential file at the financial institution. Please be assured that your personal social security number will **not** be linked to a troop/group account for tax purposes.

Keep Careful Records of Troop/Group Funds:

Because money is held for the troop/group in trust, accurate records must be maintained. Council staff, girls and parents have a right to know the troop/group's financial status at any time. When the leadership of a troop/group changes, a financial report must be filed with the Membership Department within 30 days. The CEO, Finance Director, SU Manager, Regional VP, or your Membership Lead may request a financial report at any time as deemed necessary. Another adult may be recruited and registered as a member of GSUSA to maintain the troop/group financial records, if the leader wishes to delegate this task. All record keeping of the troop and group's finances becomes part of the permanent record of the troop/group. A year-end financial report must be provided to the SU Manager, including a copy of the most recent bank statement, for review by June 30th of the current membership year.

Record Cash Receipts and Cash Disbursements:

Records should be maintained to keep track of troop/group income and expenses. Retain receipts to show who was paid and the nature of the item purchased. Checks made payable to "Cash" are unacceptable.

When a Troop/Group Disbands:

If a troop/group disbands, the girls or volunteers should be involved in deciding what to do with the troop/group's funds. In any case, the troop/group funds **do not** become the property of any individual, girl or adult. It is the responsibility of the Leader to follow the wishes of the girls or volunteers. The girls or volunteers may wish to donate the funds to the Council where it will be restricted to the "Girl Assistance Fund" to help Girl Scouts with financial needs.

GIRL SCOUTS OF GREATER LOS ANGELES

ADULT VOLUNTEER PRACTICES AND PROCEDURES

PHILOSOPHY

We maintain that the strength of the Girl Scout movement rests in the voluntary leadership of its adult members. Therefore, we strive to support the volunteer experience, through personal and professional development, so volunteers are better able to support the council's goals and objectives while serving as appropriate role models for girls. To ensure the job satisfaction of volunteers, to utilize the talents of volunteers effectively, and to maintain a safe environment for girls, it is essential that the following practices and procedures be maintained in conjunction with Volunteer Essentials and Safety Activity Checkpoints.

PRACTICES AND PROCEDURES

AFFIRMATIVE ACTION

Girl Scouts of Greater Los Angeles (GSGLA), in recognition of its mission, responsibility to its volunteers, its staff, and the girl members and in keeping with the Girl Scouts of the USA's (GSUSA) affirmative action policies, reaffirms its policy to ensure equal opportunity in all its practices, to all individuals, regardless of their race, color, creed, sex, age, disability, national origin, citizenship, or marital status. Furthermore, there will be no discrimination of an individual by reason of religion, or socioeconomic or AIDS/HIV status.

To ensure that the composition of the membership of GSGLA reflects the diversity of population within its jurisdiction, GSGLA is committed to the following:

1. Extending Girl Scouting to girls and adults in all communities within its jurisdiction.
2. Making particular efforts to encourage representation of minorities at the staff level and on the Board of Directors.
3. Working to ensure that the recruitment, selection, placement, development, training, and recognition of volunteers is representative of the diverse population within its jurisdiction.

MEMBERSHIP

Membership is open to all girls and adults who meet the membership requirements as outlined in the *GSUSA Blue Book of Basic Documents*. All volunteers who hold positions of leadership or financial responsibility, or who participate in GSGLA activities must be currently registered members of GSUSA.

APPLICATION PROCESS

Each volunteer will complete an application, be interviewed, submit names of character references, and agree to the mutual responsibilities outlined in the Volunteer Agreement.

Each troop leader, co-leader, assistant leader or any other adult that has direct and ultimate responsibility for groups of girls, or who is responsible for Girl Scout funds, including troop or group funds, is required to consent to a criminal background check as part of the application process.

SELECTION

Every adult volunteer is selected on the basis of qualifications for membership, ability to perform the job, and willingness and availability to participate in training/adult learning for the job. Selection for the positions outlined above is contingent upon satisfactory results of criminal background and reference checks.

Once the selection process has been completed, the volunteer will be notified of the next steps required for the position.

TRAINING/ADULT LEARNING

Some volunteers will be required to complete adult learning courses for their position within a specified time frame. Such courses will ensure that each volunteer has the knowledge and skills needed to be successful in her/his work with Girl Scouts. Volunteers will receive a list of required courses and registration information.

PERFORMANCE EVALUATION

Performance evaluations of some adult volunteers will include periodic verbal and/or written feedback based upon the job expectations agreed upon in the volunteer agreement and position description.

UNIFORMS

Adult members are entitled to wear the appropriate Girl Scout adult uniform and insignia.

MEDIA CONTACT

To ensure a consistent message and maintain the integrity of the greater good across all segments of the Girl Scout movement, a volunteer is not authorized to serve as a spokesperson for GSGLA or GSUSA. Volunteers who receive any media inquiries about GSGLA or GSUSA should immediately inform GSGLA's External Relations Department. They should note the name of the person, the press/company/organization they are representing, their contact information and the reason for their call. Volunteers should not initiate or facilitate contact with the media concerning council affairs, including its policies, services, procedures, or its volunteers, program participants or employees. Volunteers asked by GSGLA to speak to the media, such as an interview for an article or news segment, will be trained in advance.

Troops and service units may submit articles and photos to their local weekly newspapers that showcase their troop's or service unit's activity. A second set needs to be submitted to GSGLA's External Relations department so that the council is aware of the activity and may follow up appropriately when a call is received by the paper asking for further information. Moreover, the council may want to contact the troop or service unit for further media coverage.

FINANCES

Practices and procedures regarding finances are listed in GSGLA policies, on the GSGLA website, and in the Volunteer Essentials booklet.

CONFLICT RESOLUTION

Informal discussion is always encouraged as the first step in resolving a conflict or dispute. GSGLA has a conflict resolution process based on fairness and the fundamental values of respect for the individual. Any volunteer interested in using the conflict resolution process should contact their Service Unit Manager or a council staff member. The initiation of the process, however, will not restrict the council from taking immediate and appropriate action.

RELEASE

A volunteer or her/his supervisor may initiate separation of service. A volunteer unable or unwilling to continue service should give notice to her/his Service Unit Manager or a council staff member as far in advance as possible.

Reasons for release may include, but are not limited to:

- a. Violation of GSUSA or GSGLA policies, practices and procedures;
- b. Willful damage or misuse of property;
- c. Creating discord or failure to work harmoniously with people;
- d. Excessive absence or tardiness;
- e. Misuse of funds (for example, outstanding debt owed to council, personal use of Girl Scout funds, noncompliance with reporting procedures);
- f. Conduct, attire or language not consistent with Girl Scout values;
- g. Compromising the safety or well-being of a girl or adult member;
- h. Overt sexual conduct or behavior.

SEXUAL AND ABUSIVE CONDUCT

Girl Scouts of Greater Los Angeles is committed to an environment in which relationships are characterized by dignity, courtesy, respect and equitable treatment. The organization strives to provide all volunteers and girl members with an environment free from all forms of discrimination, child abuse and harassment, including sexual harassment.

Girl Scouts of Greater Los Angeles maintains an environment that encourages any volunteer who believes that she/he has been the subject of harassment of any type, to report the incident to their Service Unit Manager or a council staff member.

Girl Scouts of Greater Los Angeles reserves the right to dismiss or suspend from their position any volunteer who, while conducting Girl Scout program, advocates, solicits or promotes any explicit sexual behavior.

SMOKING, ALCOHOL, AND DRUGS

Volunteers working with girls will not smoke in front of the girls at any time or in any location where girls may be exposed to second-hand smoke. There will be no smoking in council owned or operated buildings and facilities, or near the entry/exit doorways. Volunteers responsible for girls must ensure other adults present (e.g., parent helpers) follow the no-smoking rules.

Alcohol is occasionally permitted at events that are primarily for adults.

The use or possession of alcoholic beverages is not permitted by girls.

The use or possession of illegal drugs is not permitted at any Girl Scout function.

VEHICLE DRIVERS

Adult volunteers driving as part of their Girl Scout duties must meet all of the applicable laws of the State of California, and provide the supervising volunteer (e.g., Troop Leader) with proof of a valid license, current liability insurance, and vehicle registration. Volunteer Essentials, Safety Activity Checkpoints, and GSGLA policies list additional information related to transporting girls.

SEPARATION

Girl Scouts of Greater Los Angeles will consider violation of any of the above practices and procedures grounds for separation from the organization.



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Resources



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Girl Scouts of Greater Los Angeles Volunteer Portal information

The first steps to becoming a volunteer with Girl Scouts of Greater Los Angeles include 1) completing a Volunteer Application (with references) and 2) submitting to a criminal background screening. These two steps are required for all volunteers who will be working directly with girls or handling money/funds. If you have not completed both the Volunteer Application and the Criminal Background Check, you may do so after you complete your Council Introduction.

You can find links to the Volunteer Application and the Criminal Background Check on the Volunteer Portal of the GSGLA website at http://girlscoutsla.org/pages/about/join_volunteer.html.

