



Volunteer Essentials

2010

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Appendix

The items below may be found on the GSCC website under Resources, GSCC Manuals. They will be listed under "Volunteer Essentials 2010 Appendix".

All Safety-Activity Checkpoints

Girl Scouts of Citrus Council Volunteer Policies

Property Guide

Travel Volunteers

Troop Volunteers

Volunteer Recognition Guide

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Letter from the CEO



Welcome to Girl Scouts of Citrus Council!

We are honored you have chosen, some of you repeatedly, to volunteer your time to the world's largest organization for girls. Thanks to each of you, girls of Central Florida are growing strong and becoming courageous, confident, character-driven leaders of tomorrow.

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

Nuestra Misión: Girl Scouts ayuda a las niñas a desarrollar la confianza en sí mismas, el valor y los principios para hacer del mundo un mejor lugar.

Girl Scouts of Citrus Council (GSCC) is dedicated solely to girls – all girls everywhere – where girls build character and skills in an accepting and nurturing environment that helps them be successful in the real world. In partnership with nearly 7,000 other committed volunteer members like yourself, today's Girl Scout Leadership Experience supports girls as they discover their values, connect with others, and take action to make the world a better place. At the core of everything we do is a series of grade-specific Journeys for girls. Journeys provide opportunities for girls to work in teams, learn about topics of personal interest, and grow as they use a variety of leadership skills to complete challenges and service projects.

As you begin this year's journey, think back to the person who made a difference in your life when you were younger. We all have memories of an influential adult who was encouraging and nurturing. For some it was a parent, others a teacher, and for many that person was a Girl Scout Leader. This year, **YOU** can be that crucial influence in a girl's life.

To help you in your efforts, *Volunteer Essentials* is designed to put resources at your fingertips. As you read through the resources in this notebook, you'll learn about the extensive support system available to you. In addition to using this important information, we encourage you to stay informed and attend as many enrichment sessions as possible as you continue to work with the girls and adults of Citrus Council. Your investment of time will benefit the girls in your troop or group as it also increases your personal satisfaction in volunteering.

GSCC staff is committed to supporting you in your important work. Please let us know when we can be of further assistance.

On behalf of the girls, we thank you,

A handwritten signature in black ink, appearing to read "Pamela Lennox", enclosed in a thin black rectangular border.

Dr. Pamela Lennox, EdD
Chief Executive Officer

Getting a Quick Start

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 guidebook, for the time-being.

That's because 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 it as your encyclopedia to Girl Scout volunteering that's there when you need it. But, rest assured, there's no need for you to read this entire book from cover to cover today.

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

About Girl Scouts of Citrus Council

Today nearly 17,000 girls are active members of the Girl Scouts of Citrus Council (GSCC). We serve six counties — Brevard, Lake, Orange, Osceola, Seminole and Volusia. Incorporated in 1956, GSCC is one of seven councils in Florida, chartered by the national organization, Girl Scouts of the USA. With a volunteer base of nearly 7,000 adults and 50 staff members, GSCC brings to Central Florida the best leadership experience for girls, building their self esteem and confidence.

In Girl Scouting, girls ages 5-17, **DISCOVER** themselves and their values, **CONNECT** with others to form healthy relationships, and **TAKE ACTION** to make the world a better place.

Ways to contact us:

| | | | |
|-----------------|-------------------------------|--------|-----------------------|
| Council Office: | Girl Scouts of Citrus Council | Phone: | (407) 896-GIRL (4475) |
| | 341 North Mills Avenue | | (800) 367-3906 |
| | Orlando, Florida 32803 | Fax: | (407) 894-0966 |

Website: www.citrus-gs.org

Follow us on Facebook and Twitter:



Links to Facebook and Twitter on GSCC Website: www.citrus-gs.org

Why Girl Scouts?

When Juliette “Daisy” Gordon Low assembled 18 girls from Savannah, Georgia for a local Girl Scout meeting on March 12, 1912, her goal was to bring all girls out of isolated home environments and into community service and the open air. Girl Scouts hiked, played basketball, went on camping trips, learned how to tell time by the stars, and studied first-aid. (Click [here](#) ** for more information on Juliette Gordon Low.)

Today, Girl Scouts has a membership of more than 3.3 million girls and adults, and over 50 million women in the United States are Girl Scout alumnae. You belong to this powerful network!

Girls and women have made remarkable progress since Juliette Low founded the first Girl Scout troop, but inequalities persist:

- Women earn 77 cents for every dollar their male counterparts earn; for every dollar a white man earns, African American women earn 67 cents and Hispanic women earn approximately 58 cents.
- Women represent more than 50 percent of the workforce, but only 10 percent are CEOs of *Fortune* 500 companies.
- Women are granted fewer than 27 percent of PhDs in physics, 20 percent in computer science, and 17 percent in engineering.
- Women only hold 87 of the 535 seats (16.3 percent) in the U.S. Congress and 75 of the 315 elected executive offices (24 percent) across the country.
- Since the end of World War II, a woman has served as president or prime minister only 42 times throughout the world.

Why Girl Scouts? Precisely because these inequalities persist. Girl Scouts understands that girls have unique needs that are best met in a program designed specifically for them and delivered in an all-girl setting. Research tells us that a girl’s leadership blooms when she’s among other girls, away from school pressures, social cliques, and boys. In a place where she can be herself and take on new challenges. Where activities are girl-led. Where each girl learns by doing, and the learning is cooperative, not competitive. Where adults mentor girls and model skills, behaviors, relationships, and careers that girls can emulate.

Girl Scouts has developed an exciting model that meets every one of these needs—it’s called the Girl Scout Leadership Experience (GSLE). Everything girls do in Girl Scouting is infused with the GSLE, which shows girls how to discover who they are and what they stand for, connect with vibrant and diverse peers in their own neighborhoods and around the globe, and together take action to make a difference in the world. Even better, they inspire and advocate for others along the way! The GSLE identifies 15 exciting outcomes/benefits for girls, all of which propel girls toward becoming the exceptional women they were born to be.

In order for your community—indeed, for the world—to be at peace and work cooperatively, you recognize that tomorrow’s leaders require mentoring. Girl Scouts, and the powerful model that is the GSLE, offers girls the tools they need to be successful leaders now and throughout their lives. And you’re the critical link, as you learn about, understand, and deliver the GSLE to the girls in your group.

**Learn more about Juliette Gordon Low ...

http://www.girlscouts.org/who_we_are/history/low_biography/default.asp

Girl Scout Mission, Promise and Law

You belong to this powerful organization of—and *for*—girls. The Girl Scout Mission, Promise, and Law speak to the vision we all share for girls and inspire each of us to work on behalf of tomorrow’s leaders.

Girl Scout Mission

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

Every opportunity in Girl Scouting—from every group meeting to field trips to earning badges—encourages girls to become courageous, self-confident, and people of character who take action to make a difference in the world. Just think of what can happen when:

- Girl Scout Ambassadors advocate for girls around the world to have the opportunity to learn to read?
- Seniors launch a region-wide art show or online exhibit to display artwork that depicts what GIRLtopia looks like to them?
- Cadettes amaze every middle school in the county—or in the country—with Peace Kits?
- Juniors use storytelling to share the Power of One, Team, and Community with everyone in their classrooms?
- Brownies spread the news about the three leadership keys they learned about on their Quest?
- Daisies introduce everyone in town to their flower friends—and what they stand for?

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 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.

Who Can Join Girl Scouts—and How!

Any girl—from kindergarten through 12th grade—can join Girl Scouts. Girl Scouts is about sharing the fun, friendship, and power of girls and women together, whether she’s a girl in the United States or an American girl living overseas.

Volunteers are also a diverse group, and may be college volunteers working on community action projects, parent volunteers ready for an outdoor adventure with their daughters’ groups, or any responsible adults (female or male, who have passed the necessary screening process) looking to make a difference in a girl’s life.

What all members share, whether girls or adults, are the Girl Scout Promise and Law. Each member also agrees to follow safety guidelines and pay the annual membership dues of \$12.

Girls at Every Grade Level

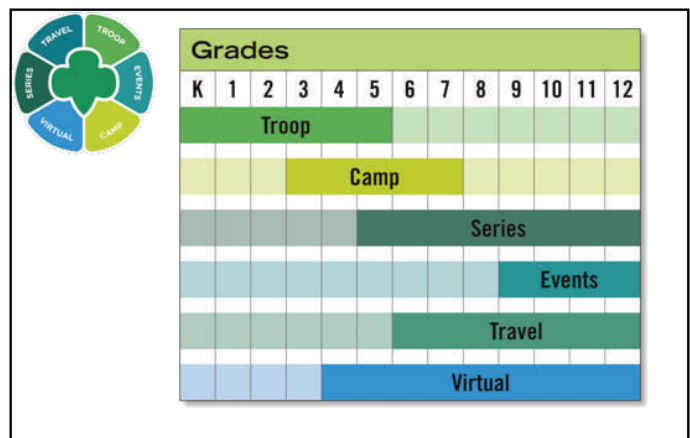
After girls join, they team up in the following grade levels:

- 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 making sure that everyone can participate in Girl Scouting in the ways they want to. Both girls and adult volunteers can choose from flexible ways to participate that offer the freedom to tailor your level of involvement to fit your schedule and lifestyle. You can also volunteer behind the scenes, working 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, while you have the option of partnering with girls throughout a membership year or committing to an opportunity for only a few weeks or months. (*Note that virtual is still in development.) Based on external independent research and extensive surveys with



Girl Scouts Organizational Structure

Girl Scouts is the world's largest organization of and for girls, currently encompassing 2.4 million girl members and nearly one million volunteers! Three core structures support all these members: the national headquarters, your council, and your local support team.

National Organization and Worldwide Sisterhood

The national office of Girl Scouts of the USA (GSUSA), located in New York City, employs roughly 400 employees. (Visit [GSUSA online](#) **, where you'll find a wealth of resources for both girls and volunteers.) This 98-year-old organization is now affiliated with a worldwide family of 10 million girls and adults in 145 countries through the World Association of Girl Guides and Girl Scouts (WAGGGS).

As girls engage in the Girl Scout Leadership Experience, Global Girl Scouting ensures that they 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, help promote global friendship and understanding by supporting the Juliette Low World Friendship Fund, and take action on global issues.

**<http://www.girlscouts.org/> for GSUSA referenced above

**http://www.girlscouts.org/who_we_are/global/ for Global Girl Scouting online link referenced above

Quick Facts About Citrus Council

GSCC is chartered by the national office to establish local responsibility for leadership, administration, and supervision of the Girl Scout program, and to develop, manage, and maintain Girl Scouting in a geographic area. Through GSCC, the national office provides support materials, to ensure that what is delivered through the councils is nationally consistent for all volunteers across the country.

Girl Scouts of Citrus Council Service Area

GSCC is one of more than 100 councils chartered by the Girl Scouts of the USA and is responsible for administering Girl Scouting in the following Central Florida counties: **Brevard, Lake, Orange, Osceola, Seminole, and Volusia**

How We Function

GSCC is governed by a policy-making volunteer Board of Directors who represent all of the communities served. Nearly 7,000 adults volunteer their time and talents as leaders, service unit personnel, troop committee members, resource consultants, trainers, and task force members. The Council has a staff of more than

Facilities

The Council Service Center is located in downtown Orlando. The Mah-Kah-Wee Program Center, which has over 200 acres located in Chuluota, and the Riverpoint Program Center located directly on the Banana River in Merritt Island. The Council also operates four other facilities: The Celia Lane Little House, the Eustis Girl Scout House, the Pine Castle Girl Scout House and the Melbourne Girl Scout House.

Funding

GSCC is a participating member of United Way in each of the six counties it serves. Other funding sources include product programs, program fees, property rental fees, foundations and trusts, corporations, and individual contributions. An Annual Report is published each year and is available upon request.

Your Support Team

Your geographically based team of volunteers and staff provides you with local support. As a volunteer, you will have the most contact with your Girl Scout support team, which may be called a service unit or go by some other name. This support team is the one you can look to as your experts in all things Girl Scouting. This team of volunteers is readily available if you have questions about the Girl Scout program, working with girls, using journey books, or selling Girl Scout Cookies and other products.

Important Information About Your Support Team

(Information given to a new troop leader/assistant during troop welcome.)

Service Unit: _____

Council Code: **312** Report Code: _____ Reg Code: _____

Service Unit Manager (SUM): _____

SUM Phone: _____ E-Mail: _____

School Coordinator: _____

Phone: _____ E-Mail: _____

(First Resource Person)

Registrar: _____

Phone: _____ E-Mail: _____

Address: _____

Membership Staff: _____

Phone: _____ E-Mail: _____

Getting Started with Journey Books

The core component of the Girl Scout program is the Girl Scout Leadership Experience (GSLE), in which girls discover themselves, connect with others, and take action to make the world a better place. The most efficient—and fun—way to deliver the GSLE is to use journey books, which are a coordinated series of activities grouped around a theme, each with a clear starting point (an invitation to explore and take action) and an ending point (an opportunity to reflect, reward, and celebrate). Each journey includes exciting, challenging, and purposeful experiences spread over a series of sessions (which you can expand over a longer period, if you wish), and each is tied to the GSLE. In other words, the GSLE is sewn right into the journey books for you!

To get started, all you need is a sense of adventure to guide girls on a great journey. Check out these five simple tips:

1. **Take a 10-minute walk through the bilingual Girl Scout Leadership Experience online resource** at www.girlscouts.org/gsle. A guide talks you through each component of the Girl Scout Leadership Experience and provides clear definitions, illustrating how each piece is part of a well-researched, powerful, and change-making experience for girls. Note, too, the summaries of each journey that pop up when you click on “Journeys.”
2. **Choose a journey.** Pick up one of the girl journey books for the grade level of the girls you’ll be working with. Read for the pleasure of it, just to get an overview of the journey’s theme.
3. **Review the sample sessions in the adult guide.** These samples show you how to bring the journeys to life.
4. **Now that you know what’s possible, invite the girls (and their parents/guardians) to use their imaginations** for how to make the journeys real in ways that excite them. You don’t have to do everything exactly as laid out in the books. The books are a great resource with lots of room for creativity and customization.
5. **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 leadership journey awards, too! Throughout your own journey—and even before—volunteer and staff members at GSCC are there to offer support, learning opportunities, and advice. Never hesitate to contact them.

** Link to www.girlscouts.org/gsle GSUSA link

Planning in a Girl-Led Environment

To start planning your time with girls, first draw up a simple calendar:

| | | |
|---------|----------|-----------|
| January | February | March |
| April | May | June |
| July | August | September |
| October | November | December |

If your group will be meeting for less than a year (such as resident camp or a series), 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. Then consider the following questions:

- How many meetings will you have each month? 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? Can these also be tied to the journey theme? For more ideas, see the online [journey maps](#) **, and then choose the grade level of the girls you're working with.

Make sure to include all of these in your calendar as a starting point. Girls will fill in the details as they guide their own journey.

Once you've drafted a loose framework, it's time to ask the girls what they think. Remember: You want girls to lead, but younger girls will need more guidance, while older girls will require far less. Seniors and Ambassadors may not want you to draft any sort of calendar in advance, so if they balk at the work you've done, simply put it away and let them take the reins. Daisies and Brownies, on the other hand, may only be able to fill in a few ideas here and there, as you uncover their personalities and interests.

Before your group even opens a journey book, ask the girls what the journey and related theme mean to them. Maybe the theme ignites a discussion (or even debate!) that helps the girls chart their course for the year. In your discussions, probe to find out what the girls are most interested in accomplishing during their time together, and then help them connect those interests to the Girl Scout Leadership Experience.

** <http://www.girlscouts.org/program/journeys/maps/> link referenced above

Meeting with Girls for the First Time

When you first get together with girls (and this may also be a meeting with parents/guardians, or you may decide to hold a separate meeting for the adults), you'll likely want to accomplish some or all of the following, depending on how much time you have and on the grade level (read that: attention span) of the girls:

- Get to know the girls, and give them a chance to get to know each other. Ice-breaker games—in which girls share simple details about each other, or are charged with finding out about another girl with whom they are paired—are a simple way to start off your first meeting. Check your council resources or search the Internet on “ice-breakers for kids,” and a wide variety of options will open for you.
- Introduce the journey books and the Girl Scout Leadership Experience. You can start with something as simple as asking the girls to raise hands or shout out what “leadership” means to them, and then compiling a list that you tie to the GSLE—especially the three keys (discover, connect, and take action). Or you can do something more complex, like having the girls create masks of the characters in their journey book, and each choosing a character to play for the evening. The journey adult guide gives you additional ideas for having conversations about the GSLE and journey books with girls and their parents/guardians. See the appendices to this guidebook for ideas on opportunities to kick off and use the journey books.
- Talk about the three processes (girl-led, learning by doing, and cooperative learning) in a grade-level-appropriate way. Consider dividing the girls into small groups or two-person teams to recall the activities they've led in the past, the times when they've learned by doing, and the ways in which they've learned cooperatively in groups. What was beneficial about those experiences? What was difficult about them?
- Find out what interests the group, including other adult volunteers. Do they want to dig deeper about the journey or a related theme? 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 or other barriers were no object. Build off the ideas shared, but also ask direct questions of the girls who seem shy or unsure about answering, so that no one is left out.
- Talk about how they want to schedule their time together, starting with the draft schedule you bring. Can they organize and plan a field trip or longer travel opportunity that will allow them to learn more about a particular 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 e-mail or social media? Can they invite a local guest speaker to answer specific questions or demonstrate particular skills? Which badges can the group choose to work on that will deepen their skills in this particular area? Are they interested in pursuing their Girl Scout Bronze, Silver, or Gold Awards?

Using Safety Activity Checkpoints

When preparing for any activity with girls, always begin with the Girl Scout Safety Activity Checkpoints written about that particular activity, which you can find on GSCC's Web site and/or you will receive in some other electronic or printed form from your council.

Each Safety Activity Checkpoint includes the same format:

- Title of the checkpoint, a photo, and introductory text
- Information on where to do this activity and how to include girls with disabilities
- Basic and specialized gear required for the activity
- How you and the girls need to prepare yourselves in advance of the activity
- What specific steps to follow on the day of the activity
- Web links to help you and the girls learn more, plus ways to increase your know-how
- Activity-specific jargon

In addition to reading these checkpoints yourself, you can also e-mail 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 go through and check off that each step has been followed.

In keeping with the three processes of the Girl Scout Leadership Experience, be sure that all activities are girl-led, taking 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.

Also give the girls the chance to learn cooperatively, by having girls teach each other new skills they may need for activities, rather than hearing all that from you. And let girls learn by doing: If research or special equipment is needed, they'll learn better 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. And 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, be sure to check with your council *before* making any definite plans with the girls in your group. 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 (driving or riding all-terrain vehicles and motor bikes is never allowed); use firearms (hunting is never allowed), take trips on waterways that are highly changeable or uncontrollable (Class V and higher watercraft trips are never allowed), or fly in noncommercial aircraft, such as small private planes, helicopters, sailplanes, untethered hot-air balloons, and blimps (hang gliding, parachuting, and parasailing are never allowed).
- **Warning:** The following activities are never allowed for any girl: shooting a projectile at another person (such as paintball), 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, riding all-terrain vehicles and motor bikes, and taking watercraft trips in Class V or higher whitewater.

Chapter 1: Sharing Your Unique Gifts

No matter why and how you choose to spend your time with Girl Scouts, your investment in time and energy will pay back tenfold. Little can compare to the satisfaction you'll feel as you help girls grow in self-confidence, discover their genuine selves, connect with the people and community around them, and take action to make a difference in the world.

The comprehensive Girl Scout volunteer management system ensures that you are matched with the right opportunities, are provided efficient and effective learning and support, and are recognized for the valuable service you provide on behalf of girls. The first few steps of the process include background screening, interviewing, and placement, which you've already experienced. Now, you're in a position to assess the skills and competencies Girl Scouts has identified as most important—the ones that will lead to the best results for girls. You surely already possess many of these skills and behaviors and will develop more in the coming year, as you work more closely with girls and with your volunteer support team. After you've evaluated your skills and identified opportunities for growth, you can utilize the learning opportunities offered by Girl Scouts of Citrus Council. You'll have the chance to learn and grow, right along with the girls!

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 partner directly with girls; an invitation to play a critical role in their lives; a chance to watch them blossom under your direction! You also want to be someone who enjoys the activities you'll be embarking on with the girls—whether you're a camp volunteer, working with girls who are traveling, or partnering with girls on a short-term series that interests you.

As a Girl Scout volunteer, you 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 at no time is a girl to be alone with only one volunteer. Remember to also check the adult-to-girl ratios in the "Safety-Wise" chapter.

Your Responsibilities

Your other responsibilities as a Girl Scout volunteer include:

- 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 e-mail, phone calls, newsletters, blogs, or 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 troop
- Overseeing any funds the girls raise with honesty, integrity, and careful record-keeping
- Maintaining a close connection to your volunteer support team
- Facilitating a safe experience for every girl

Your Support Team

In your role as a Girl Scout volunteer, you may team up with co-volunteer(s), parents/guardians, members of the community, council staff members, and others who have expressed interest in working alongside you.

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 you to Girl Scouts, review your strengths and skills, and talk about how you would like to work together as a team. Also discuss:

- When important milestones will happen (when Girl Scout Cookie sales will happen, when a troop will take field trips, when a travel group will make its trip, when an event will happen, what the starting and ending dates for a series or for camp will be) and how long the planning process will take
- When and where to meet as a group, 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, which 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.

Evaluating Your Skills

Use the following checklist to determine your strengths and areas for growth, and then work with your volunteer support team to boost the areas in which you can do some additional learning and skill-building.

Focusing on Girls

- I create a fun, interactive, girl-led series of activities.
- I help girls set realistic and clearly defined goals and objectives.
- I am respectful of and empathetic to girls.
- I create a friendly environment for girls and adults.
- I foster girl-adult partnerships that provide opportunities for girls to lead their own activities.

Demonstrating Flexibility

- I adjust, modify behavior, and remain flexible and tolerate in response to changes, obstacles, and divergent opinions.
- I maintain a sense of humor and emotional composure, even when under pressure or opposition.

Communicating Well

- I express ideas and facts clearly, concisely, and accurately.
- I communicate in a manner that's appropriate for each individual and group.
- I use appropriate nonverbal communication.
- I actively listen to others and incorporate their ideas and perspectives.
- I facilitate group discussion, clarify the points of others, and encourage group responses and actions.
- I present information that is clear, organized, and vibrant.

Fostering Diversity

- I understand that each individual brings a unique—and important—experience to Girl Scouting, and I embrace those differences.
- I value, develop, nurture, use, and celebrate both group and individual diversity.
- I strive for inclusiveness in all activities, removing barriers to participation for both girls and their parents/guardians.
- I challenge the biases of others.
- I treat others fairly.

Living with Personal Integrity

- I demonstrate dependability, honesty, and credibility.
- I accept responsibility for my own actions.
- I maintain confidentiality.
- I uphold ethical standards.

Taking Advantage of Volunteer Learning Opportunities

Girl Scouts strives to provide you with just enough 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're ready to find out more. Learning opportunities are offered in a variety of ways, so as 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!

Currently, through GSCC, you'll find online learning modules that you can complete on your own schedule and at your own pace, as well as face-to-face training opportunities that allow for immediate feedback on the skills learned and knowledge gained. You also have resources—like this resource and the journey adult guides, for example—to use as a reference during the next year. Read what you need now, and come back to it when you're ready for more. At this point, you have probably already completed the online Volunteer Orientation and will soon be scheduled for Leadership Essentials, which will provide in-depth focus on delivering the Girl Scout Leadership Experience—the outcomes/benefits we're striving to achieve for girls, the processes (girl-led, learning by doing, and cooperative learning), and the three leadership keys (discover, connect, and take action).

GSCC is committed to providing volunteers with an ongoing adult education program. Learning and developing new skills and insights are all part of the Girl Scout program, and not just for girls! Knowledgeable and skilled volunteers have the ability to offer the highest quality programming for girls while staying safe and having fun at the same time. GSCC offers a variety of learning opportunities including CPR/first aid, outdoor skills and enrichment classes. Self-guided resources are also available to provide self-taught skills and resources.

To access this information, visit the council website, www.citrus-gs.org,* click on Volunteers - Learning Opportunities. Select a topic of interest and each drop down bar will give you a brief description of the course, training date, location and fee if applicable.

Learning opportunities ensure that you have the support you need in Girl Scouting. Volunteer Services at GSCC will provide you with the instruction and guidance necessary to fulfill your role successfully as a Girl Scout volunteer—learning that will not only help you work more effectively with Girl Scouts but also may introduce new skills that can be applied to work, relationships, and personal development. In the end, your service will be recognized by the girls and other adults as you help Central Florida girls become confident, courageous, and character-driven young women. And that's the greatest reward of all!

*For more information, check out our website at www.citrus-gs.org.

Getting Feedback on a Job Well Done

Serving as a Girl Scout volunteer affords you exceptional opportunities, both in the skills you'll gain and in the difference you'll make in the lives of girls. Everyone involved with Girl Scouts wants to ensure that you're effectively mentoring girls to become world-changing leaders, and your council staff helps you do that by measuring outcomes, evaluating your performance, continuing to give you opportunities to build new skills, and recognizing you for the tremendous work you do.

We want you to have such an incredible time working with girls that you want to stay in Girl Scouting! So, after you complete your current role, your council staff will go through a reappointment process, in which you'll talk about the positive parts of your experience as well as the challenges you faced, and discuss whether you want to return in this position or try something new. During this process, council staff will also (of course!) want to lavish you with praise, rewards, recognition, and thanks for all the hard work you do!

Volunteer Recognition

Girl Scouts owe a tremendous debt of gratitude to the thousands of volunteers who make the program happen. Without the countless hours given by troop leaders and assistants, group advisors, troop committees and parents, service teams, and even community volunteers and organizations, the Girl Scout program would not exist. Many of these volunteers give service beyond the expectations of their position, and deserve public recognition for their dedication to the girls and the Girl Scout organization.

Who should be recognized? Any volunteer who gives service to the girls or the Girl Scout organization.

- Leaders/Advisors, Co-leaders/advisors, Assistant Leaders/Advisors
- Troop Committee Members
- Supportive and involved parents
- Sponsors
- Service Team Members
- Civic Leaders
- Community Organizations
- Members of the Council's Board of Directors

Types of Recognition

Board Approved Awards recognize excellent work above and beyond the volunteer's position, and benefiting one or more areas of the council. Nominations and endorsement letters are submitted to the Volunteer Recognitions Selection Committee for review, and then sent to the Board of Directors for approval. The deadline to submit nominations for Board Approved Awards is October 8th.

Service Unit awards are approved and presented at the service unit level to volunteers that have demonstrated outstanding service.

Earned Recognitions

- Leadership Development Pin
- Green Leaves
- Years of Service Pin

Community Awards are presented in appreciation to those exceptional organizations and individuals that help GSCC serve Central Florida girls.