Step 1: Complete the Volunteer Application. You can download the form from the link on the Volunteer Portal of the GSGLA website and either mail or e-mail the application to the Volunteer Specialist nearest you. Please check locations from the link on our volunteer homepage, or go directly to <http://girlscoutsla.org/pages/about/contact.html>.

Step 2: Complete the Criminal Background Check form. Click on the link for one of the four areas listed that is closest to you. For instance, if you live in Chatsworth you would select the Lancaster/Santa Clarita & Woodland Hills Service Centers. This will take you to the site where you can complete the Consent for a Background Check and submit your information on a secure site for your background check. To enter your information, you will need a password. The password is **Volunteer**.

Step 3: Please print out the last page on the background check site that says: "Thank you for using the Girl Scouts of Greater Los Angeles Portal. Your application was successfully submitted". One copy of this page should be given to your Girl Scout Service Unit/staff representative and one copy should be kept for your records as proof of completion.

Glossary of Girl Scout Terms



ALF	Adult Learning Facilitator. One who guides the learning process.
<u>Alumnae</u>	Female adult who had a Girl Scout experience as a girl, volunteer, or as a staff member.
<u>Application</u>	The form used by volunteers to complete the on-boarding process to become a volunteer for GSGLA
Award Certificate Template	Template available for use to make certificates for volunteer recognition at any level.
Baden-Powell, Robert	Lord Robert Baden-Powell was the founder of the Boy Scouts and Girl Guide movements for boys and girls. Olav, his wife, was the first World Chief Guide.
Badges	Embroidered Girl Scout earned proficiency badges. Used to indicate increased knowledge and skills in a particular subject.
Bridging	When girls move from one program grade level to the next; may include an award for the girls completing the bridging award requirements, and likely will include a ceremony.
Bridging Ceremony	Ceremony celebrating the transition from one program grade level to the next.
Bronze Award	The highest award Girl Scout Juniors can earn. Earned by girls in the 4th-5th grades. It recognizes efforts in a wide range of Girl Scout experiences and a commitment to working to better ones' life and the lives of others.
Brownie	Girl Scout in 2nd-3rd grade.
Brownie Ring	Form of troop government used by Girl Scout Brownies. The girls sit in a circle; all share in planning, problem solving, and decision-making.
Buddy System	Safety practice that groups two or three girls together to keep watch over each other in an activity (for example, swimming, hiking). The system places girls of equal ability in the same group.
Campout	Overnight camping with outdoor trained and experienced volunteer leaders.
Campus Girl Scout	Girl Scout who belongs to a campus Girl Scout group while attending college.
CEO	Chief Executive Officer, the head administrative officer for the entire Council.

Circles	Physical formations to help create an inclusive “safe space”.
Color Guard	Girl Scouts who carry, guard, raise, and /or lower the flag.
<u>Cool Tools</u>	Resource page on website to find ideas, tools, and information on anything Girl Scouts.
Cooperative Learning	All members of a group work together towards a common goal that can only be accomplished with the help of others. One of the three "processes" integral to a high-quality Girl Scout experience.
Core Business Strategy	Provides a vision for the transformation of Girl Scouting by creating one consistent national leadership experience for girls that ties activities to outcomes. The strategy calls for closing the gap between the "present state" and a desired "future state". Many of the changes in the future state relate to taking Girl Scouts' past strengths and traditions and focusing renewed energy on them.
Core Camp	Camping event for which the council provides the site, facilities, and administrative staff, including Level II first aider and program staff.
Council	Corporation chartered by Girl Scouts of the USA that is responsible for the development, management, and maintenance of Girl Scouting in a defined geographic area.
Council Orientation	Council Orientation teaches basic Girl Scout knowledge, responsibilities, and is the final step in the onboarding process for new volunteers.
Counselor in Training (CIT)	Girl Scout Senior or Ambassador who has taken a training course to learn camp counselor skills.
Court of Awards	Ceremony to distribute earned awards and recognitions to Girl Scouts.
Court of Honor	Troop/group decision-making and planning body that represents all members of the troop/group. Composed of patrol leaders, troop/group officers, and leaders/advisors.
Criminal Background Check (CBC)	Process used to verify a volunteer’s background information. At GSGLA, the safety of the girl is the most important consideration in the appointment of volunteers.
Daisy	Girl Scout in kindergarten or 1st grade. The nickname of Juliette Gordon Low.

Daisy Circle	Girl Scout Daisy's introduction to troop government where she learns the formal group decision-making process.
Day Camp	Program conducted within a 12 hour period for a minimum of 2 days. Girls register as individual participants and are placed in temporary units for program activities. Day camping also includes programs run at urban centers, city centers, and schools.
Destinations	Trip or event beyond girls' own troops and councils. For Girl Scout Cadettes, Seniors, and Ambassadors. For more information go to www.girlscouts.org or www.studio2b.org .
Direct Volunteer	Volunteer who works directly with girls. Usually a troop/group leader; can be involved in other pathways such as travel, series, camp, virtual, and events.
Early Bird Registration	Registration period for existing troops/groups for the upcoming membership year.
eBiz	Online registration process used to register for GUSA membership, girl programs and adult learning courses
e-Learning	Electronic learning opportunities; internet, webinars, etc.
Emergency Contact Person	Person to call in an emergency or for guidance and advice who is not at the activity or function. This person should have all pertinent information to assist in an emergency.
Facilitator	Individual skilled in helping adults learn. A specially trained volunteer who conducts learning opportunities at the council level.
First Aider	Adult who has completed training and is currently certified in pediatric, and/or adult first aid/CPR. See <u>Volunteer Essentials</u> Chapter 4 Safety Wise for more information.
Fly-Up	When Brownies bridge to Juniors, it's called "flying up". This is how they earn their Brownie wings. Girls who fly up from Brownies can wear their wings on their vest/sash at every future program grade level.
Friendship Circle	Symbolic gesture in which Girl Scouts form a circle by clasping each others hands, right arm over the left arm and sing a song. Often used as a closing ceremony.
Friendship Squeeze	Within a friendship circle, one person gently squeezes the hand of the next person and the squeeze is silently passed around the circle.
Fund Raising	Annual giving events and fund raising programs run by adults in the Council.
Girl Guide	Original name for Girl Scouts which is still used in WAGGGS member countries around the world.

Girl's Guide to Girl Scouting	A handy binder system with sections that work with the national leadership Journeys, a handbook, badges, and accessory pages for girls' personal contributions.
<u>Girl Scouting 101</u>	<i>An online orientation that introduces new volunteers to the Girl Scout Leadership Experience (GSLE), Journey resources, The Girl's Guide to Girl Scouting and much more.</i>
Girl Scout Birthday	March 12th is the Girl Scouts of the USA birthday. It marks the first meeting of Girl Scouts in Savannah, Georgia in 1912.
Girl Scout Grade Levels	Daisy (K-1) Brownie (2-3) Junior (4-5) Cadette (6-8) Senior (9-10) Ambassador (11-12).
Girl Scout Group	Group with a specific interest, i.e. sports, outdoor activities, literacy, robotics, etc. or multiple grade levels.
Girl Scout Handshake	Formal way of greeting other Girl Scouts by shaking with the left hand, while giving the Girl Scout sign with the right hand.
Girl Scout Junior	Girl Scout in 4th - 5th grades.
Girl Scout Law	Girl Scout Law is the credo of Girl Scouting. A girl lives the 10 parts of the Girl Scout Law to fulfill the Girl Scout Promise.
Girl Scout Leadership Experience (GSLE)	The engine for everything girls do in Girl Scouting. The experience identifies all the elements that need to be in place for Girl Scouting to achieve its mission; Girl Scouting builds girls of courage, confidence, and character who make the world a better place. When Discover, Connect, and Take Action activities are combined with the Girl Scout Processes of Girl-Led, Learning by Doing, and Cooperative Learning, girls achieve the desired and expected short-term leadership outcomes, ultimately resulting in Girl Scouting achieving its mission.
Girl Scout Sign	Official Girl Scout greeting. The right hand is raised shoulder high with the three middle fingers extended and the thumb crossing over the palm to hold down the little finger.