- Thank You Certificate - for community businesses and organizations who have supported Girl Scouting through a service unit. Submit nominations to your Service Unit Recognitions Committee.
- Appreciation Plaque - for community businesses and organizations who have supported Girl Scouting in the community by offering meeting space, storage facilities, or other support. Submit nominations to your Service Unit Recognitions Committee.

The Volunteer Recognition Manual

This resource provides more detailed information about these recognitions as well as advice on who to nominate, how to nominate, and how to write a letter of endorsement. All forms are included in the manual which is easily downloaded for sharing at meetings. The complete *Volunteer Recognition Manual* is available in the *2010 Volunteer Essentials* appendix.

GSCC Volunteer Policies

The *Volunteer Policies of Girl Scouts of Citrus Council, Inc.* are established upon the principle that the direction and success of Girl Scouting rests in the voluntary participation of its adult members. To ensure the satisfaction of volunteers, the Board of Directors adopted these policies and procedures on March 19, 2009. These policies and procedures will be reviewed regularly to assure they reflect GSCC's volunteer management goals. The complete *GSCC Volunteer Policies* is available in the *2010 Volunteer Essentials* appendix.

Chapter 2: Program—What Girls Do!

The Girl Scout program—that is, what girls do in Girl Scouting—offers incredible opportunities for girls to grow in their leadership skills, develop lifelong friendships, and earn awards along each step of their leadership journeys, no matter what their grade levels, experiences with Girl Scouting, or background.

The Girl Scout program is centered around the Girl Scout Leadership Experience (GSLE), and the best way to deliver the GSLE to girls is through journeys—powerful, fun, and exciting books and awards that are the core of the Girl Scout program. Each journey offers opportunities to earn prestigious awards, and at the Junior grade level and above, girls then have an opportunity to earn the highest awards in Girl Scouting: the Girl Scout Bronze, Silver, and Gold Awards. Of course, earning and collecting a variety of badges, patches, and pins is also an important Girl Scout tradition that lives on, because doing so encourages girls to learn and demonstrate important skills. A variety of badge activities allow girls to focus on particular interest areas, like financial literacy, healthy living, science and technology, and outdoors and the environment. And Girl Scout ceremonies and songs continue to link girls not only with their Girl Scout peers today but also with the many Girl Scouts who came before them. This chapter shares details on each of these exciting elements of the Girl Scout Leadership Experience.

The Girl Scout Leadership Experience (GSLE)

Today's effective leaders stress collaboration, inclusion, and a commitment to improving the world around them. Girls themselves tell us that a leader is defined not only by the qualities and skills she hones but also by how she uses those skills and qualities to make a difference in the world—to achieve transformational change! For this reason, the Girl Scout Leadership Experience (GSLE)—the framework for defining *what* girls do in Girl Scouting, *how* they do it, and *who* will benefit that was borne out of years of research and development—engages girls in three key activities: discovering who they are and what they value; connecting with others; and taking action to make the world a better place.

Three Keys to Leadership: The Activities Girls Do

In Girl Scouting, girls discover, connect, and take action as they become leaders. The entire Girl Scout program, regardless of the exact topic, is designed to lead to leadership outcomes (or benefits) that stem from these three keys.

Discover Key

Girls understand themselves and their values and use their knowledge and skills to explore the world. The benefits intended for girls from the discover key include:

- Developing a strong sense of self
- Developing positive values
- Gaining practical life skills and practicing healthy living
- Seeking challenges in the world
- Developing critical thinking skills

Connect Key

Girls care about, inspire, and team with others locally and globally. Benefits for girls include:

- Developing healthy relationships
- Promoting cooperation and team-building
- Resolving conflicts
- Advancing diversity in a multicultural world
- Feeling connected to their local and global communities

Take Action Key

Girls act to make the world a better place. Benefits intended for girls include:

- Identifying community needs
- Working as resourceful problem-solvers
- Educating and inspiring others to act
- Advocating for themselves and others, at home and around the world
- Feeling empowered to make a difference

The most powerful component of the take action key is, not only do Girl Scouts themselves benefit as they grow in their leadership skills, but communities, the nation, and the world benefit as well. Taking action translates to making the world a better place.

Remember: In order for that project to have maximum impact, girls will need to share their take-action story within your community: they may decide to use the local media, blogs, or a Web site; create a high-quality photo exhibit; arrange for school visits or presentations at younger-girl Girl Scout gatherings; or create a community-awareness event. Whatever way(s) they choose, be sure the group brainstorms ways to share their take-action experience with the community, and then follows through by sharing their story.

The journey books, as well as the Bronze, Silver, and Gold Award guidelines, give you more information on take-action projects.

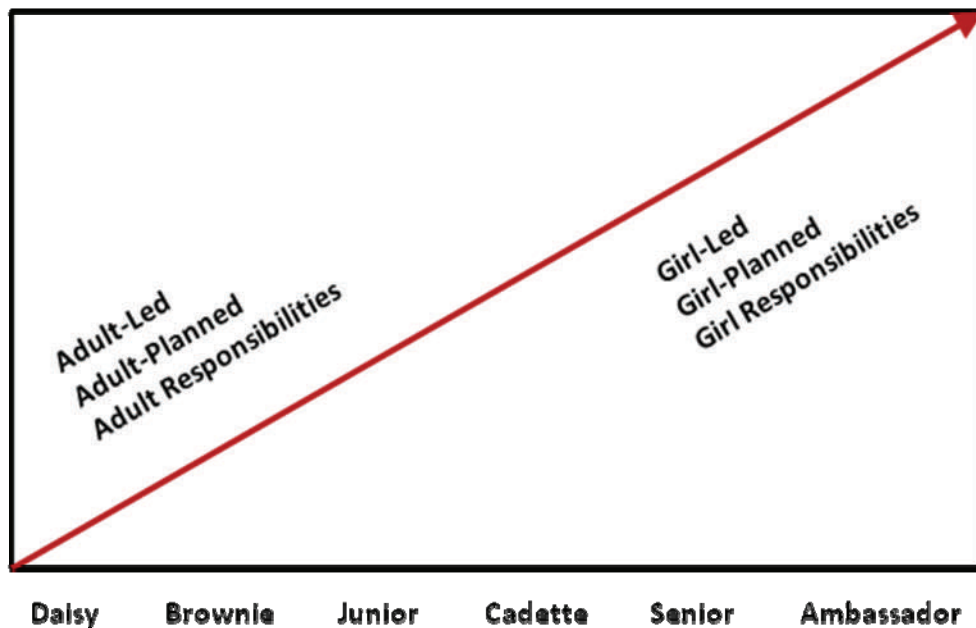
Girl Scout Processes: How Girls Go About Doing Those Activities

It's not just what girls do, but how they are engaged that creates a high-quality experience. All Girl Scout activities are designed to use three processes that make Girl Scouting unique from school and other extracurricular activities. When used together, these processes (girl-led, learning-by-doing, and cooperative-learning) ensure the quality and promote the fun and friendship that's so integral to Girl Scouting.

Activities are Girl-led

Girls of every grade level take an active role in determining what, where, when, why, and how they'll structure activities. As part of the adult-girl partnership fostered by Girl Scouts, you use this process to strengthen and support girls' empowerment and decision-making roles in activities. Your role is to provide grade-level-appropriate guidance while ensuring that girls lead as much as possible in the planning, organization, set-up, and evaluation of their activities. The older the girl, the more you step back and serve as a resource and support.

Transitioning from Adult-Led to Girl-Led



Girls Learn by Doing

Girls use hands-on learning to engage in an ongoing cycle of action and reflection, deepening their understanding of concepts and mastering practical skills. As girls take part in meaningful activities—instead of simply watching them—and then later evaluate what they have learned, learning is far more meaningful, memorable, and long-lasting. You assist girls in this process by facilitating grade-level-appropriate experiences through which girls can learn, and also by leading discussions that reflect on those experiences. When girls learn by doing, they can better connect their experiences to their own lives, both in and out of Girl Scouting.

Girls Engage in Cooperative Learning

Girls share knowledge, skills, and experiences in an atmosphere of respect and cooperation, working together on a common goal that engages each individual girl’s diverse talents. In cooperative learning environments, people learn faster, process information more efficiently, and are better able to retain the information learned. This idea, also known as “positive interdependence,” engages girls in meaningful ways, encourages and appreciates differences in outlook and skills, and creates a sense of belonging. In your role as a volunteer, you want to structure cooperative-learning activities that will nurture healthy, diverse relationships, and also give continuous feedback to girls on those learning experiences.

These three processes promote the fun and friendship that, for nearly 100 years, have been integral to Girl Scouting. But they do even more: When girls lead, when they learn by doing, and when they engage in cooperative learning, the 15 leadership outcomes (or benefits) discussed in the preceding section are far more likely to be understood and achieved.

The Journey Books!

The core component of the Girl Scout Leadership Experience is the leadership journeys—a coordinated series of activities grouped around a theme, each with a clear starting point (an invitation to explore and take action) and an ending point (an opportunity to reflect, reward, and celebrate). Each journey includes fun, challenging, and purposeful experiences spread over a series of sessions (which you can expand over several group meetings), and each is tied to some or all of the 15 national outcomes/benefits for girls. In other words, the GSLE is sewn right into the journeys for you!

The journey books immerse Girl Scouts in specific topics, while the adult guides feature enriching activities for a group of girls, coaching tips, and sample session outlines that you can customize to fit the needs of your group, whether you facilitate 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. Together, the girls' books and adult guides ensure that every Girl Scout in every pathway receives a consistent, high-quality experience that ties to the GSLE and engages girls in realizing specific leadership outcomes/benefits.

Not sure the journey books will work for you? Consider taking a second look, because how you and girls use the journey books is up to you—here are a few tips:

- You and the girls are encouraged to customize the sample sessions. The journey adult guides provide you with ideas, examples, and encouragement, along with ideas about sequencing experiences, facilitating discussions, and assisting as girls earn awards. But neither the girls' books nor the adult guides is meant to provide hard-and-fast, unchangeable, lockstep sessions. Have fun creating new activities surrounding each topic. The journey will be much more fun and relevant as girls make it their own!
- Take your time or speed things up. Sample sessions in the journeys have been created to show how it is possible to have a Girl Scout Leadership Experience in six to eight gatherings. Many girls and adults quickly find there is more they want to do, which is why the journey books are filled with tips for you to customize the experience. As their imaginations take hold, girls will have many more ideas about how to extend the journey with guidance from volunteers. Conversely, you may decide you want to use the journey books in only two or three planning sessions—whatever works for you.
- Capture girls' imagination and motivate them to take action by sharing stories. The journey series engage girls in stories—real and fictional—of girls and women taking action in the world. Make use of these stories and expand upon them whenever you can—in any way that you and girls will enjoy. Stories, after all, capture the imagination and motivate. Ultimately, girls will create their own stories on the journey, meeting new people and taking action in the world. What other stories are going on in the region, and how can girls connect to them? What can girls find in stories—in art or life—that add to the feelings and ideas during this adventure?
- Connect to the three keys. As a volunteer in Girl Scouts, your experiences—and your view of leadership—will influence and inspire girls. Use the reflection exercises in the adult guide to think about the three keys to leadership (discover, connect, and take action) and how you can best apply them as you team up with Girl Scouts on their leadership journey.

As you work through a grade-level-specific journey book, you'll have your own learning-by-doing experience, as you come to understand the GSLE even more deeply. As girls work toward and earn the awards that accompany each journey, you'll be sure the girls are receiving the benefits Girl Scouts promises—and you'll be able to apply your understanding of the GSLE to everything else girls go on to do in Girl Scouting.

It's Your World—Change It!

One series of journey books invites girls to develop a deep understanding of themselves, understand how powerfully they can act when they team up with others who share a vision, and make a difference in their communities by inspiring, educating, and advocating. Books in the first series of journey books include the following:

- **Welcome to the Daisy Flower Garden:** When flowers talk, what do they say? Something wonderful? Something wise? Listen closely, and then plant a seed—maybe even two or three. In this garden, as in all of Girl Scouts, good things are bound to sprout.
- **Brownie Quest:** Pack a bag and join the quest! You'll find trails with friends and fun and all sorts of...well, we can't say what! After all, there's a mystery to solve! And did we mention that special something Girl Scouts have always loved—a bright and shining Brownie Elf?
- **Agent of Change (for Juniors):** Power. Everyone's got it—individual power, team power, community power. There's a whole spiral of power waiting, just for you. Toss in some power stories (and a chatty, power-loving spider), and you've got yourself one powerful adventure. Power on!
- **aMAZE! (for Cadettes):** Life is a maze. Navigate its twists and turns and you'll find true friendships, meaningful relationships, and lots of confidence to boot. So go ahead, enter the maze. The goal is peace—for you, your world, and the planet, too.
- **GIRLtopia (for Seniors):** Imagine a perfect world for girls. Imagining is the first step to creating. Make your vision a reality. That's what leadership is all about.
- **Your Voice Your World—The Power of Advocacy (for Ambassadors):** How often have you seen something that really needed to be changed and wondered, "Why isn't someone doing something about that?" Guess what? You can be that someone! All it takes is your voice joining with other voices and pretty soon, you'll see just how powerful advocacy can really be. So go ahead, start the winds of change with your own little flutter—be a Girl Scout Ambassador and an advocate.

It's Your Planet—Love It!

A second series of journey books issues a call for action for the environment, inviting Girl Scouts of every grade level to explore the natural wonders of the world, become stewards of our fragile planet, and investigate the science that keeps our Earth spinning. Books in the second exciting series include:

- **Between Earth and Sky (for Daisies):** Sunshine, fresh air, new places to see. When flower friends travel, they enjoy all of these. So come along for the trip. Meet new friends and old. You'll taste, touch, and smell what fun travel can hold!
- **WOW! Wonders of Water (for Brownies):** Water does so much for you! Can you return the favor? On this Wonders of Water journey, you will love water, save water, and share water! That's a really big WOW!
- **GET MOVING! (for Juniors):** Energy puts the sparkle in fireworks, the giddyup in a pony, and the oomph in the everyday. So get moving! Energize, investigate, innovate. Get all the energy in your life flowing in the wisest ways.
- **Breathe (for Cadettes):** Take a deep breath. How do you feel? What do you see? Hear? Smell? Get set to focus all your senses on air. This is one airy journey, and it's full of flair!
- **Sow What? (for Seniors):** So, what do you hope for from your food? Great taste? Pleasing smell? Good looks, too? As you dig into *Sow What?* and get down to the roots, you'll crave a whole lot more. You'll see how your food network can serve up what's best for Earth—and best for you!

- *Justice* (for Ambassadors): We all know what it is. Why is it so hard to achieve? Maybe it needs a brand-new equation—your equation. On this journey, doing the math + some very sage ways = real hope for inspiring justice—for all of Earth and her inhabitants.

It's Your Story—Tell It!

In the 2010–2011 membership year, Girl Scouts will introduce a third series of journey books, titled *It's Your Story—Tell It!*, focusing on girls' self-expression and creativity.

Girl Scout Bronze, Silver, and Gold Awards

The Girl Scout Bronze, Silver, and Gold Awards are Girl Scouting's highest awards. As a Girl Scout volunteer, encourage girls to “go for it” by earning these awards at the Junior through Ambassador levels.

The steps toward achieving Girl Scouting's most prestigious leadership awards offer girls wonderful learning and growth opportunities. Check out some of the award projects girls are doing at your council. Better yet, talk to a few past recipients of the Girl Scout Gold Award. You'll quickly be inspired when you see and hear what girls can accomplish right now as leaders—and by the confidence, values, and team-building expertise that girls gain as a result of going after Girl Scouting's top awards. 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!

Like everything girls do in Girl Scouting, the steps to earning the awards are rooted in the Girl Scout Leadership Experience and its three keys to leadership: girls discover themselves and their values and explore the world, connect with others locally and globally, and take action to make the world a better place. This is why, to earn each of these awards, girls first complete a grade-level journey (two journeys for the Gold Award). With journeys, girls experience all three keys to leadership and are prepared to identify community needs, work in partnership with their communities, and create take-action projects that make a lasting difference.

After completing journeys, girls apply their insights and skills to plan and carry out action projects based on their unique visions. The Bronze, Silver, and Gold Awards offer girls relevant, grade-level-appropriate challenges related to teamwork, goal setting, and opportunities to build community networks.

The Girl Scout Bronze, Silver, and Gold Awards offer girls incredible opportunities for personal development and community leadership. These awards also engage girls in building networks that will not only support them in their award projects, but also lead them to new educational and career opportunities. All this, of course, starts with you—a Girl Scout volunteer! Encourage girls to go after the highest awards—information is available [here](#)**. Adult guidelines for you to use when helping girls earn their awards are also available [online](#)**.

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.

**http://www.girlscouts.org/program/gs_central/insignia/highest_awards/index.html Information for highest girl awards

**http://www.girlscouts.org/program/gs_central/insignia/highest_awards/adult_guides.html For adult guidelines referenced above

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, 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 and remains today.

Badges, Try-Its, Pins, and More!

Emblems, awards, and patches refer to items that girls wear on their vests or sashes, each of which records a girl’s adventures and accomplishments as a Girl Scout. The following list describes the differences among them:

- Emblems show membership in Girl Scouts, a particular council, a particular troop, or in some other Girl Scout group.
- Awards are earned by completing requirements or by demonstrating understanding of a concept. The Girl Scout Bronze, Silver, and Gold awards, as well as the journey awards, are two prestigious ways girls can earn awards. But girls also earn Daisy Petals, Brownie Try-Its, Junior badges, and Interest Project awards (as Cadettes, Seniors, and Ambassadors). Some awards take the shape of pins. Additional awards are earned through Girl Scouts requirements or are determined by partner organizations. Examples include religious awards and the President’s Award for Community Service. *Note:* Over the next several years, Girl Scouts will be updating the skill-building badge activities for girls, in order to tie them to the GSLE. Stay tuned for updates! Until then, continue to dip into the existing offering to supplement the journey experience—remember, once you’ve done a journey, you can apply the GSLE to everything else you and the girls choose to do!
- Participation patches are developed at the national or council level with a focus on participation. Some come with companion activity booklets, while others are given out at events. Some examples include uniquely ME! patches and World Thinking Day patch.

Purchase emblems, patches, pins, and earned awards at the GSCC shop or by visiting the [GSCC online shop](#)^{**}. Also check out the array of [Girl Scout emblems, earned awards, patches, and pins](#)^{**}. There, you not only will find a cool list of the earned awards for each grade level but also can click on a link that shows you exactly *where* girls can place all their emblems, awards, pins, and patches on vests and sashes!

^{**} <http://store.citrus-gs.org/store/> Link to GSCC Shop referenced above

^{**} http://www.girlscouts.org/program/gs_central/insignia/list/ Link to GSUSA website referenced above

In addition to journey books, you have other resources at your disposal, including the *Daisy Girl Scout Activity Book*, *Try-Its for Brownie Girl Scouts*, *Junior Girl Scout Badge Book*, and *Interest Projects for Girls 11–17*. These resources provide topic-specific skill-building activities as girls earn the associated badges.

In addition, you’ll find a wealth of Girl Scout resources centered on four core areas: STEM (science, technology, engineering, and math), financial literacy, the environment and outdoor education, and healthy living. Contact the GSCC office or your support team for guidance on where to find these resources and how to infuse them into your group activities.

Other Initiatives and Opportunities

Other exciting initiatives and opportunities exist to support the GSLE. A few examples are listed here, and you can find out how to engage your group in opportunities like these by contacting your local council or by visiting www.girlscouts.org/program/program_opportunities. Note that councils may offer different experiences, based on availability of resources and partners in your area.

- uniquely ME!: A joint venture between Girl Scouts and Dove/Unilever, this is the Girl Scout/Dove Self-Esteem Program, which helps girls discover the importance of challenging themselves, develop healthy coping skills, evaluate media influences, know what to look for in a friend, and find ways to make a difference in the lives of others.
- Elliott Wildlife Values Project (EWVP): Launched more than 10 years ago, the EWVP provides girls with resources, collaborations, and opportunities that enable girls to explore nature, protect the environment, and develop a lifelong commitment to wildlife conservation.
- First LEGO League (FLL): FLL introduces girls to Science, Technology, Engineering, and Math (STEM) using LEGO MINDSTORMS, programmable robotics that test girls' technical skills and expose them to leadership skills.
- NASA collaboration: Girl Scouts and NASA first collaborated more than 15 years ago, with a shared goal of exposing girls to science careers, creating summer internships for girls, hosting field trips relating to Earth and solar exploration, creating community outreach programs, and providing adult volunteers with training opportunities. To date, more than 100,000 girls have engaged in this program.
- Council Sponsored Events: The GSCC Program Team comprised of staff and volunteers have planned a variety of events for council wide attendance. In making these events a success for our girls, we are always looking for volunteers – girls and adults – to assist with planning, preparation, supervision, guidance, and more. Girls are encouraged to help at events; girl volunteers must be three years older than girl participants. Program Aide Course training is recommended for girl volunteers, but not required. If you, your girls, or your troop would like to volunteer please contact the Program Team at the GSCC Service Center today! Check out all the great programs on our www.citrus-gs.org.
- Community Program Partner Opportunities: GSCC partners with many different organizations in the community to provide exclusive program opportunities for Girl Scouts. You can browse the list of programs online at www.citrus-gs.org.
- Council Patch Programs: GSCC offers patches unique to the girls of Citrus Council, including a culture patch series, an environmental patch series, and more. Here's a brief overview of the programs available. For more details or to download requirements, visit www.citrus-gs.org.
 - African American Culture Patch
 - Hispanic Culture Patch
 - Native American Culture Patch
 - Asian Culture Patch
 - Amanda the Armadillo Environmental Patch (based at Mah-Kah-Wee Program Center)
 - Eleanor the Egret (based at Melbourne Scout House)
 - Minerva the Manatee (based at Riverpoint Program Center)
 - Beatrice the Butterfly (based at Celia Lane Little House)
 - Juliette's Legacy

- **Program “Take-Out”:** If the question, “What are we doing at our next meeting?” has grown as frustrating as the daily dilemma, “What’s for dinner?” then make your life easier and just order some Program Take-Out! “Program Take-Out” offers you a variety of programs-in-a-bag with just about everything you need for a troop meeting. The “Menu” features nearly 40 different choices, including kits for every age level and even options in both English and Spanish languages. Topics range from Zink the Zebra and programs on Living Drug Free, to Studio 2B books and nature programs. Each kit comes with helpful hints to get you started and a list of supplies you’ll need to deliver a great program. Program Take-Out is available for a small rental fee, with a refundable deposit, and the rental lasts for two weeks. Kits can be checked out from the GSCC Service Center. For more information, visit www.citrus-gs.org.
- **Juliette Low World Friendship Fund:** Established in 1927, the year Juliette Gordon Low died, the Juliette Low World Friendship Fund honors her dream of spreading Girl Scouting around the world. The Fund supports a wide diversity of activities and initiatives:
 - Opportunities for American girls to travel overseas and for girls from other countries to come to events in the U.S. as part of the *destinations* travel program.
 - Support for the four World Centers operated by WAGGGS, enabling them to host seminars and trainings for young women from around the world.
 - Financial aid to Girl Guiding/Girl Scouting organizations through the Mutual Aid program provides assistance to WAGGGS organizations for training and/or emergency assistance.
 - Helps support the development of Girl Guiding/Girl Scouting in areas where the Movement is not yet established.
 - Donations to the Juliette Low World Friendship Fund may be sent at any time of year, but popular times are World Thinking Day (February 22), Juliette Low’s birthday (October 31) and during Girl Scout Week (the week that includes March 12). Troop donations should be sent to Girl Scouts of Citrus Council to be forwarded to the fund.
- **“destinations” GSUSA Travel Programs:** “*destinations*” are opportunities for travel and adventure across the U.S. and around the world that are open to Girl Scout Cadettes, Seniors, and Ambassadors. For more information, application details, and a complete list of upcoming *destinations*, visit www.studio2b.org/destinations.

Girl Scout Traditions: Pass it On!

Throughout the long history of Girl Scouts, certain traditions remain meaningful and important, and are still practiced today. This section describes annual celebrations in the Girl Scout year, as well as other revered Girl Scout traditions.

Girl Scout Calendar

Girl Scouts celebrate three special birthdays 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).

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 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 journey, including ideas for new ceremonies girls can create!

Girls use ceremonies for all sorts of reasons: to open or close meetings, give out awards, welcome new members, renew memberships, and honor special Girl Scout accomplishments. A brief list, in alphabetical order, follows, 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 ceremony honors 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 is usually held for a group or combined with the 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 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.

For more about ceremonies, visit www.girlscouts.org/program/gs_central/ceremonies.

Signs, Songs, Handshake, and More!

Over the course of 98 years, 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. Examples are listed in the following sections.

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 yourself, 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 in 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. To do the handshake, 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—teach this to girls during your first meeting! The sign is made by raising 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 lifting a chorus of voices on the Mall in Washington, D.C., Girl Scouts have always enjoyed the fun and fellowship that music creates. In fact, the first *Girl Scout Song Book*, a collection of songs put together by girl members, was published in 1925. Since then, the organization’s love of music has grown along with the girls it has empowered.

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

**<http://store.citrus-gs.org/store/> Link to the GSCC Shop

Chapter 3: Engaging Girls at All Age Levels

As a Girl Scout volunteer, you'll be working with girls of all backgrounds, behaviors, skills, and abilities. No matter what a girl's grade level or background, however, it's your job to engage her in meaningful ways, help her grow in maturity and skills, and encourage her to feel safe and accepted. This chapter gives you tips for doing just that.

Arranging a Time and Space for Girl-Led Meetings

Important decisions include both when and where to meet.

When to meet is at you and your co-volunteers' discretion: It may just be one time for this particular group of girls. Or, if you meet regularly, what day and times work best for the girls, for you, for your co-volunteer(s), and for other adults who will be presenting or mentoring? Once per week, twice a month, or 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? If so, which day of the week? At what time?

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 of worship
- Community buildings
- Childcare facilities
- Local businesses

For teens, you can also rotate meetings at local coffee shops, bookstores, and other places girls enjoy spending time.

When choosing a space, consider the following:

- **Cost:** The space should be free to use.
- **Size:** Make sure the space is large enough to hold all the girls in the group while engaged in a variety of activities.
- **Availability:** Be sure the space is available at the time and day you want to meet, for the entire length of time you plan to use the space.
- **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 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: Be sure 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, feeling pressured by, and enjoying as they mature is a big help to girls. So take some time to understand the likes and needs of girls, then consider how you can dip into the "what and how" of creating quality Girl Scout experiences together.

As you listen and learn along with girls, you may find it useful to review the highlights of their development. Here are some developmental characteristics of girls at different grade levels. Of course, each girl is an individual, so these descriptions are only guidelines that help you address each girl as the wonderful, complex person she is.

Girl-Adult Partnership

Since the group meets for the enjoyment and benefit of the girls, meetings are built around the girls' ideas. When you put the girl 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 leadership processes of girl-led, learning by doing, and cooperative learning are key to the foundation of the Girl Scout Leadership Experience and integral to the girl-adult partnership. Take time to read over the description of these processes and think about how to incorporate them into your group's experiences.