Girl Scout Slogan	"Do a good turn daily"
Girl Scout Troop	Basic unit in Girl Scouting consisting of girls, adult leaders, and troop committee members. One of 6 pathways girls can participate in Girl Scouting.
<u>Girl Scouts of Greater Los Angeles (GSLA)</u>	Our Council that covers Los Angeles County including parts of San Bernardino and Kern counties. The result of the realignment of six former legacy councils.
Girl Scouts' Own	Quiet inspirational ceremony planned by girls, having a central theme chosen by the girls.
<u>Girl Scouts of the USA</u> GSUSA	National organization of Girl Scouts. Headquartered in New York, NY. Membership dues are paid to GSUSA. Website is <u>www.girlscouts.org</u>
<u>Girl Scout Safety Guidelines</u>	12 safety guidelines derived from the 35 standards from <i>Safety-Wise</i> . Every adult in Girl Scouting is responsible for the physical and emotional safety of girls, and we demonstrate that by agreeing to follow these standards at all times.
Girl Scout Week	Annual celebration during the week of March 12, (the Girl Scout Birthday) to celebrate the beginning of Girl Scouts in the USA.
Girl/Adult Financial Assistance	Scholarship program for girls and adults who need financial assistance to participate in Girl Scout activities and training.
Girl-Led	Girls play an active role in planning activities, while adults provide guidance, ensuring that planning, organization, and set-up are age-appropriate. Evaluation of all activities is done jointly with girls and is integral to a high-quality Girl Scout experience.
<u>Gold Award</u>	Highest award a Girl Scout Senior or Girl Scout Ambassador can earn. It recognizes efforts in a wide range of Girl Scout experiences and commitment within the community. Girls must complete specific requirements and community service to earn this highest of awards.
Gold Award Mentor	Adult volunteer who mentors and advises a girl who is in the process of earning her Gold Award.
Grade Level	Progressive grade levels of the Girl Scout program for girls aged 5-17. Daisy (K-1), Brownie (2-3), Junior (4-5), Cadette (6-8), Senior (9-10), Ambassador (11-12).
GSLA Regions	Three geographic regions used to organize and administer the Girl Scouts of Greater Los Angeles. Southeast, North, and Southwest.

iCalendar	Calendar application used to coordinate calendars on smart phones. Available for GSGLA program, adult learning, other events, and office holiday closures.
Indirect Volunteer	Volunteer who does not work directly with girls. Can be a board member, facilitator, service team member, etc.
Insignia	Girl Scout official emblem, buttons, badges, pins, and other official forms of recognition which may be worn on the uniform by registered members
Badge formally known as Interest Project Award (IPA)	Official awards earned by Girl Scout Cadettes, Seniors, and Ambassadors for proficiency in a specific area.
Investiture	Special ceremony in which a new member accepts the Girl Scout Law and Promise and receives the membership pin.
<i>It's Your Journey, Customize It!</i>	Along with the tips and suggestions in the girls' book and the adult guide on how to customize a journey, the GSUSA resource, <i>It's Your Journey—Customize It!</i> can guide volunteers and council staff in bringing the excitement of the journeys to girls in ways that best suits their interests and needs. <i>It's Your Journey—Customize It! Planning Guide</i> (aka "the stripey book") offers tips and examples for amplifying leadership journeys.
Journey Guide for Adult Volunteers	"How to" book for adults that corresponds to the girls' book at every grade level. Journey guides include information on how specific activities and experiences tie to leadership outcomes by using the Leadership keys and the three Girl Scout processes. They include sample sessions for adults and girls to customize to bring the journey to life.
Journeys	Process used to engage girls at each grade level in exploring the three keys to leadership, earning awards, experiencing Girl Scout history and tradition, while having fun adventures and challenges. Journeys are planned purposefully toward specific leadership outcomes. An accompanying "how to" guide for adult volunteers is available for each Journey.
Juliette Girl Scout	Girl who has chosen to be an individually registered Girl Scout of any grade level. This term is no longer in use, these girls are now known as Individually Registered Girls.
Juliette Gordon Low	The founder of the Girl Scout Movement in the United States.
Juliette Gordon Low's Birthday	Special Girl Scout day celebrating Juliette's birthday on October 31.

Juliette Low World Friendship Fund	Fund set aside to help Girl Scouts travel to events in other countries and to bring Girl Guides to the United States. All Girl Scouts are encouraged to contribute annually.
Kaper Chart	Chart that divides the jobs within the troop/group. It usually rotates the jobs in some way. So that everyone experiences each job and has the opportunity for leadership.
Leader/Co-Leader	Trained adult volunteer who meets regularly with and gives guidance to a troop or group of girls.
Leadership Keys: Discover, Connect, Take Action	Term encompassing the Discover, Connect, and Take Action components of the Girl Scout Leadership Experience. In Girl Scouting the definition of leadership is: Discover + Connect + Take Action = Leadership. Discover - Girls understand themselves and their values and use their knowledge and skills to explore the world. Connect - Girls care about, inspire, and team with others locally and globally. Take Action - Girls act to make the world a better place, using critical thinking skills to get at the roots of an issue and strive toward lasting change.
Learning by Doing	"Hands-on" learning process that engages girls in cycles of action and reflection resulting in deeper understanding of concepts and mastery of practical skills. One of the three processes integral in a high-quality Girl Scout experience.
Learning Modules	Training designs that help facilitate adult learning.
Mission Delivery Specialist	Staff specialists that deliver the Girl Scout mission of "Building Girls of Courage, Confidence, and Character who make the world a better place". Specialist work in one of the three delivery areas of Membership, Program, or Volunteer Development.
Membership Dues	\$12 fee paid annually to Girl Scouts of the USA for registration which goes directly to National Headquarters. One of the requirements for becoming a member of GSUSA.
Membership Pin	Either of two pins; the trefoil with three faces (contemporary style) or trefoil with eagle (traditional style) pin. These pins signify the acceptance of the membership requirements.
Money Earning Activity	Way for troops/groups to earn money for troop/group activities. Troops/groups must receive permission before beginning a money earning activity. For complete information click here .

Motto	"Be Prepared"
Multi-disciplinary Programming	Connecting skills and knowledge from multiple sources and experiences; applying skills and practices in various settings.
My Own Badges	A badge earned only once per year, individual girls will work with a volunteer or advisor to create and complete a Make Your Own Badge. Developed for girls to learn how to learn and teach themselves any skill throughout their lives, these badges can be designed and ordered online through GSUSA.
My Promise , My Faith	An annually earned award," My Promise, My Faith" is Girl Scouting's own national faith recognition. Girls of all faiths can earn the pin and view it as a significant award that complements the current religious recognitions PRAY offers.
National Proficiency Badges	National proficiency badge categories within <i>The Girl's Guide to Girl Scouting</i> will include Legacy, Financial Literacy, Cookie Business, Skill-Building, and Make Your Own badges. Daisy's still have Petals and four new Leaves for Financial Literacy and Cookie Business.
National Program Portfolio	A nationally consistent Girl Scout leadership experience utilizing Journeys and the Girls Guide to Girl Scouting.
Outcomes	There are 15 outcomes identified by the Girl Scout Research Institute and directly linked to the three GSUSA Leadership Keys - Discover, Connect, and Take Action. To evaluate whether these outcomes are being achieved, Girl Scout program activities will determine effectiveness and specific relevance through measurable indicators. The indicators will assess whether the program activities are meeting our goals, for and the needs of, our Girl Scouts and will help drive future program development.
Patches	Unofficial recognitions for participation in a troop/group or council-wide event. Worn on the back of the sash or vest.
Pathways	Various ways girls and adults can participate in Girl Scouting. Girl pathways include: Camp - girls can participate in a day or resident camp with a focus on the outdoors and/or environment. Events - girls participate in events (i.e. career day). Series - girls participate in a series of programs with the same group of girls relating to a specific theme or purpose. Travel - girls plan, earn money, prepare, and participate in trips. Troops - girls participate in a troop setting with the same girls over the course of the year. Virtual - girls participate using the internet.

Patrol	Small group of girls that plans and carries out activities within the troop/larger group.
Patrol System	Form of troop government composed of patrols and a Court of Honor. Usually used by Girl Scout Juniors, Cadettes, Seniors, and Ambassadors.
Petals and Promise Center	Earned awards by Girl Scout Daisies. Girls earn the Promise Center by showing they understand the Girl Scout Promise. Girls earn Petals by showing they understand the 10 parts of the Girl Scout Law.
Policy	Established course of action determined by the Board of Directors of any Girl Scout Council. Policies must be followed. GSUSA policies are found in the <u><i>Blue Book of Basic Documents</i></u> .
Program Aide	Girl who has completed the 6th grade, who has taken a specialized training to help troop/group leaders with activities for their girls. Program Aides also help at day camps and core camps.
Purposeful Leadership	Purposeful leaders in Girl Scouting understand who they are and what they want to achieve for the benefit of girls. By discovering who you are on the inside, this knowledge can be used to effectively partner with girls.
Quiet Sign	Girl Scout signal for silence in a group situation. The person in charge raises her/his right hand and Girl Scouts fall silent as they raise their right hand also.
Recognition	Acknowledgement of accomplishment in the Girl Scout program. It may be a pin, certificate, patch, badge, letter, or other creative idea.
Recruiter	Adult Girl Scout support team member who actively attempts to involve new girls and adults in Girl Scouting.
Safety Activity Checkpoints	Used in conjunction with Volunteer Essentials , the checkpoints help you ensure the safety of your girls as you do activities throughout your Girl Scout adventures. The check points are formatted at checklists. They can be downloaded individually for your specific needs and planned activity.
Safety Guidelines	12 safety guidelines derived from the 35 standards from <i>Safety-Wise</i> . Every adult in Girl Scouting is responsible for the physical and emotional safety of girls, and we demonstrate that by agreeing to follow these standards at all times.

Service Center	Council facility where staff offices and some council shops are located. GSGLA has seven service centers. Southeast- Arcadia and Montclair, North Region – Woodland Hills, Palmdale, Santa Clarita, Southwest Region – Marina Del Rey and Long Beach GSGLA Headquarters - Downtown Los Angeles.
Service Unit	Geographic unit of troops/groups within a region which facilitates delivery of services and the Girl Scout program to girls and adults.
Service Unit Manager (SUM)	Adult volunteer manager or co-managers who manage the service unit support team and service unit. Responsible for directing the work of the service unit.
Service Unit Team	Group of adult volunteers who provide direct service to troops/groups within a service unit or local geographic unit.
Silver Award	Highest award earned by Girl Scout Cadettes. It recognizes efforts in a wide range of Girl Scout experiences and a commitment to working to better one's life and the lives of others.
Sister Troop	Troop that participates in activities with another troop.
Sit-Up on	Lightweight pad or mat the girls make to "sit-upon" when the ground is dirty or damp.
Skill Building Badge Sets	Used within Journeys to build skills .While Journeys offer a broad view of leadership, badges offer a focus on one topic. Skill-Building Badge Activity sets were developed so girls could add on badges that reflect their interests.
Sponsor	Business or community organization or individual offering a troop/group assistance with financial support, resources, personnel, meeting locations, uniforms, book, etc.
Tag-a-long	Child who is not a registered Girl Scout or a registered Girl Scout not of the grade level for the specific program or event.
thepixelistla.com	Originating with Girl Scouts of Nation's Capital, the Pixie List serves as an online "classified" listing for community members, Girl Scouts and Girl Scout volunteers in the Greater Los Angeles area. Offer your services. Find a helping hand. Or gather materials needed for a Girl Scout project. This open source format helps people connect with others throughout the Girl Scouts of Greater Los Angeles.
Thinking Day	Official Girl Scout day where girls traditionally learn about the cultures and traditions of WAGGGS member countries. This day also commemorates the birthdays of Lord and Lady Baden-Powell the founders of the Scouting

	Movement worldwide.
<u>Transforming Leadership</u>	Girl Scout Research Institute publication that identifies and explains 15 anticipated outcomes, or benefits, of the Girl Scout Leadership Experience. This resource shows how to use the Leadership Experience as the engine for everything girls do in Girl Scouting.
Trefoil	International symbol of Girl Guiding and Girl Scouting. The trefoil represents the three parts of the Girl Scout promise.
Troop Consultant	Volunteer service unit team position that provides on-going help and advice to the troop/group leader.
Badges formally known as Try-Its	Official earned awards by Girl Scout Brownies to show achievement.
<u>Volunteer Essentials</u>	Resource guide from GSUSA with guidelines for the health and safety of girls. Also contains council specific information. For all volunteers.
<u>Volunteer Match</u>	Website for volunteers looking for volunteer opportunities throughout the non-profit world.
Volunteer Recognition Event	Spring event held by GSGLA to honor and recognize our many outstanding volunteers. Honorees are nominated by their peers in Girl Scouting.
Volunteer Recognition Handbook	A resource for all National and GSGLA awards, criteria, and nomination forms used for council and service unit recognition events.
<u>Volunteering for Girl Scout Series and Events</u>	Online training from GSUSA for volunteers who will be volunteering with series and event programs.
<u>Volunteers of the Month</u>	A GSGLA online recognition venue for volunteers to recognize their peers for a job well done.
Welcome Session	A flexible and easy process for new volunteers to begin volunteering with girls. Information on Girl Scouts and responsibilities. This is the first step in the on-boarding process.
<u>World Association of Girl Guides and Girl Scouts (WAGGGS)</u>	Worldwide organization of Girl Guides and Girl Scouts with over 144 member countries of which GSUSA belongs to. WAGGGS headquarters are in London, England.

Girl Scout Timeline

1912-1919

Volunteer roles included Captains and Lieutenants who led a patrol of eight girls. Adult volunteers were encouraged to earn proficiency badges as part of their leadership training; this was discontinued in 1923.

- 1913:** *How Girls Can Help Their Country* is the first Girl Scout Handbook.
- 1917:** First national training school for Leaders; five schools existed by 1921.
- 1917-18:** Girl Scouts served in many ways during World War I including working with the Red Cross making slings and bandages, and conserving candy, meat, and wheat for soldiers.
- 1919:** *Blue Book of Rules for Girl Scout Captains* replaced the *Leaders' Manual*.

1920-1929

- 1920-27:** These years brought many changes in proficiency badges' names and requirements; some were discontinued, new ones were added.
- 1923:** Juliette Gordon Low wrote, "The five requirements for winning the Golden Eaglet are character, health, handicraft, happiness, and service, and that others will expect to find in our Golden Eaglets a perfect specimen of girlhood: mentally, morally, and physically."

1930-1939

Ten new program fields were introduced in these years: Arts and Crafts, Community Life, Health and Safety, Homemaking, International Friendship, Literature and Dramatics, Music and Dancing, Out-of-Doors, Nature, and Sports and Games.

- 1934:** Mariners established; adult roles of Skipper, First Mate, Second Mate, and Pilot Committee.
- 1935-36:** Girl Scout Program Study conducted to appraise the movement.
- 1938:** Added Senior level to existing Brownie and Intermediate.
- 1939:** National Convention launched a new slogan: "Half a Million Future Homemakers."



→
continue

Girl Scout Timeline continued

1940–1949

- 1941:** Senior Service Scout Program girls take part in national defense activities in four areas: (1) childcare, (2) food, (3) transportation and communication, (4) shelter, clothing, and recreation.
- 1942:** Wing Scouts Program launched; adults leading a “Flight” were called “Flight Leaders”; membership goal set the same year: “A Million or More by ‘44.” Achieved by July 1944!
- 1942–44:** Girl Scout troops organized in Japanese Relocation Centers during WWII.
- 1945:** The first complete *Senior Girl Scout Handbook* was published.
- 1946:** Agriculture announced as a new program field due to need for farm labor during WWII.

1950–1959

- 1950:** Congressional Charter granted to Girl Scouts of the United States of America.
- 1951:** First *Brownie Girl Scout Handbook* published.
- 1952:** Girl Scouting expands to serve girls of migrant agricultural workers.
- 1953:** *Girl Scout Handbook* revised with program fields: Adventuring in the Arts, Citizens Here and Abroad, Fun and Exploration in the Out-of-Doors, and You and Your Home.
- 1955:** Service Unit structure was introduced.

1960–1969

These years saw the National Board going on record as strongly supporting civil rights. It was also in this decade that the Piper Project, created to recruit Girl Scouts in underserved populations, was introduced. And finally, the *Senior Girl Scout Handbook* was translated into Spanish, and the *Brownie Girl Scout Handbook* was translated into Japanese.

- 1960–63:** Girl Scout celebrations were themed: “Honor the Past—Serve the Future.”
- 1963:** Fourth program level introduced: Cadettes.



continue →

Girl Scout Timeline continued

1970–1979

In this decade, Girl Scouts were helping Vietnamese refugee children adapt to their new homes, Girl Scouts contributed to a White House Conference on Food, Nutrition, and Health, and Eco-Action, a national environmental program, was launched.

1977: *Worlds to Explore Handbook* was published; the five worlds were: Well-Being, People, Today and Tomorrow, Arts, and Out-of-Doors.

1980–1989

Much happened in the '80s: the Contemporary Issues series was developed to help girls and their families deal with serious social issues, such as drug abuse, child abuse, youth suicide, literacy, and pluralism. New badges included Computer Fun, Aerospace, and Business-Wise. Program highlights included four areas of contemporary concern: nonstereotyped career education, the sciences, sports for women, and leadership development. And Girl Scouts immersed themselves in a Global Understanding project on five topics: health care, hunger, literacy, natural resources, and cultural heritage.

1980: Girl Scout Silver Award and Girl Scout Gold Award were introduced as the highest awards for Cadette and Senior Girl Scouts.

1984: Fifth program level introduced: Daisies.

1986: There were 624,000 adult volunteers this year, most were troop leaders; this is also the year Brownie Try-Its was introduced.

1987: Girl Scouts' 75th Anniversary; "Tradition with a Future" is the theme. Also this year, *Cadette and Senior Girl Scout Handbook* and *Cadette* were published.

1990–1999

Nearly four million Girl Scouts tackled illiteracy in the Right to Read service project.

1992–94: Eight Leadership Institutes were held for Senior Girl Scouts to develop leadership skills and provide insight and direction for program development.

1996: www.girlscouts.org is launched.

1999: New theme adopted for Girl Scouts: "Where Girls Grow Strong."