Girl Scout Daisy Development

At the Daisy level (kindergarten and 1st grade), girls:

- Develop coordinated large motor skills (such as skipping, running, and climbing) and fine motor skills (such as tying shoelaces, buttoning shirts, using scissors, and drawing recognizable figures).
- Interact with and learn about the world through play activities.
- Experience the world through exploration; feel inquisitive about self and surroundings.
- Feel curiosity about bodies; may play games like doctor.

- Understand what is good and bad (although she may not understand why) and follow rules.
- Express emotions physically and seek hugs and kisses.
- Develop relationships with peers and learn to recognize some as friends and others as people they don't like.

Girl Scout Brownie Development

At the Brownie level (2nd and 3rd grades), girls:

- Think in concrete terms, but are beginning to process more abstract concepts/complex ideas.
- Spend more time with their peer group and turn to peers for information.
- Develop an increased attention span; are able to focus on the past, future, and present.
- Improve in self-control, can conform to adult ideas of what is "proper" behavior, and recognize appropriateness in behavior.
- Become more modest and want more privacy; want more emotional freedom/space from parents/guardians.
- Prefer to be with other girls (rather than boys); have a stronger self-concept in terms of sex and body image.
- Understand more complex emotions such as confusion and excitement; become better at controlling and concealing feelings.

Girl Scout Junior Development

At the Junior level (4th and 5th grades), girls:

- Think in concrete ways but are beginning to think logically and symbolically.
- Move toward understanding abstract ideas; things are often "right or wrong" or "all or nothing," with little middle ground.
- Have a strong need to feel accepted and worthwhile.
- Begin to take responsibility for own actions.
- Develop decision-making skills.
- Prefer to be with other girls (rather than boys).

Girl Scout Cadette Development

At the Cadette level (Grades 6, 7, and 8), girls:

- Feel unique, as though no one else has ever felt the way they do.
- Display excellent planning skills, long attention spans, and total absorption in their passions (though they may discover a new passion frequently).
- Are extremely concerned with and put a lot of energy and interest into their friends and peer relationships (they may develop self-consciousness in front of peers).
- Are interested in boys and crushes.

- Are into “what’s hot” and “what’s not” in fashion, music, celebrities, and style.
- Are committed to communicating with and getting along with parents/guardians.
- Feel a lot of pressure from the social scene at school, and think that adults don’t understand how complicated and stressful their social lives are.
- Typically have good communication skills and, with guidance, can present issues effectively in public forums.
- Like to be with and serve people directly—it’s their social nature!

Girl Scout Senior Development

At the Senior level (9th and 10th grades), girls:

- Like to be included in setting rules.
- Are beginning to clarify their own values.
- Are beginning to promote individuality; thrive with acknowledgment of strengths, skills, and talents.
- Can sometimes be in a “know-it-all phase.”
- Are developing stronger logic and problem-solving skills.

Girl Scout Ambassador Development

At the Ambassador level (11th and 12th grades), girls:

- Are striving for a strong sense of self as they move out into the world.
- Are working toward independence and freedom, seeking to make their own decisions.
- Crave friends to turn to and trust; eager to belong to trusted groups of friends where they feel emotionally safe and connected.
- Are exploring risk taking as a rite of passage and managing the responsibilities of new privileges (such as driving).
- Are juggling life decisions and pressures (college, job, intimate relationships).

Advocating For Girls

The Girl Scouts Public Policy and Advocacy Office in Washington, D.C., builds relationships with members of Congress, officials at the White House, and other federal departments and agencies, continuously informing and educating them about issues important to girls and Girl Scouting. 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 http://www.girlscouts.org/who_we_are/advocacy.

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, therefore, is 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.

Recognizing and Supporting Each Girl

Girls look up to their volunteers. They need to know 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 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, 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 it is needed. Try to see that the chances for feeling important, as well as the responsibilities, are equally divided. Help girls explore and decide for themselves the fair ways of solving problems, carrying out activities, and looking at 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, 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 need 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—even 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, don’t spread your complaint around to others—gossip does not 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 seriously to what they think, feel, and want to do. They like someone they can talk to about important things, including some things that might not seem important to adults. Listen to 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. (You can always own 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 meeting 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, the movies they like, the books and magazines they read, and the music they listen to—not to pretend you have the same interests, but to show you’re interested in their world. One easy way to check in with girls is to visit [Let Me Know](http://lmk.girlscouts.org/)** , an interactive Web site for girls from Microsoft Windows and Girl Scouts. You might also want to direct parents to this site, which includes information about online safety, cyber-bullying, and social networking, among other topics.

** <http://lmk.girlscouts.org/> web site for girls referred to above

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. This doesn’t mean that you necessarily agree with her idea. It just signifies that you can listen and accept how she is

feeling about the situation. Suggestions: “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 specifically with teenage girls:

- Think of yourself as a coach or mentor (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 the girl’s safety).

The Girl Scout Research Institute

The Girl Scout Research Institute (GSRI), a world-class center for research and public information on the healthy development of girls, ensures that the complex and ever-changing needs of girls will continue to be addressed. The GSRI supplies cutting-edge information to educational, not-for-profit, and public policy organizations; to parents/guardians seeking ways to support their daughters; and to girls themselves. For more about the work of the GSRI, visit www.girlscouts.org/research.

Discussing Sensitive Topics

According to *Feeling Safe: What Girls Say* (2003), a Girl Scout Research Institute study, girls are looking for groups that allow connection and a sense of intimacy and closeness. They want volunteers who are teen savvy and can help them with issues they face, such as bullying and other conflicts (online and offline), peer pressure, dating, sexual harassment (online and offline), academic or athletic performance, eating disorders, alcohol and drug abuse, depression, and more. When Girl Scout activities involve sensitive issues, your role is that of caring adult who can help girls acquire their own skills and knowledge in a supportive atmosphere, not someone who advocates any particular position. Check with GSCC about which sensitive issues may require additional council support to present and discuss, as well as whether parent/guardian permission is required. When in doubt, always ask.

Listen and Ask: As the preceding sections suggest, you can help most just by being an empathetic listener. That’s right: Just by listening, you’re helping! Sometimes, you may also find that by asking questions, you can help girls figure out how to get more information and guidance at school or at home. You don’t have to solve their issues, but you can put them on the trail toward solving them.

Arrange for Education: If you observe that girls need or want more information on a topic that concerns them, check with your Girl Scout council about opportunities for arranging topical discussions with experts, on areas such as healthy eating, coping with bullies and cliques, and sex education. Every region of the country differs in terms of what families feel is okay for girls to discuss at various grade levels. So do be sure to check in with GSCC —many councils advise getting parental permission *before* any planned discussions!

Don't feel that you have to solve everything! Your role is helping girls get information from those trained people who provide it. And if you're unsure who to ask to fill this role, count on your council, which has built up relationships with community experts who can help.

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. If you believe a girl is at risk of hurting herself or others, your role is to get her the expert assistance she needs:

- Contact staff members at your Girl Scout council and find out how to refer girls and their parents/guardians 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

Child Abuse, Neglect, or Abandonment

Chapter 39 of the Florida Statutes (F.S.) mandates that any person who knows, or has reasonable cause to suspect, that a child is abused, neglected, or abandoned by a parent, legal custodian, caregiver, or other person responsible for the child's welfare shall immediately report such knowledge or suspicion to the Florida Abuse Hotline of the Department of Children and Families. If you suspect a child is being abused, call the Florida Abuse Hotline at 1-800-962-2873. For more information, visit <http://www.dcf.state.fl.us/programs/abuse/>.

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.

Using “I” Statements

As you know, however, families today are terribly busy—parents and guardians may want to be involved but may sometimes need a reminder or specific guidelines. Perhaps the most important tip for communicating with parents/guardians is for you to use “I” statements instead of “you” statements. “I” statements tell a parent what you need from her or him, while “you” statements may make a parent/guardian 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 really like to help your daughter learn to take more responsibility.”
- “I’d appreciate it if you could help me 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

A parent/guardian meeting 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 sales) will happen in your council; parents/guardians will absolutely want to know!
- Determined what information parents should bring to the meeting.
- Created a one-page information sheet (your contact information, contact information of 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 books 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!

Registering the 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 are 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. Hand out registration forms and any other paperwork, including a one-page information sheet.
- 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 usual meeting place and the importance of completing and returning it as indicated
 - How you plan to keep in touch with parents/guardians (e-mail, text messaging, a phone tree, fliers the girls take home, posting on an invitation-only group you create on Facebook 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 local council), optional uniforms, and any resources parents/guardians will need to buy (such as a journey book)
 - 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)
 - Collect the completed registration forms
 - 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 e-mail, 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 being 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.

What a wonderful opportunity such an approach will offer to the girls you mentor!

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 parents or guardians. 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 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.

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

| You Can Say... | Instead of Saying... |
|--------------------------------------|--|
| 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 or friend.
- It is 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 her 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.”

A Variety of Formats for Publications

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

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

One of your responsibilities as a volunteer is to safeguard the health of the girls in your group and instill in them a sense of safety. This responsibility may take the form of:

- Working to prevent injury or illness to girls and other volunteers
- Demonstrating a concern for the health and safety of the individuals for whom you are responsible
- Honoring pluralism and diversity so that girls feel emotionally safe—that is, accepted by and connected with you and other girls in your group

Girl Scouts requires you to:

- Observe all safety guidelines and Safety Activity Checkpoints, as well as procedures outlined by the Council, including those that supplement or augment Girl Scouts standards. Also be sure to follow local, state, and federal laws and ordinances.
- Stay cognizant of the locale, weather, and other conditions before, during, and after an activity.
- Involve girls in safety planning (events should be girl-led, but girls will require guidance from you on staying safe).
- Be a positive role model for girls, adhering to the following guidelines at all times:
 - Don't use illegal drugs!
 - Don't smoke cigarettes or drink alcohol in the presence of girls.
 - Don't engage in child abuse of any kind. Abuse includes neglect, physical injury, emotional maltreatment including verbal abuse of a child, and sexual abuse. Sexual advances, improper touching, and sexual activity of any kind with girl members are strictly prohibited.
 - Don't carry firearms or ammunition in the presence of girls. If you're facilitating a marksmanship activity, you must get Council permission for this activity, and then transport weapons separately. The minimum age for girls using firearms in highly supervised activities is 12 years old.
 - Take advantage of the learning opportunities offered by the Council.

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 GSCC 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. GSCC 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 following chart extremely helpful.

| | Group meetings: Two non-related adults (at least one of whom is female) for this number of girls | Group meetings: Plus one adult for each additional number of girls | Events, travel, and camping: Two unrelated adults (at least one of whom is female) for each number of girls | Events, travel, and camping: Plus one adult for each additional number of girls |
|--|--|---|---|--|
| Girl Scout Daisies | 12 | 6 | 6 | 4 |
| Girl Scout Brownies | 20 | 8 | 12 | 6 |
| Girl Scout Juniors | 25 | 10 | 16 | 8 |
| Girl Scout Cadettes | 25 | 12 | 20 | 10 |
| Girl Scout Seniors | 30 | 15 | 24 | 12 |
| Girl Scout Ambassadors (grades 11–12) | 30 | 15 | 24 | 12 |

Here are some examples: If you have a group meeting with 17 Daisies, you need three non-related adults (in other words, not your sister, spouse, parent, or child), 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 non-related 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 ratio chart, 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

Transportation decisions are an important aspect to any off-site Girl Scout activity, and your greatest concern is *always* safety. If you or the girls are arranging group transportation, whether for a day trip or for a much longer travel event, consider the basics of both private and public transit (which is preferred).

Public Transportation

Public transportation includes trains, subways, buses, ferries, and airlines. Public transportation is regulated, which makes it preferable to chartered vehicles, but this mode of transportation is not without challenges. The biggest challenge with any public transportation is staying together as a group, so be sure everyone has directions and a map, and always designate a meet-up area if anyone gets separated. Girls also need to be vigilant

for criminals, both those who might do them bodily harm and those who are interested in stealing their money, jewelry, and electronic devices. As long as you prepare them for their exciting journeys on public transportation, they'll have an adventure they'll remember for years!

Private Transportation

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 the Council to determine specific rules about renting large vehicles.

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 GSCC.
- Check with GSCC to make sure you are following accepted practices when using private transportation; this ensures that both you and GSCC are protected by liability insurance in the event of an accident.
- If GSCC 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 (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.
- Volunteers should only use hand held cell phones or similar electronic devices while driving if they are using a hands free device such as a speakerphone/earpiece.

- 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 the Council for specific guidelines.
- Remember that every time a group meets at a time and location different from the regular group meeting, you must use a permission form—even if the girls are responsible for getting to that location on their own. Permission forms give parents the “who, what, when, where, and why,” so that they can decide whether their daughter can participate in an event or go on a trip. A signed permission form permits you to include the girl in the activity and also provides you with up-to-date emergency contact information.

Checklist for Girls

Girls need to adhere to the following checklist when being transported. You may decide to create a contract listing the following items, which girls sign before leaving on any trip. Girls will:

- Follow all rules and instructions for this trip.
- Assist with reading signs and maps, when asked.
- Keep seat belts fastened at all times.
- Refrain from arguing, yelling, and throwing things.
- Play games or listen to music *quietly* with other passengers, being considerate of the driver and other passengers.
- Stay with the group during stops.
- Alert the driver and an adult volunteer to a missing buddy, an obstacle, or an open door or trunk.

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 Journey adult guides!

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 is 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 GSCC 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 GSCC's Web site under Resources or from your support team in some other format) related to any activity you plan to do with girls.

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 Girl Scout Leadership Experience.

Health Histories (Including Examinations and Immunizations)

Each council handles health histories differently. GSCC staff 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, please 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. GSCC will 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. 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! Girl Scout Daisies and Brownies should be aware of their allergies, but double-checking with their parents/guardians is always a good idea.

Guidelines for Health Forms for Girls and Adults

The following guidelines have been established based on current information in Safety-Wise and recommendations from GSUSA. Girl Scouts of Citrus Council is dedicated to maintaining the well being of girls and volunteers during all events and activities.

Troop Activities

- All troop leaders should have a current Health History on file for all girls that are in their care. This form is to be completed by the parent/guardian and will contain information regarding any special needs, allergies, if the girl is currently on any medications and the dosage amounts. When medications are sent to an activity, they should be in their original container and can only be administered by the designated responsible adult. The form will also allow the parent /guardian to select over the counter medications which can be administered if necessary.
- The form should accompany the troop leader/responsible adult whenever the girls are traveling to ensure awareness of any special circumstance.

The exception to this guideline is when a designated health official is assigned to a larger event. This process protects the well being of all the girls and adults, and maintains a consistent, organized system of health care. The designated health professional will be responsible for collecting all Health Forms, distributing and logging all medications and monitoring anyone that may have a special need. This policy applies to any adults that accompany the group.

Guidelines for Girls and Adults Going Camping or on Trips for Three or More Nights

When trips or activities last three or more nights, the following guidelines must be followed.

- A health examination is required for any activity that lasts three or more nights, including resident camp
- The health examination needs to have been completed within the previous 24 months from the last day of the activity
- Adults participating are also required to have a current health examination
- The health examination may be provided by a licensed physician, nurse practitioner, physician's assistant or a registered nurse
- Copies of current immunization records are also required and may be obtained from the girls' schools
- For more details, please consult *Safety-Wise*

Reminders

- Health History is to be completed by the parent or guardian
- For physically demanding activities, such as water sports, horseback riding, or skiing, a current Health History is required for all participating girls and adults
- A health examination is to be completed by a medical professional and the parent or guardian

Girl Scout Activity Insurance

A portion of the individual annual membership dues pays for supplementary insurance for the member only. 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. Non-registered parents, tagalongs (brothers, sisters, friends), and other persons are not covered by basic coverage. This is one reason all adults and girls should be registered members.

This insurance coverage is *not* intended to diminish the need for or replace family health insurance. And it does not duplicate medical-expense benefits collected under other programs, so after approximately \$100 in benefits have been paid under this plan, the family's medical insurance takes over. 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 individuals are entitled to receive while participating in any 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. This may be mandatory, in some cases, particularly for overseas travel. Contact the GSCC Finance Manager at 407-896-4475, ext. 1322.

Optional insurance coverage (Plan 2 or 3) is available for non-member participants in approved supervised Girl Scout activities. If a troop or Service Unit is scheduling an event, for example a cheerleading clinic, and plans to invite non-Girl Scouts, Plan 2 optional insurance coverage will be needed. Another situation that may call for Plan 2 insurance coverage would be if a troop or Service Unit is scheduling a family event at which families will be in attendance. Plan 3 coverage is needed when troops/groups are going on trips that last more than three days and two nights. Both members and non-members are covered under this insurance. You are encouraged to get Plan 2 coverage for events such as skating, water parks, etc. There is a \$5 minimum charge for the insurance and you may combine more than one event in the application. Please contact the GSCC Finance Manager for further information regarding optional insurance plans.

To review the Girl Scouts insurance plan description, obtain copies of forms and access other information, go to www.mutualofomaha.com/girl_scouts_of_the_usa.

Leaders must print forms from this Web site, complete and forward with payment to the Finance Manager at the GSCC Service Center at least 10 days in advance of the activity. Online purchase is not available to volunteers. Only authorized staff is able to complete this process online. Please refer to the Activity Accident Insurance Plans on the GSCC Web site for more information on extended trips.

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 GSCC 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 the 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.

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 event- and activity-planning go a little more smoothly. The Safety Activity Checkpoints tell you when a first-aider needs to be present and, if you’re a first-aider, you’ll be all set!

There are two categories of first-aiders:

- First-aider (level 1): The presence of a first-aider (level 1) is required for many group activities. The course required to be a first-aider (level 1) is one that offers standard first-aid and CPR, preferably with a focus on children. The Safety Activity Checkpoints state clearly when a first-aider (level 1) is needed.
- First-aider (level 2): The presence of a first-aider (level 2) is required at resident camp, and at any camp activity with more than 200 participants. In addition, some activities require a first-aider (level 2); the Safety Activity Checkpoints state clearly whether a first-aider (level 2) is needed. First-aiders (level 2) pass the same course as first-aiders (level 1), and also have emergency response/first response, sports safety, wilderness first-aid, and/or advanced first-aid and CPR training. Each organization has a different name for its training, so be sure to ask whether a training course fulfills the level-2 requirements.

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 on its website at: [Anatomy of a First Aid Kit](http://www.redcross.org) (www.redcross.org). 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 the Council and emergency telephone numbers (which you can get from GSCC). 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 GSCC 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 GSCC 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 GSCC staff, parents/guardians, and local emergency services such as the police, fire department, or hospital emergency technicians.

Girl Scouts of Citrus Council (GSCC) Emergency Procedures

A Girl Scout council is responsible for seeing that all activities are planned and carried out so as to safeguard the health, safety and general well-being of the participants. *Safety-Wise*, a Girl Scouts of the USA publication provides guidance in meeting this responsibility.

Every troop leader should be thoroughly familiar with and follow the guidance given in *Safety-Wise*. In the event that a serious accident or a major emergency does occur, GSCC has well defined procedures which must be followed.

BASIC PROCEDURES

The adult in charge will:

- See that each driver carries in her/his car:
 - a completed parent permission slip for each girl
 - a first aid kit and the appropriate insurance forms
 - a copy of Citrus Council Emergency Procedures
- Provide each person with information concerning what to do if she/he becomes separated from the group. For example:
 - Cars will proceed to an agreed upon checkpoint or destination.
 - Girls will proceed to an agreed upon destination.
 - Girls who may be left behind or lost will be instructed to stay in one location that is safe and as close as possible to where they were last seen.
- Observe all site regulations at Citrus Council program centers. These site regulations are sent to each troop leader when the troop's reservation is confirmed and are also posted at the program centers.

SPECIFIC EMERGENCY PROCEDURES

- In case of any **first aid treatment**, the adult in charge will:
 - See that a qualified first aider or other qualified medical personnel gives treatment according to Red Cross First Aid Procedures

PLEASE NOTE: If a child requires a medication prescribed by a physician, she must take it herself. First aiders are not allowed to give medication. First aiders will hold the medication and see that the child receives it as scheduled on the label of the medication.

- In case of **fire, flood or storm** the adult in charge will:
 - Follow the emergency procedures for the site, which will be posted at GSCC owned properties.
- Use the following guidelines to develop on-site emergency procedures for sites other than Council-owned properties:
 - Move the girls to a safe location
 - Place someone in charge of the group
 - Contact the proper authorities such as the forest ranger, sheriff, police or fire department
- Notify the troop's emergency contact person, who will notify families and the GSCC representative
- In case of **injury or illness** requiring hospitalization or emergency room care, the adult in charge will:
 - Follow proper first aid procedures in treating the injured person(s) and secure proper medical care
 - Contact the site ranger and/or request assistance from clergy, sheriff, police, highway patrol, ambulance or doctor as appropriate
 - Notify parents and the GSCC representative
- In case of **accidental or natural death**, the adult in charge will:
 - Contact the site ranger and/or request assistance from sheriff, police, highway patrol, ambulance, doctor or clergy as appropriate
 - Notify Council representative—this person will contact the family in case of fatality or where death is imminent
 - Retain a responsible adult at the scene who will see that the victim and surroundings are not disturbed until proper authorities have assumed control
- In case of **unusual, suspicious activity or intrusion**, the adult in charge will:
 - Contact proper authorities such as the ranger, sheriff, police or highway patrol, as appropriate. On council owned properties, posted procedures will be followed
 - Remove the group from the scene if the safety of any member is ever in question and notify emergency contact person of any change in location—parents and the GSCC representative will be notified by the emergency contact person
- In case of a **lost child**, the adult in charge will:
 - Contact the proper authorities or the person in charge of the facility
 - Organize a search of the area in teams, starting with the child's last known location. Notify the troop's emergency contact person if the child is not located within a reasonable amount of time—the emergency contact person will notify the parents and the GSCC representative

- Permission slips **must not** be released to the authorities—the **adult in charge will keep her/his copies**
- In case of a serious accident or crisis, **NO public statements** should be made—all inquiries should be referred to the GSCC staff members listed below
- Complete the accident report form and submit it to the GSCC Service Center within 24 hours

Troop Emergency Contact Person: _____

Phone Numbers: _____

GSCC Representatives
Emergency Phone (407) 341-2341

Rosie Miller, Chief Development Officer
(407) 924-4170 (mobile) or (407) 228-1604 or (800) 367-3906, ext. 1312

Dr. Pamela Lenox, Chief Executive Officer
(407) 416-5818 (mobile) or (407) 228-1600 or (800) 367-3906, ext. 1238

Sharon Alvanzo, Senior Director of Human Resources
(407) 443-1678 (mobile) or (407) 228-1617 or (800) 367-3906, ext. 1313

Chapter 5: Managing Group Finances

Helping girls earn and manage money is an integral part of the Girl Scout Leadership Experience. Your Girl Scout group is responsible for planning and financing its own activities, with your guidance. This puts girls in charge, giving them the opportunity (with your oversight) to cooperatively set goals, manage a budget, spend responsibly, maintain records, earn social skills, and develop good marketing, entrepreneurial, math, and financial skills.

Girl Scout groups are funded by a share of money earned through council-sponsored product sale activities (such as Girl Scout Cookie sales), 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 goes to the national organization.) This chapter gives you the ins and outs of establishing a group account, helping girls manage their group 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, they must 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 must open a new account within three weeks of forming the troop. This usually happens when there is money to deposit, such as from group dues, 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 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.

Girl Scout bank accounts in the Council jurisdiction must be opened under the Council's name and tax ID number by corporate resolution using only designated banks. Due to audit regulations, all troop accounts are accessible to the Council.

Opening a Bank Account

Guidelines for Opening a Troop Account

- Accounts must be opened at one of the following banking institutions:
 - Wachovia/Wells Fargo
 - Fairwinds Credit Union
- All troop accounts are opened with the Council Tax ID Number, the Council is the legal co-owner of every account.

- The name of the troop account should be:
 - Girl Scouts of Citrus Council, Inc., Troop _____
- The account address should be the address of the troop leader.
- Girl Scouts of Citrus Council Taxpayer Identification Number is: 59-0696293.

Debit Cards

GSUSA recommends the use of Debit Cards and/or ACH transfers to facilitate future online registration processes for membership and activities through the Council Enterprise System (CES). Debit cards will only be issued to troop leaders/co leaders.

Credit cards will not be authorized since borrowing money is not allowed for service unit or troop accounts.

Sales Tax Exemptions

Troops and Service Units are no longer issued Sales Tax Exempt Certificates for purchases due to audit restrictions. Service Units and troops that have a Sales Tax Exemption Certificate must discontinue use and destroy the document, effective immediately.

In an effort to accommodate service units and troops, the following measures are in place:

- Purchases through the GSCC Shop which are paid for with a troop or service unit Girl Scout check or debit card will not be charged sales tax. Items purchased with personal checks or cash do not qualify for sales tax exemption.
- Purchases can be made through the GSCC Shop for Oriental Trading Company, which is a licensed vendor of Girl Scout merchandise. Oriental Trading Company catalogs are available in the shop. Other vendors may be added in the future. These purchases must be paid for with a troop or service unit check or debit card. Items that are paid with personal checks or cash do not qualify for sales tax exemption.
- Camporee supplies may be purchased from Cisco Food Services by contacting the Outdoor Education Business Manager. Cisco requires a minimum order of \$500. Orders must be placed two weeks prior to the Camporee. Upon delivery, the Camporee director will be given the invoice for the products. Payment must be made within five working days after the event. Payments can be made at the GSCC Shop either by phone, fax or in person. These purchases must be paid with a troop or service unit check or debit card. Items that are paid with personal checks or cash do not qualify for sales tax exemption.

Closing a Bank Account

Unused Girl Scout money left in accounts when groups disband become 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.

Money-Earning Basics

Fund Raising

Fund raising is the responsibility of adults. Fund raising involves techniques that appeal to the public to contribute funds to support the program and activities of the organization. It often relates to short-term needs and is only part of a fund development plan. Girl Scouts of Citrus Council always has looked to the “small group of thoughtful, committed citizens” to help us to be our best.

Money Earning

Girls earn money in two distinct ways:

- “Council-sponsored product sales” are council-wide sales of Girl Scout–authorized products (such as Girl Scout Cookies, calendars, magazines, or nuts and candy), in which members participate as part of the Girl Scout program.
- “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. These activities must be approved by the council in writing.

How do troops earn money?

Troops should be as self-supporting as possible. The goal is for the troop to earn enough money to pay for anticipated program activities, without resorting to asking for money from parents. Participating in money earning projects gives girls the opportunity to learn many skills: budgeting, goal setting, customer relations, and good business practices.