PROPERTY LOCATIONS

Camp:

Camp Lakota	Frazier Park, CA
Camp Osito Rancho	Big Bear Lake, CA
El Potrero	Lake Elsinore, CA
Skyland Ranch	Banning, CA

Program Centers:

Camp Mariposa	Altadena, CA
Montrose Program Center	Montrose, CA
San Gabriel Program Center	San Gabriel, CA
Chino Program Center	Chino, CA
Covina Program Center	Covina, CA
Johnstone Program Center	San Dimas, CA
La Casita Program Center	Claremont, CA
Whittier Program Center	Whittier, CA
Mary Lou Salyer Nature Center	Glendora, CA
El Ranchito	Long Beach, CA
Marine Landing	Long Beach, CA

The above properties can be reserved through Kristin Tierney, Property Reservations Registrar. For additional information on the reservation process or any of the facilities listed, visit the Property Information page on our website at www.girlscoutsLA.org

Other Properties:

Anderson Park	Redondo Beach, CA
Reservations handled by Tammie Scott: scottscout@verizon.net	
ATC Center	Long Beach, CA
Reservations handled by the Long Beach Service Center (562) 421-8456	

Properties Map





eBiz Registration 2012-2013

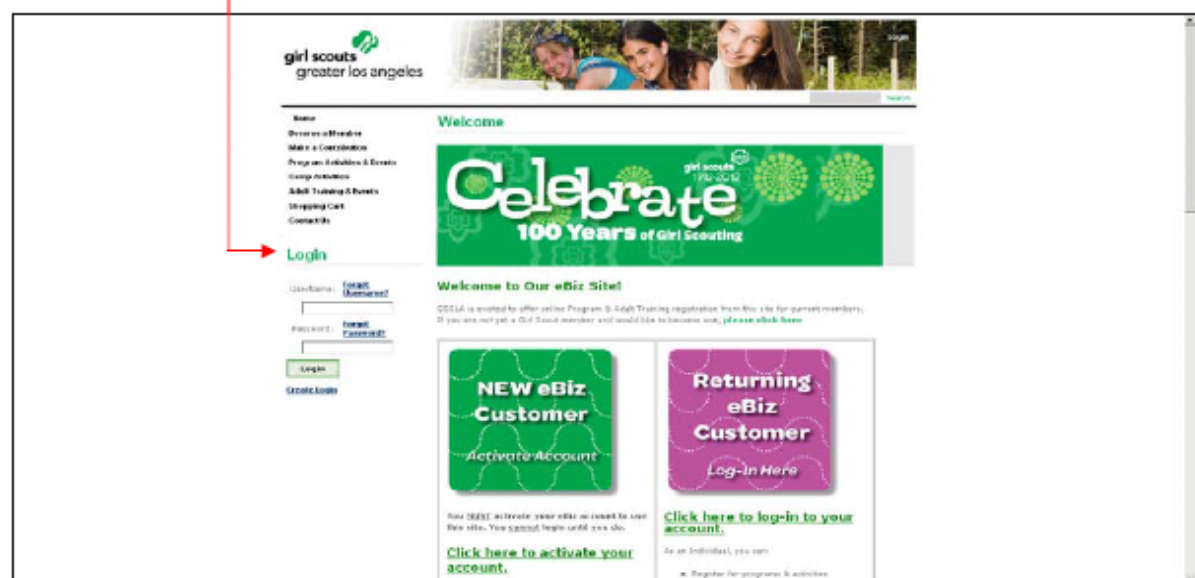
**Membership Renewal and New Member
Registration
User Quick Start Guide**

How to Use eBiz to Renew Your Membership

eBiz is the online system that Girl Scouts of Greater Los Angeles uses for membership and training registration.

1. Point your web browser to www.girlscoutsla.org

Login to eBiz on the home page using the username and password that you have established. Login is located under the left-hand navigation bar as *shown at right*.



New eBiz Customers start HERE. Returning eBiz Customers go to step 3 on page 2.

2. If you have never logged-in to eBiz before please click the **New eBiz Customer** button

by Name & Email Address

First Name:

Last Name:

Email Address:

You will enter your First Name, Last Name and Email address then click **Continue** as shown at left.

After you enter that information you will see a green check mark and the following message on



the screen "We have sent you information on activating your account to the email address you provided. Please check your email and follow the instructions in the email message."

Create User

User Name:

Password:

Confirm Password:

Choose a question:

Answer:

You will then receive an email with a link that you must click on within 24 hours to complete the registration process.

Clicking on that link brings up a page that allows you to create a **Username** and **Password**. Usernames must be unique.

Passwords may be the same for everyone in a family. Passwords MUST be at least

seven characters long. Also, you will be asked to choose a security question and give an answer for your security verification. Then you click on **Create Account**.

After you have successfully created an account you are automatically logged-in. **Go to Step 5**

Returning eBiz Customers start HERE. New eBiz Customers go to step 4.

3. If you have an eBiz login because you are a returning customer, you may login to eBiz on the home page using the Username and Password that you have established then clicking on the **Login** button. Login is located under the left-hand navigation bar as shown at right.

OR

You may click the **Returning eBiz Customer** button which will take you to a page that asks for the same information.

Login

Username: [Forgot Username?](#)

Password: [Forgot Password?](#)

Login

If you have forgotten your Username or Password, please click on the **Forgot Username?** or **Forgot Password?** links shown. This will cause the system to send you an email with the requested information.

4. When you are logged-in (for yourself or your child) your name (or your daughter's name) will appear in the upper-right-hand corner



web site.

5. To renew your (or your daughter's) membership click on the **Renew** button; it is located under the left hand navigation bar as shown.

6. This brings up the shopping cart.

7. Start by entering additional required information, click the ***Add*** or ***Edit*** button if it is RED.

Membership Info

Girl Membership 2011

Member Since: 10/1/2010

Membership Status: Active

Your next membership renewal date: 10/1/2011

Renew

Print Membership Card

Please press -Add- to enter or -Edit- to update *required* information before proceeding to check out.

☒ Select/De-select All

Austin Texas - 000018576909

	Order Number	Date	Description	Amount	Additional Information *
<input checked="" type="checkbox"/>	1050088587	Apr 05, 2011	Girl Membership 2012 10/01/2011 to 09/30/2012	\$ 12.00	*Add*

Support Girl Scouting

Select an amount and click "Donate" to make a monetary contribution to your council. You may add more than one contribution.

Please Select...

☒ Select/De-select All

Total: \$ 12.00

8. Please check the Girl member's *Number of years in Girl Scouting, Grade and School*, as well as their *Pathway of Entry*.

For most girls the *Pathway of Entry* is *Troop*.

School and Participation Information

Number of years in Girl Scouting as a Girl Member * Grade *

School * [Add/Change](#)

Pathway Of Entry
Which of the following best describes how you will be participating with Girl Scouts? If you are unsure, skip this question.

9. To add or change a girl's school, click on **Add/Change**. This brings up a screen that allows you to enter part of the school's name and search for it.

Please enter a portion of your School name and select it from the displayed list.

Austin Texas
School:

16 record (s) found matching criteria

Name	Address
Christ the King Catholic School	105 Brandon Rd # B Pleasant Hill, CA 94523-3220
Elise P. Buckingham Charter	188 Bella Vista Rd Ste B Vacaville, CA 95687-3719
King Elementary	234 S 39th St Richmond, CA 94804-3315
King Martin Luther Jr Academic Middle	350 Girard St San Francisco, CA 94134-1489
King Martin Luther Jr Academy	620 Drake Ave Sausalito, CA 94965-1178
King Martin Luther Jr Elementary	960 10th St Oakland, CA 94607-3106
King Martin Luther Jr	26890 Holly Hill Ave Hayward, CA

Please enter a portion of your School name and select it from the displayed list.

Austin Texas
School:

After searching, you will select the school from the list that is the correct one for the girl.

If the school you are searching for does not appear, use fewer words. As this example shows, searching for "King" gave 16 results. Searching for "Martin King" gave 0 results.

If you refine your result and still have no success, please send an email to helpdesk@girlscoutsla.org. Include the girl's name, troop number and correct school.

10. Please supply racial/ethnic information for each member. Girl Scouts respects and welcomes people from all backgrounds and abilities. By completing the optional information, you can help ensure community support and funding for Girl Scouts in your community. This information is used for statistical purposes only. Thank you for providing the information requested.

Note: We encourage you voluntarily to provide the following information on racial background and ethnicity. This information will be used by Girl Scouts of the USA to help improve outreach efforts and advance the Girl Scout Movement.

Race
☒ Am. Indian or Alaskan Native ☐ Hawaiian or Pacific Islander
☐ Asian ☒ White
☐ Black or African American ☐ Other Races

Ethnicity

11. Please edit Guardian Information.

12. Please indicate *Pathways of Interest*.

Girl Scouts offers more choices than ever! Here are some ways to get involved. Hover over each item to see a description. Check all that interest you.

<input checked="" type="checkbox"/>	Camp
<input checked="" type="checkbox"/>	Events
<input checked="" type="checkbox"/>	Series
<input type="checkbox"/>	Travel
<input type="checkbox"/>	Troop
<input type="checkbox"/>	Virtual

13. Click on Save.

14. This is an opportunity to support Girl Scouting. Family Partnership contributions stay 100% with our local council and supports exciting programs, events and activities for girls, program sites and properties, including camps, leadership training, and Financial Aid for all GSGLA members. Thank you for investing in the best programs for your girl. To add a donation to a membership order:

Support Girl Scouting

Select an amount and click "Donate" to make a monetary contribution to your council. You may add more than one contribution.

☒ Select/De-select All

Total: \$ 12.00

Credit Card Information

Please Select...	<input type="button" value="Donate"/>
Please Select...	
\$500 Family Giving Donation \$500.00	
\$250 Family Giving Donation \$250.00	
\$200 Family Giving Donation \$200.00	
\$150 Family Giving Donation \$150.00	
\$100 Family Giving Donation \$100.00	
\$75 Family Giving Donation \$75.00	
\$60 Family Giving Donation \$60.00	
\$50 Family Giving Donation \$50.00	
\$25 Family Giving Donation \$25.00	
\$15 Family Giving Donation \$15.00	

a. Click the down arrow next to *Please Select* to choose your donation amount from the drop-down menu.

b. After making your selection click on the *Donate* button.

c. If you selected an incorrect donation amount, you can "de-select" that

amount by clicking on the check box next the incorrect amount so that no check mark shows. Your order total will automatically update.

d. You may select multiple donation amounts to add up to the amount you wish to contribute to Girl Scouts of Greater Los Angeles.

15. With all of the details taken care of, now is the time to enter your credit/debit card information. After you enter *Card Type*, *Card Number*, *Security Code*, *Expiration* and *Name on Card*, click on ***Process Payment***.

Credit Card Information

Card Type *	<input type="text" value="Visa"/>
Card Number *	<input type="text"/>
Security Code *	<input type="text"/> What is Security Code?
Expiration *	<input type="text"/> <input type="text"/>
Name On Card *	<input type="text"/>

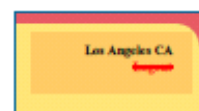
16. After your payment processes you will see an Order Summary screen. You may print this for your records. Please note: the GSGLA Tax ID number is listed on the *Order Summary* for your tax records. You will receive a confirmation email for your membership order and a confirmation email for your donation. You will also receive an acknowledgement letter for your donation by US Mail after the payment has been processed.

Order Summary	
Order Number: 1050088590	
GIRL_2012	Girl Membership 2012 10/01/2011 to 09/30/2012
Shipping Address	Lansing Michigan 7700 Edgewater Dr Oakland, CA 94621-3030
Order Date :	4/21/2011
LineStatus:	Active
FulfillStatus:	Active
	Discount Applied: \$0.00
	Line Tax: \$0.00
	Line Total: \$12.00
	Previous Amount Paid: \$0.00
	Current Amount Paid: \$12.00
	Balance: \$0.00
WEB_DONATION_060	DONATION - \$60 Family Giving Donation 4/21/2011 to 9/30/2011
Shipping Address	Lansing Michigan 7700 Edgewater Dr Oakland, CA 94621-3030
Order Date :	4/21/2011
LineStatus:	Active
FulfillStatus:	Active
	Discount Applied: \$0.00
	Line Tax: \$0.00
	Line Total: \$60.00
	Previous Amount Paid: \$0.00
	Current Amount Paid: \$60.00
	Balance: \$0.00
Payment Information	
Receipt Amount:	Shipping & Handling: \$0.00
	Discounts: \$0.00

	Estimated Tax: \$0.00

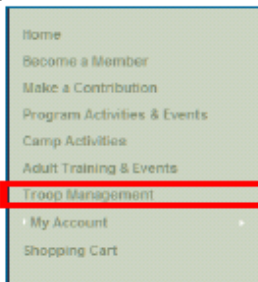
	Grand Total: \$72.00
	Previous Amount Paid: \$0.00
	Current Amount Paid: \$72.00
	Balance: \$0.00

17. To activate another account, make sure you have logged out of the first account. Please look at the upper right-hand corner. If there is a name there, you will need to log out before you can login as another person, e.g. yourself, your spouse, your daughter or your other daughter.

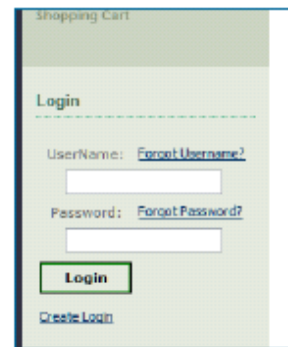


How to Use the eBiz Troop Management to Register New Troop Members

1. Point your web browser to www.girlscoutsla.org

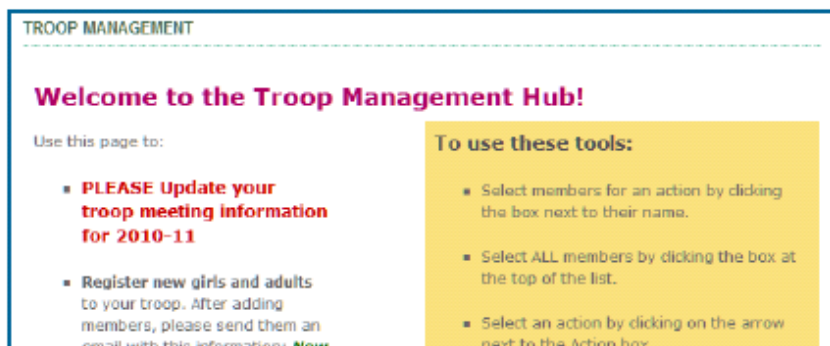


2. Login to eBiz on the home page using the username and password that you have established. Login is located under the left-hand navigation bar as shown at right.

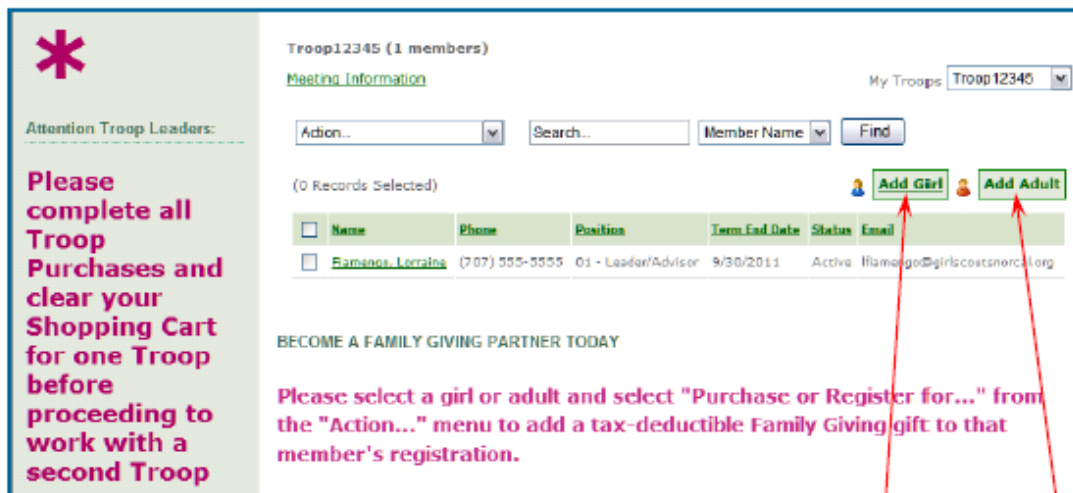


3. After you login, click on Troop Management in the left-hand navigation bar, as shown to the left.

4. If you are a registered 01 - Troop Leader this will bring up the Troop Management Hub as shown below:




5. Scroll to the bottom of the page to see the members of your troop. If you are a new troop, you should be listed as 01, even if there are no other members.



6. To add new girls or adults to your troop start by clicking on the "Add Girl" or "Add Adult" buttons shown above.

7. This brings up the NEW USER SECTION:

NEW USER SECTION

 **Please do not create a user login.**

...Unless you are:

- a girl or adult who has never registered before as a Girl Scout

OR

- an adult who has never registered your daughter as a Girl Scout.

- If either of the above apply to you or your daughter, [please click here to activate your account.](#)

If the girl or adult you are going to register has been a registered Girl Scout before or is an adult who has had a daughter who is/was a registered Girl Scout, please have them create a login for themselves in eBiz. They should use that login to register themselves.

8. If the above does not apply to the girl or adult you are registering scroll down to this part of the page and enter the information that pertains to that member:

Customer Profile Form

* Fields marked bold are required

Personal Identification Details

Prefix: -- Select --

First Name *: Madison

Middle Name:

Last Name *: Wisconsin

Suffix: -- Select --

Date of Birth *: 01/01/1999 (mm/dd/yyyy)

Gender: ☐ Male ☒ Female

Please remember that fields marked in bold with an asterisk are required fields.

The example we will show is a girl being added to Troop 12345.

9. When you have finished adding the basic information, click on "Create Profile" to add the non-registered member to our database. This person can now place an order for a membership product.

Telephone: (999) (9999999) No hyphen
510 1234567 (Ext)

E-mail *: liamango@girlscoutsnorcal.org

☒ Yes, please include me on periodic email announcements

Create Profile Cancel

10. This takes you to the membership products page. Here you can add membership products and donation products to this person's order.

JOINING THE GIRL SCOUTS

Thank you for considering membership with the Girl Scouts of Northern California.