- **Troop Dues:** A small amount of money girls contribute to the troop each time the troop meets. Girls and parents help decide how much they can afford and agree on setting the amount—usually 50¢ to \$2.00 per meeting, refer to *Safety-Wise* for more information.
- **Council Sponsored Fall Product Program (QSP and Chocolate & Nuts):** The Fall Product Program is made up of the QSP Family and Friends Magazine renewal and subscription program from Reader’s Digest Association and the Chocolate & Nuts from Ashdon Farms. This program takes place in September or October. Troops retain a portion of the proceeds from the Fall Product Program as determined by the GSCC Board of Directors. Participation in either portion of the Fall Product Program is voluntary. The decision to participate in the sale is made by the girl and her parents or guardian.
- **Council Sponsored Girl Scout Cookie Program** – The Cookie Program held in January and February is an important part of Girl Scouting. Not only does it fund programs and activities, it is the largest financial literacy program in the country. It teaches girls important life skills such as learning to set goals, handling money responsibly, greeting the public and answering questions, and following through with a commitment. The wonderful thing about the Girl Scout Cookie Program is that it raises critically needed funds in a way that provides girls with a positive experience that develops character and skills.
- **All proceeds from the Cookie Program remain right here in Girl Scouts of Citrus Council.** The GSCC board of directors decides how the funds are spent. Some GSSCC activities and projects that are funded by the Cookie Program include girl leadership opportunities, programs, training for adult volunteers, financial aid and facility and property maintenance. Troops earn a portion of the proceeds.

- **Additional Money-earning Projects** – These are special projects the troop develops to earn additional money for a specific major program goal/activity, not just to increase the troop’s treasury. More guidelines and procedures for carrying out a money-earning project are discussed in the section “Money-Earning Projects”. Participation in GSCC sponsored Fall Product Program is recommended. Participation in GSCC sponsored Fall Product Program and Cookie Program is required for approval of additional money-earning requests. Service unit approval is required for money-earning projects.

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

In addition, consider the following reminders or cautions:

- 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.
- Group money-earning activities need to be suited to the age and abilities of the girls and consistent with the principles of the Girl Scout Leadership Experience.
- Money raised 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.
- Girl Scouts forbids use of games of chance, the direct solicitation of cash, and product-demonstration parties.
- Obtain written approval from your council before a group money-earning event; most councils ask that you submit a request for approval of a group money-earning event form.
- Girls can *market* cookies and other products by sending e-mails to friends, family members, and former customers, as long as they use a group e-mail address, the address of a parent/guardian or adult volunteer, a blind e-mail address (in which the recipients cannot see the sender’s e-mail address), or the online e-mail tools provided by cookie vendors. Girls 13 and older can also use a parent’s/guardian’s or adult volunteer’s social networking site (such as Facebook, Twitter, MySpace, and LinkedIn) to do the same.
- 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 e-mail or the Internet. In other words, potential customers can relay (via e-mail or a Facebook post, for example) that, “Yes! I’d like four boxes of Thin Mints and three boxes of Shortbread cookies.”
- 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.
- 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 sales and other council-sponsored product sales. From there, your group may decide to earn additional funds on its own.

Helping Girls Reach Their Financial Goals

A budget is a plan for spending money based on the amount of money you have to spend. Just as a budget is crucial to a smooth-running household, a troop budget is crucial to a smooth-running troop. Girls at any age level can learn about budgeting and its benefits, Girl Scout troops should be self supporting as much as possible. If plans need to be changed because the troop “can’t afford it,” leaders will have a good opportunity to help girls think of other ways to do the same thing or figure out “what else we can do to accomplish the same purpose” without tapping into the “parent bank”.

Money earned by or donated to the troop becomes the property of the troop. It does not belong to individual girls or parents/guardians. Troop money should be used to equally benefit the troop as a whole, not individuals. Keeping records to show how much each girl or family earns or contributes is not appropriate. Girls should be taught that they all must do their best to help the troop earn enough money to do what they want to do. Refer to *Safety-Wise*.

Girls should not be singled out for praise or for blame for how much money they earn for the troop. All girls will not perform or achieve equally alike. Receiving less troop program if she is not the best cookie seller, or if her parents/guardians do not give her permission to participate in every money-earning opportunity due to illness or other personal circumstances should not penalize a girl.

Girls also need to learn that some activities may not be within the means of the troop’s budget. Learning to manage on available money is an important life skill.

It is unwise to accumulate large amounts of money for future activities. Girls should receive the best program that the troop can afford each year. Be very careful about saving all money for activities several years away. In this mobile society, girls move or drop out continuously. If current troop program is hindered in order to save money for the future, these girls do not receive the full benefits of Girl Scouting now. On the other hand, it is entirely appropriate to save some money to be used to reregister the troop for the next year and to carry the troop through the fall.

The age, ability and experience of the girls will determine, as always, the amount of responsibility they can assume. The youngest Girl Scout can be informed about “our troop treasury” and can be given the opportunity to make choices.

Girls may be encouraged to designate a portion of their troop/group treasury to be used for annual membership dues for the members.

One of your opportunities as a volunteer is to facilitate girl-led financial planning, which may include the following steps:

- **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?
- **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 sale proceeds, and so on).
- **Determine how much the group needs to earn.** Subtract expenses from available income to determine how much money your group needs to earn.
- **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.

- **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 sale, to earn funds that help them fulfill their goals as part of the Girl Scout Leadership Experience. 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!

Understanding 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

At the Daisy level (kindergarten and 1st grade),

- 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 sales 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

At the Brownie level (2nd and 3rd grades),

- 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

At the Junior level (4th and 5th grades),

- 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

At the Cadette, Senior, and Ambassador levels (6th through 12th grades),

- 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.

One critical task for each group, no matter what age, is to keep excellent records and establish a clear accounting system for all money earned and spent. As the group volunteer, you're in charge of making sure money is spent wisely and that excellent records are kept (keeping copies of all receipts in a binder or folder), and tracking all income, too. For older girls, your job is to oversee their work, as *they* learn to keep impeccable records.

Understanding the Girl Scout Cookie Program

Girl Scout cookies and other council-sponsored products are an integral part of the Girl Scout Leadership Experience, built around financial literacy. In fact, the Girl Scout Cookie sale is the leading entrepreneurial program for girls: No university has produced as many female business owners as has the Girl Scout Cookie Program.

With every season of Girl Scout cookies, another generation of girls learns to set goals, make a plan, and manage money. And most of all, girls gain a tremendous amount of confidence—it's not easy to ask a stranger to buy something. You have to speak up, look them in the eye, and believe in what you're doing.

A Sweet Tradition

It has been more than 90 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/Interbake Foods—and each council selects the baker of its choice. Each baker gets to name its own cookies (which is why some cookies have two names) and gets to decide which flavors it will offer in a given year, besides the three mandatory flavors (Thin Mints, Do-Si-Dos®/Peanut Butter Sandwich, and Trefoils/Shortbread).

Up to eight varieties are offered each year, including three mandatory flavors:

- Thin Mints: Round dark-chocolate mint-flavored cookies.
- Peanut Butter Sandwich: Two oatmeal cookies with a layer of peanut butter sandwiched in between
- Shortbread: Shortbread cookies shaped like the Girl Scout trefoil

Other varieties have included:

- Caramel deLites: Caramel, coconut, and chocolate doughnut-shaped cookies
- Peanut Butter Patties: Round cookies with a layer of peanut butter that's covered in chocolate
- Thanks-A-Lot: Shortbread cookies with a layer of fudge on the bottom
- Lemonades: Shortbread cookies with lemon icing
- Lemon Chalet Cremes: A sandwich cookie with a cinnamon-spice flavor
- Daisy Go Rounds: Reduced-fat cinnamon cookies
- Thank U Berry Munch: Crispy vanilla cookie with cranberries and white chocolate flakes

Note that all cookies are kosher and have zero transfat per serving (at the minimum serving, based on FDA guidelines); several varieties are also nut-free. Complete nutritional information and descriptions of each year's varieties are available online at www.girlscoutcookies.org and on your baker's Web site.

Understanding the Fall Product Program

The Fall Product Program in Citrus Council is made up of two parts:

- QSP "Friends and Family" magazine renewal and subscription program from Reader's Digest Association
- Chocolate and nut sale from Ashdon Farms

Troops/Groups may participate in one or both parts of the Fall Product Program. The girls should be given the option to decide. Participation is voluntary. Participation in at least one portion of the Fall Product Program is suggested as a prerequisite for obtaining approval of future money-earning projects.

The Fall Product Program is usually held in September or October for troops to earn "start-up" funds. GSCC determines specific dates and establishes procedures for the program. Training is provided for the troop leader and product program chair.

QSP

Troops/groups who participate in this portion are asked to solicit magazine renewals or subscriptions from friends and family members only. There should be no door-to-door solicitation. Troops/Groups are also asked to submit one address booklet of at least ten names and addresses of people personally known by the girls, outside of their city/town. Magazine renewal and subscription information then will be sent to those individuals through the mail. Troops earn a percentage of each subscription they sell and money for each address booklet they submit. The GSCC board of directors establishes the percentage incentive.

"Be A Reader" and "Address Adventurer" activity material is included with the QSP portion of the program. Troops do not have to participate in QSP to do the "Be A Reader" activities. Participation patches for "Be A Reader" and "Address Adventurer" are available in the GSCC Shop.

Chocolate and Nut Program

Troops who participate in this portion of the fall product program sell Chocolate and Nuts to the general public. Troops take pre-orders for the chocolate and nuts. They may sell door-to-door, to family and friends or at established chocolate and nut booths.

Troops earn a set amount for each piece they sell. The GSCC board of directors determines the cost of the chocolate and nuts and the profit the troop receives from the program. Participation patches may be purchased at the Council Shop.

Recognizing that Product Sales Are Part of the GSLE

Selling Girl Scout Cookies and other products gives girls a chance to run a business and practice leadership skills they can use in their lives. Girls will enjoy all the benefits this important component of the GSLE has to offer: They'll engage in planning and goal-setting (aiming to achieve their personal best), teamwork, marketing, money management (including the importance of saving for future needs), and the enduring skill of customer service. As girls grow, they will get to know their product (ingredients and calories, for example) and design innovative and creative marketing strategies and tools. Girls will also be encouraged to share with customers how product sales help their council and their community. Volunteers can help girls develop leadership skills while they engage in Girl Scout Cookie activities by using the Girl Scout processes of girl-led, learning by doing, and cooperative learning. And as they participate in product sales, girls will:

- Discover a strong sense of self and gain practical life skills when they create personal goals, deliver presentations, and find ways to customize a marketing plan, for example. A girl can discover a lot about herself and her values as she makes decisions about money-earning, customer-management, and so on.
- Connect with their group members as they set group goals and develop a list of positions related to cookie activities such as accounting manager, event planner, public relations specialist, and graphic designer. Girls can learn about their communities as they meet families, mentors, and business owners who have worked in these roles. Girls can also use the Girl Scout Cookie Program as an opportunity to talk to customers about ways to improve the community or to solicit ideas for a local take-action idea bank.
- Take action as they learn to map neighborhood business and other resources that can help them consider community service needs. Girls use product sale money to make a difference in their communities, whether through a take-action project or a philanthropic donation. And don't forget: Money that goes to the council from product sales allows councils to take action by serving all Girl Scouts!

Determining Who Can Participate

All girl members (including Daisies)—taking part in any number of ways (travel, camp, series, events, or troop)—are eligible to participate in council-sponsored product sales activities, under volunteer supervision. Your council provides learning opportunities (through a cascading staff and volunteer effort) 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 recognition system will be managed.

Juliettes and Product Sales

"Juliettes" may participate in all GSCC product programs. The service unit manager/membership support staff will be responsible for partnering "Juliettes" with another troop of the same age level or younger for product programs. The program is handled the same as with any other girl in the troop. The money earned from the "Juliettes" product program stays with the troop she was partnered with for the program.

“Juliettes” are eligible for recognitions on the same basis as any other girl member. GSCC is exploring new ways for Juliettes and girls on Girl Scout Pathways to participate in Product Sales.

Knowing Where Proceeds Go

Your council will provide a breakdown of “how the cookie crumbles” in your council. Share this information with girls and their parents/guardians! Proceeds resulting from product sales support program activities—in fact, council-sponsored product sales are a primary way in which your council funds itself. The percentage of money to be allocated to participating groups (like yours) is determined by the 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, and Girl Scout membership dues for the next year.

Girls may earn official Girl Scout grade-appropriate awards 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.

Using Online Resources to Market Cookies and Other Products

Girls are texting, calling, e-mailing, 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 networking, and group Web sites 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 Web site the girls create). Girl Scout magazine sales are the exception to this rule.
- *Must* sign the Girl Scout Internet Safety Pledge (available at www.gsusa.org) before doing any online activities, and all online activities must be under the supervision of adults.
- *Cannot* expose a girl’s e-mail 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://lmk.girlscouts.org/) (<http://lmk.girlscouts.org/>), a site addressing Internet safety for teens and tweens. Girls can even earn an online award for completing activities on this site!

Daisies: Stay Especially Safe!

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

Contacting Prospects Electronically

Girls may use phone calls, text messages, IMs, and e-mails as online marketing tools to let family, friends, and former customers know about the sale and collect indications of interest. Product-related e-mail is not intended to be spam (unwanted texts or e-mails), 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 e-mail address (such as troop457@yahoo.com), an adult's personal e-mail 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, and mail addresses—with respect; they are private and must be kept so.

Utilizing Social Networks

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 networking site (such as Facebook, Twitter, MySpace, or LinkedIn) of the adult. Social networking sites are fun, fast ways to get out an urgent message, such as, "It's Girl Scout Cookie time!" Posting or tweeting such a message will get the attention of friends and family.