Membership Products

Displaying results 1-10 (of 17)
 Pages: 1 - 2 First « Back « Next » Last
[\\$1,000 Family Giving Donation](#)

Tax-deductible Family Giving Partnership gift of \$1000

	List Price
Standard	\$1,000.00

11. Start by selecting on "Sort by Product #" from the pick list at the far right.

Membership Products

Displaying results 1-10 (of 17)
 Pages: 1 - 2 First « Back « Next » Last
[Adult Membership 2011](#)

Girl Scout Membership from 10/1/2010 to 9/30/2011

	List Price
New Member	\$12.00
ReReg Member	\$12.00

[Girl Membership 2011](#)

Girl Scout Membership from 10/1/2010 to 9/30/2011

	List Price
New Member	\$12.00

This brings the membership products to the top of the list. Click on the appropriate membership product.


12. When the product comes up in a separate window, click on "Add to Cart" to add it to this person's order.

[Girl Membership 2011](#)

Valid from: 10/01/2010 - 09/30/2011

Girl Scout Membership from 10/1/2010 to 9/30/2011

	List Price
New Member	\$12.00
ReReg Member	\$12.00

 **Add to Cart**

13. This will bring up a screen asking you for parental information, school information and emergency contact information.

Please remember that fields marked in bold with an asterisk are required fields.

Membership Profile

* Fields marked in bold are required

Customer Profile

First Name: Middle Name: Last Name:

Address Type *: ☒ Home ☐ Work

Country Code *:

Address Line 1 *:

Note: We encourage you to voluntarily provide information on racial background and ethnicity. This information is used by Girl Scouts to evaluate and improve our efforts to bring Girl Scouting to every girl everywhere..

Customer Profile Form

* Fields marked bold are required

Personal Identification Details

Prefix:

First Name *:

Middle Name:

Last Name *:

Suffix:

Date of Birth *: (mm/dd/yyyy)

Gender: ☐ Male ☒ Female

We encourage you voluntarily to provide the following information on racial background and ethnicity. This information will be used by Girl Scouts of the USA to help improve outreach efforts and advance the Girl Scout Movement.

Race: ☒ Am. Indian or Alaskan Native ☐ Hawaiian or Pacific Islander ☐ Asian ☒ White ☐ Black or African American ☐ Other Races

Ethnicity:

Note: click on the "Add/Change" link to add a girl's school. Once the selection window opens, type in part of the name of the school you need, click on the "Search" button, select the school from the list. For adults, the employer "Add/Change" link works the same way.

School Information

Number of years in Girl Scouting as a Girl Member *: Grade *:

School *:

[Add/Change](#)

Please enter a portion of your School name and select it from the displayed list.

Helena Montana

School:

1.6 record (s) found matching criteria

Name	Address
Christ the King Catholic School	195 Brandon Rd # B Pleasant Hill, CA 94523-3220
Elise P. Buckingham Charter	188 Bella Vista Rd Ste B Vacaville, CA 05687-3710
King Elementary	234 S 39th St Richmond, CA 94804-3315
King Martin Luther Jr Academic Middle	350 Girard St San Francisco, CA 94134-1469
King Martin Luther Jr	626 Drake Ave Sausalito, CA 94965-4230
King Martin Luther Jr Elementary	960 10th St Oakland, CA 94607-3105
King Martin Luther Jr	75300 Wally Hill Ave Hayward, CA

Note for Adult members: If the member you are entering is not a *01 - Troop Leader* you need to select a position code for them for your troop. If a position is not selected, they will be automatically be entered as a 14.

Note: All positions are pending, subject to Council approval.

Position:

Year: 2011

Troop/SU/Area: [Search](#)

Position	Year	Troop/SU/Area

Gender: ☐ Male ☒ Female

Education:

Age Range: ☐ 10 - 29 ☐ 30 - 49 ☐ 50 and Up

14. At the bottom of this page you have a **decision point**. You can click:

- **“Save & Continue to Shopping Cart”** will finish your shopping session; if you click this in error, there is a link on the shopping cart that allows you to continue shopping
- **“Save & Continue to Troop Hub”** allows you to add another member by taking you back to the Troop Hub to use the “Add Girl” or “Add Adult” buttons or you may add another product for the same member

Emergency Contact

First Name * Middle Name Last Name *

Phone * (1)

- **“Save”** allows you to save and review the information you have entered

15. To add another product, such as a donation, click on “Save & Continue to Troop Hub”. Once you are back to the troop hub, click on the check box next to the member’s name who you wish to purchase a product for and select “Purchase or Register for...” from the “Action...” menu.

Troop12345 (2 members)

Meeting Information My Troop:

	Position	Term End Date	Status	Email
<input type="checkbox"/> Hemanga, Lowina (510) 555-5555	01 - Leader/Advisor	9/30/2011	Active	hemanga@girlscoutsofnorcal.org
<input checked="" type="checkbox"/> Texas, Austin (510) 555-1234	UNPAID	1/22/2011	Active	hemanga@girlscoutsofnorcal.org

16. This will take you to the product listing page. Here, you can select the product you would like to add the member's shopping cart.

Membership Products

Displaying results 1-10 (of 17)
 Page: 1 - 2 First « Back - [Next](#) » Last

[\\$50 Family Giving Donation](#)
 Tax-deductible Family Giving Partnership gift of \$50

	List Price
Standard	\$50.00

[\\$75 Family Giving Donation](#)
 Tax-deductible Family Giving Partnership gift of \$75

17. After clicking on the name of the product, you will be taken to a description of the product. Click on the "Add to Cart" button to add the donation

Product Detail

[Return to previous page](#)

[\\$60 Family Giving Donation](#)

Valid from: 01/28/2011 - 09/30/2011



\$60 per girl could support each girl who participates in a volunteer-led Girl Scout experience.*

**This is an example of how Family Partnership helps fund a variety of Girl Scout programs and opportunities for all girls. Every gift size is appreciated. You may choose more than one giving level to equal your desired donation amount.*

Girl Scouts of Northern California is a 501 (c)(3) non-profit organization (ID# 94-1551410). Gifts are tax deductible to the extent allowed by law. Please consult your tax advisor as individual situations vary.

	List Price
Standard	\$60.00



18. When you are finished adding members to your troop and their Family Giving products to your shopping cart, you can click:

Mini Cart

Contains 3 items
 Subtotal: \$74.00

[View Cart](#)

[Checkout](#)

- "Save & Continue to Shopping Cart" or
- "Shopping Cart" in the left-hand navigation bar (see right) or
- "View Cart" or "Checkout" from one of the product description pages (see left)

Home

Become a Member

Make a Contribution

Program Activities & Events

Camp Activities

Adult Training & Events

Troop Management

My Account

Shopping Cart

19. Now you will want to review your shopping cart and make sure that it contains the memberships and donations you expect. You may add or remove items from your cart. Click "Check Out" to continue. Note the "Continue Shopping" link, in case you need to add more to your cart.

Shopping Cart

My Shopping Cart Subtotal: \$74.00

Shopping Cart Items	Ship To	Price	Qty	Amount Due Now
Girl Membership 2011 Girl Membership 2011	Madison Wisconsin	\$12.00	1	\$12.00
Add to Wish List Remove				
Girl Membership 2011 Girl Membership 2011	Austin Texas	\$12.00	1	\$12.00
Add to Wish List Remove				
\$60 Family Giving Donation \$60 Family Giving Donation	Texas, Austin	\$60.00	1	\$60.00
Add to Wish List Remove				

Shipping, Tax and Discounts will be calculated during the checkout process.

[Clear Cart](#)
[Check Out](#)
[Continue Shopping](#)

20. If more information is required on a registration, you will see two asterisks "***" next to the "Add" button. Click on the "Add" button to add the missing information.

You Bought	Ship To	Price	Qty	Discount	Total Due Now	Enter Promotion Code	Additional Information ***
• GSUSA - Girl Membership 2011 10/1/2010 to 9/30/2011	Madison Wisconsin	\$12.00	1	\$0.00	\$12.00	<input type="text"/>	-Add- ***

[Apply Promo](#)

21. At this point you are ready to enter your credit/debit card information. When you are finished, click on "Process My Order"

Enter Payment Information

Card Type *

Card Number *

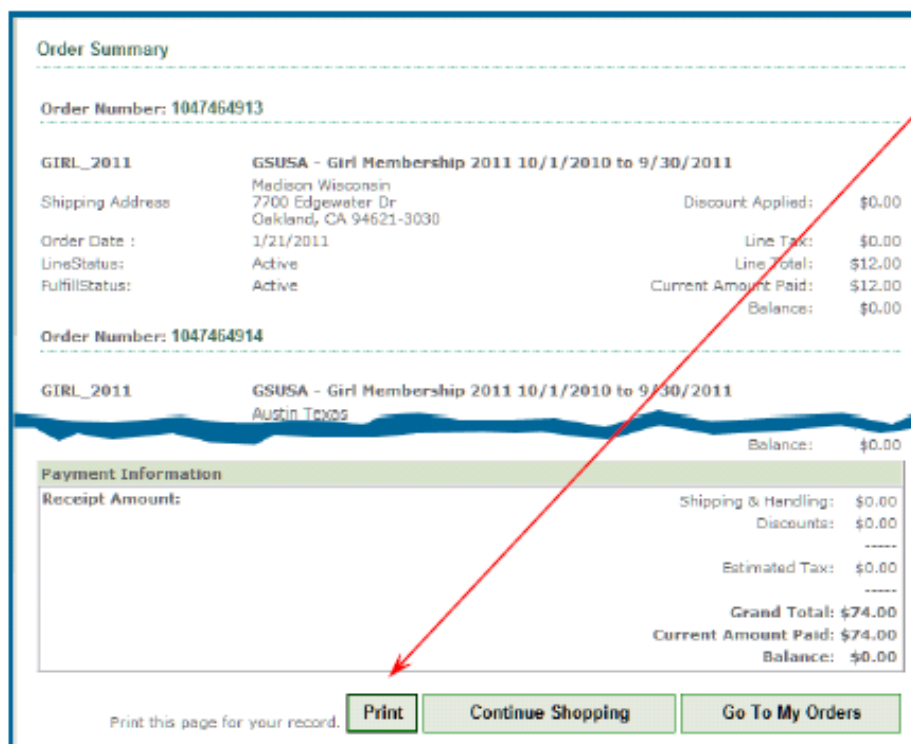
CVV Number * [What is Security Code ?](#)

Expiration *

Name On Card *

[Process My Order](#)

22. You will be taken to an order summary page and given the opportunity to “Print” a receipt if you like.



The screenshot shows an 'Order Summary' page. At the top, it says 'Order Number: 1047464913'. Below this, there are two sections for 'GIRL_2011' membership. The first section lists shipping address (7700 Edgewater Dr, Oakland, CA 94621-3030), order date (1/21/2011), and line status (Active). The second section lists shipping address (Austin Texas). Both sections show a balance of \$0.00. A 'Payment Information' section is also present, showing a receipt amount of \$0.00, shipping & handling of \$0.00, discounts of \$0.00, estimated tax of \$0.00, and a grand total of \$74.00. At the bottom, there are three buttons: 'Print', 'Continue Shopping', and 'Go To My Orders'. A red arrow points from the text 'Print' in the instruction above to the 'Print' button.

Order Summary	
Order Number: 1047464913	
GIRL_2011	GSUSA - Girl Membership 2011 10/1/2010 to 9/30/2011
Shipping Address	Madison Wisconsin 7700 Edgewater Dr Oakland, CA 94621-3030
Order Date :	1/21/2011
LineStatus:	Active
FulfillStatus:	Active
Discount Applied:	\$0.00
Line Tax:	\$0.00
Line Total:	\$12.00
Current Amount Paid:	\$12.00
Balance:	\$0.00
Order Number: 1047464914	
GIRL_2011	GSUSA - Girl Membership 2011 10/1/2010 to 9/30/2011
Shipping Address	Austin Texas
Balance:	\$0.00
Payment Information	
Receipt Amount:	
Shipping & Handling:	\$0.00
Discounts:	\$0.00
Estimated Tax:	\$0.00
Grand Total:	\$74.00
Current Amount Paid:	\$74.00
Balance:	\$0.00
Print this page for your record.	
Print Continue Shopping Go To My Orders	

If the print function does not work on your computer, you may do a screen capture or copy-and-paste the information into a document, if you so desire.



Girl Membership

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

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

GIRL 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 out: ☐ Texts ☐ 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.

Date of birth: (mm/dd/yyyy) _____ / _____ / _____ # of years as a Girl Scout: _____ School grade: _____

Name of school: _____

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

☐ Address is same as girl

Parent/Guardian (1) First Name _____ Middle _____ Last _____

Address _____

Employer _____ Occupation _____

() _____ () _____

Home Phone _____ Business Phone _____

() _____

Cell Phone _____ E-mail Address _____ I wish to opt out: ☐ Texts ☐ 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 out: ☐ Texts ☐ E-mails

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. <input type="radio"/> I wish to opt out at this time.	The Girl Scout Law <i>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, use resources wisely, make the world a better place, and be a sister to every Girl Scout.</i>	The Girl Scout Promise <i>On my honor, I will try: To serve God and my country, To help people at all times, And to live by the Girl Scout Law. I/We acknowledge that the registrant will make the Girl Scout Promise and accept the Girl Scout Law. The registrant has permission to join Girl Scouts.</i> Signature of Parent/Guardian _____ Date _____ Signature of Parent/Guardian _____ Date _____
---	--	---

Council Code: _____ Service Unit/Team: _____ Group/Troop: _____

PATHWAY OF ENTRY: ☐ Camp ☐ Event ☐ Series ☐ Travel ☐ Troop ☐ Virtual

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: \$ _____ 12 _____

Donation: \$ _____

Total Attached: \$ _____

☐ Cash ☐ Check*
☐ Amex ☐ Discover
☐ Visa ☐ MasterCard
☐ Other _____

Name on 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.

OFFICE USE

PERMISSION

PARENT/GUARDIAN INFORMATION

DEMOGRAPHICS

GIRL INFORMATION



Adult Membership

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

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

CONTACT INFORMATION

Title or salutation: ☐ Mrs. ☐ Ms. ☐ Miss ☐ Mr. ☐ Dr. ☐ Other: _____

Name: First _____ Middle _____ Last _____

Address: _____ **Apartment:** _____

City: _____ **State:** _____ **Zip Code:** _____

Home Phone: (____) _____ **Business Phone:** (____) _____

Cell Phone: (____) _____ **E-mail Address:** _____ **I wish to opt out:** ☐ Texts ☐ E-mails

Employer: _____ **Title/Occupation:** _____

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 reported separately. This information is used for statistical purposes only.

Gender: ☐ Female ☐ Male

of years in Girl Scouting: as a girl: _____ as an adult: _____

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

Date of birth: mm / dd / yyyy

Age range: ☐ 18-29 ☐ 30-49 ☐ 50 and up

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

I will be participating in Girl Scouting as: (check all that apply)
☐ Volunteer—I am/will be volunteering for Girl Scouts
☐ Parent/Family—I am a parent/guardian/family member of a Girl Scout
☐ Girl Scout Alumnae—I was a Girl Scout, either as a girl, adult or both

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 Numbers:
 # _____ # _____ # _____
 # _____ # _____ # _____
 SU _____ SU _____ SU _____

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 Committees:** Assist in council-wide Girl Scouts operations.
☐ **Learning Facilitator:** Coordinate learning opportunities.
☐ **Fund Development:** Promote and advance the Girl Scout movement through family and corporate donations.

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.
☐ I wish to opt out 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, respect authority, 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,
 And to live by the Girl Scout Law.
 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: \$12

Lifetime Membership

(including permanent membership card and recognition certificate)

☐ Onetime fee of \$300:
Adults 18 years of age or older

☐ Onetime fee of \$156:
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:

Annual Membership: \$ _____

Lifetime Membership: \$ _____

Donation: \$ _____

Total Attached: \$ _____

☐ Cash ☐ Check*
☐ Amex ☐ Discover
☐ Visa ☐ MasterCard
☐ Other _____

Name on 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.

OFFICE USE ONLY

Council Code: _____

Service Unit/Team: _____

Group/Troop: _____

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.

GSGLA FINANCE COMPLIANCE NOTIFICATION

As you know, part of a Girl Scout leader's responsibility for accurate troop management of finances and to safeguard the troop's funds. A part of this duty is to submit your annual Troop/Group Finance report by June 30th of every year. Our current records show you did not submit this important report to your Service Unit by the June 30 deadline.

Every year, council has instances where leaders exercise poor judgment in financial matters. This process is designed to help leaders fulfill this responsibility to monitor and safeguard funds. Being better stewards of Girl Scout funds allows our leaders to be transparent to parents/guardians, the community and girls. Submission of this required report ensures leaders are fulfilling their responsibility to Girl Scouting and more importantly, to girls.

As a result of this delay, your position as the leader for your troop will be pending, until a copy of this report is received. In addition, your troop will not be able to sign up for council sponsored activities; your access to the *Troop Management Hub* will be suspended for now. All leader positions must be approved by September 30, before the start of the new membership year on October 1; your 2011-2012 Troop/Group Finance report must be on file by then for you to work with your troop. Girl Scout leaders who are unable or unwilling to comply with policy are subject to dismissal. Don't let this happen. Please remember, not adhering to policy affects girls directly when leaders need to be replaced; this impacts the troop's management and the activities planned for girls. As a last step, parents may be notified of your troop's noncompliance to Girl Scout policy. It is important that you complete your troop's finance report and submit to council immediately.

HOW TO SUBMIT THE 2011-12 ANNUAL TROOP/GROUP FINANCE REPORT (after June 30)

1. Please complete and save the report. Print one copy for submission to your Service Unit.
2. **Email** a copy of the report (without bank statement) directly to your Membership Manager copied on this email within the next 10 days of this notification. Subject line: Troop # Compliance Report Submission
3. Please submit a copy of this report **with the bank statement** directly to your Service Unit Registrar. Keep all receipts.

If you have already taken steps to turn in your report, thank you. If you have turned in the report, please let your Membership Specialist/Service Unit know so we may update our records. If you require assistance, your Service Unit team and Membership Specialist can assist you. Please take advantage of this support now by contacting your Service Unit Manager or your GSGLA Membership Specialist.

Thank you in advance for your attention and cooperation.

Girl Scouts of Greater Los Angeles