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

- Girls must have parental permission to use social networks.
- 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 Web Site

Groups whose girls meet age criteria (13 years or older) and have parental permission may set up a group Web site or social networking site. 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 Web site, do 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 Web site. To ensure the girls' safety:

- Use girls' first names only.
- Never post girls' addresses, phone numbers, or e-mail 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 e-mail instead of posting details on a Web site, unless that site is password protected.)
- Always have a parent's or guardian's signature on a photo release form before using pictures of girls on a Web site.
- Make yours a static 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 Web site.) Check with your council's Web site for complete graphics guidelines and approvals.

Safely Selling Girl Scout Cookies and Other Products

A few other considerations will help keep girls safe:

- Volunteers and Girl Scout council staff do not sell cookies and other products; girls sell them.
- Parents and guardians must grant permission for girls to participate and are 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 involved on the Internet.
- Girl should be identifiable as Girl Scouts by wearing a Membership Pin, official uniform, tunic, sash or vest, or other Girl Scout clothing.
- Adult volunteers must monitor, supervise, and guide the sale activities of all age levels.
- 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 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.
- 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.

- A girl's physical address, social networking page address, IM name, Skype name or number, 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!
- Before beginning any cookies or other product sales with your group, refer to the cookies section of [Girl Scout Central](http://www.girlscouts.org/program/gsc_cookies/) (http://www.girlscouts.org/program/gsc_cookies/) and www.girlscoutcookies.org.

It is required that all troop and service unit product chairs be registered and have a successfully completed background check. Product program chairs will be held responsible for the products and money that comes in and out of the troop. Troop leaders should work closely with these chairs to ensure a successful program.

Using the GSCC Depository Account for Product Programs

- GSCC maintains a depository account to receive deposits from troops for council's portion of cookie program, nuts/chocolate program, and QSP program proceeds. Your Service Unit Manager or Membership Staff Person will let you know which bank to use when depositing funds.
- Make deposits often, daily if necessary, during periods of high volume activities. GSCC will provide additional deposit slips upon request. Frequent deposits lessen the likelihood of cash thefts and "lost" monies.
- Troops should not accept personal checks from individuals for deposit into troop bank accounts, as GSCC cannot guarantee nor reimburse troops for bounced checks deposited to troop bank accounts.
- Troops will receive deposit slips for the Fall Product Program only.

Using the GSCC Depository Account for Membership Registration and GIFT's For Girls.

- Citrus Council maintains the GIFTs for Girls donation and Membership dues account at a local bank. Money received for membership dues will be deposited by the GSCC finance department, with the money designated to be used for transfers of membership registration dues to GSUSA only.
- Troops will receive a membership deposit envelope. The troop leader will use this envelope to give registrations and payment for membership dues/GIFTs for Girls to their service unit registrar. The registrar should verify that registrations and money are correct and then give the envelope to their membership support staff. No membership registrations will be made directly to the bank. Each membership deposit envelope will be verified and processed by the GSCC finance department.
- GSUSA membership registration forms allow members the convenience of contributing to Girl Scouting as they pay for their membership. A single check/payment can be made by a Girl Scout family to pay for both yearly membership dues and a GIFT's for Girls contribution. Example: The Smith family can write a check for \$50 to cover a girl and adult registration (\$12 each person) and a \$30 contribution to Girl Scouting, which will be reconciled on the Membership Dues Summary.
- All checks accepted and deposited on behalf of GSCC should be made payable to Girl Scouts of Citrus Council (GSCC) and must include the check bearer's name, complete physical residence (street) address, telephone number – including area code (imprinted or legibly written on face of each check at the point of sale). The physical residence address cannot contain a P.O. Box and must include a city, state, and zip code. Temporary checks and checks lacking imprinted information should never be accepted. It is the troop's responsibility to indicate the troop number and activity on the reference line or back of check. For example: Troop 1111/cookies.

- The person who prepares the membership deposit envelope is responsible for seeing that all totals regarding the amount of money and the total registrations/GIFTS for Girls is complete and accurate.

Debt and Bad Check Procedure

- To better serve our membership, GSCC has out-sourced the processing of bad checks to CheckCare – a full-service check verification, check guarantee and check recovery company. This change to our debt procedures eases the increasing administrative burden of processing bad checks and, most importantly, ensures a consistent, timely and proven method of collections.
- Any checks returned by our bank as NSF (insufficient funds), account closed, refer to maker, etc. will be immediately forwarded to CheckCare for processing. CheckCare will have full authority to contact the check writer for collection on the bad check and to charge collection fees from the check writer as allowed under current state law. GSCC will no longer attempt redeposit of bad checks and will no longer contact check writers seeking resolution.
- As a reminder, all checks accepted and deposited on behalf of GSCC should include name, residence address (no P.O. Boxes), phone number with area code and driver's license number. Temporary checks and checks lacking imprinted information should never be accepted. If possible, use the reference line to list the troop number and activity (example: Troop 1111/calendars).
- Citrus Council appreciates your support of our new Bad Check Procedure and welcomes any questions/feedback you may have. We believe the new procedure best serves the girls by allowing us greater administrative resources to aid membership and program. For more information, contact the GSCC finance department at (407) 896-4475, (800) 367-3906. Refer to the GSCC Volunteer Policies in the Appendix.

Additional Group Money-Earning

Many activities that girls want to do cost money. They need to be aware of this when they plan troop activities. Part of learning how to be responsible and resourceful is being able to make decisions about what can be done and what is really not possible.

When troop dues, donations and the product sales are not enough to fund troop program activities, troops may want to plan money-earning projects. Council permission from the service unit manager is required to carry out money-earning projects. See *Safety-Wise*.

Consider These Factors

The troop must follow Girl Scouts of Citrus Council policies and procedures regarding participation in the Fall Product Program and Cookie Program and the submission of the Troop/Group Finance Report.

- The planned money-earning project must follow GSUSA and GSCC policies, standards and procedures
- Troop goals should be set to determine the budget for the specific troop program
- The money-earning project should be a good Girl Scout troop program. Consider these factors:
 - How much time will it take?
 - What new skills, knowledge, or values will the girls gain?
 - Has enough time been allowed so that the girls can plan the project themselves?
 - Is the project within the girl's abilities to plan and carry out (age appropriate)?

- Your project will give the community a picture of Girl Scouting
- Consider how many projects are being conducted in the same community—too many projects create a perception that Girl Scouts are always asking the community for money
- It is inappropriate to do a money-earning project which involves working for a business
- Care must be taken to protect girls from exploitation by businesses that may want to use the girls as cheap source of labor

Procedures for Money-earning Projects

- At least 45 days prior to the date of the money-earning event, the troop leader should submit the Money-Earning Project Application and a copy of the Budget Worksheet to the service unit manager for approval. (Recycling projects do not need approval.)
- Prior to the date of the proposed project, the service unit manager will review the request and approval will be based on the following criteria:
 - The troop has submitted its annual Troop/Group Finance Report.
 - The information contained on the request form is complete.
 - The project complies with Girl Scouts of the USA finance policies and standards.
 - The project complies with Girl Scouts of Citrus Council finance policies, standards and procedures.
 - The proposed money-earning project is appropriate.
 - The amount to be raised is reasonable.
 - The troop budget justifies the need for the additional monies to be earned.
 - The program activity to be financed through the project is appropriate for the girls.
 - A troop must have participated in the Girl Scout cookie program and Fall product program.
- The approval or denial of the money-earning request will be returned to the troop leader at least 30 days prior to scheduled date. If the request is denied, the reason for denial will be stated—firm commitments should not be made until permission has been granted for the project.
- Written parent/guardian permission for the girl to participate in the project must be obtained.
- Troops must identify the money-earning project as “Conducted by Troop #_____ of Girl Scouts of GSCC.
- Within 30 days of the completion of the money-earning project, the Money-Earning Project Report is due to the service unit manager.

Troop/Group Finance Report Guidelines

- Troop/Group Finance Reports_v1b are due to the service unit manager two times a year: December 1 and June 1.
 - A copy of the troop’s latest bank statement should be turned in with the finance report.
 - Every troop leader is responsible for accounting for all troop/group funds.
 - A copy of the Troop/Group Finance Report should be given to each parent.

- The finance report may be computer-generated from a money management program, such as, Quicken, Excel or Access, as long as the information provided is the same as that found on the latest version Troop/Group Finance Reports.
- The finance report should be filled out completely before the troop/group leader; adult treasurer and/or girl treasurer sign it. In the instance of no adult treasurer, a co-leader or designated adult may review the report and sign.

Financial Assistance Guidelines

Financial assistance will be granted regardless of race, color, ethnicity, creed, national origin, religion or socio-economic status. Dues, cookie and fall product profits should cover everything the troop plans for the year including Girl Scout membership pins/stars, recognitions, activities and field trips. Field trips can be partially paid for by parents/guardians, but should be kept to a minimum, as a result of good budgeting.

Uniforms, insignia and books are the responsibility of the parent/guardian. If the parent is unable to pay for these items, financial assistance may be available.

The girl member can pay dues either weekly, monthly, quarterly or in a lump sum. If collected in a lump sum, parents/guardians should be given the opportunity to pay this amount in installments. Parents/Guardians should be told what dues will cover.

Financial assistance for adults is limited to council-sponsored training events, community volunteer development opportunities or GSUSA sponsored training events that will benefit the troop. Assistance will not be given to cover the cost of uniforms.

When girl members determine the cost of an activity where adult participation is necessary, expenses should be budgeted into the total cost of the activity and thus the cost per girl is created. Possible costs could be the following: admission fees, site fees, transportation, food, etc.

GSCC's Philosophy on Financial Assistance

The Girl Scout program is designed to be an affordable program for all girls. All efforts should be made by the troop (with girl planning) to provide programming that is funded through cookie and fall product profits; other approved money-earning projects and reasonable support from families. All monies earned by the troop should be shared equally among all the girls and not divided into individual "shares."

The program should show a growth progression that is age appropriate and costs should reflect this. For example, Girl Scout Daisy troops should be considerably less expensive than Girl Scout Senior or Ambassador troops.

Girl planning includes budgeting and making decisions on what activities the troop can participate in because of the troop's ability to fund the proposed activity.

Financial assistance should be applied for when all other sources of funding for an individual girl have been exhausted. An effort needs to be made to ensure that girls have an opportunity to participate even though their family cannot or chooses not to financially support the girl in this program.

Guidelines for Financial Assistance:

- Aid will be granted only to currently active registered Girl Scouts.
- The Girl Scout and her family will be expected to pay a portion of the total expense.
- Limited financial assistance is available and is based both on apparent need and the availability of funds.

- Request must be made on appropriate form: Financial Assistance for Registration (for girls or adults) or Financial Assistance-Individual Girl.
- Assistance is non-transferable and not redeemable for cash.
- Financial assistance is not available for troop dues or for troop expenses.
- Limited financial assistance is available for the following:
 - All Girl Scouts-sponsored activities/events and camps on a council-wide, national or international level.
 - All GSUSA-sponsored destinations listed on the GSUSA website or other material published by the national organization.
 - Service unit events.
 - Resident and day camp programs.
 - GSUSA national membership fees.
 - Volunteer educational and training opportunities that benefit the troop.
 - Girl Scout grade level appropriate Journey or Handbook.
 - Girl Scout Sash with Insignia and membership pin.

Additional Group Money-Earning Ideas

If the girls in your group find that, after cookie and other Fall product program results are in, they need additional money to meet their goals, they have other options available to them. The following sections will help you understand both the opportunities and a few guidelines you need to be aware of.

Building upon the following list of ideas, facilitate a group brainstorming session to determine how your group will earn money:

- Washing cars, raking leaves, or other lawn work
- Holding a garage or tag sale
- Recycling items
- Hosting an event, such as a games or badge workshop for your council
- Making and selling craft items
- Ushering or helping in other ways at special events in the community
- Sponsoring dances, talent shows, fashion shows, or other forms of entertainment
- Group babysitting, such as at a service unit meeting, council function, or community organization's event or meeting
- Putting on parties or story hours for children
- Hosting a face-painting booth at a special event

Once an idea or two starts to gel, use the tips in the "Helping Girls with Financial Goals" section earlier in this chapter to facilitate a girl-led planning session. Have them plan all details of the event, and be sure to review with them the safety guidelines for any event in which they participate.

Money Management and Older Girl Scout Troops

Destinations

A destination is any activity that takes place outside of the regular troop meeting location. For a Girl Scout Daisy, it could be a visit to the police station or the zoo. For a Girl Scout Brownie, a destination could be an overnight experience at the Science Museum. For a Girl Scout Junior, it might be a trip to The Birthplace in Savannah.

Most troop leaders who want to know about destinations are asking about the events planned by Girl Scout councils and GSUSA for Girl Scouts Cadette, Senior and Ambassadors. These destinations are listed on the www.girlscouts.org website or published in other GSUSA materials. These destinations are open to girls who are a minimum of twelve years old, but most often they are for Girl Scout Cadettes, Seniors and Ambassadors.

Most of the destination events listed will cost the participant between \$400 and \$1500. A girl who starts to plan early can fund her opportunity. Many troops decide to have money-earning projects to help a girl in the troop. Other girls save babysitting and gift money. Troops or girls planning money-earning projects to fund these destinations must abide by GSUSA and Citrus Council policies and follow the established procedures in requesting approval of the projects.

Upon their return, the girls who participated in destinations events are available to make presentations to the other girls. It is especially valuable for these girls to visit Girl Scout Junior or young Cadette troops to encourage the girls to remain in Girl Scouting until they are eligible to apply for a destination.

Girl Scout Silver and Gold Award Projects

The projects are very beneficial to the girls who plan and carry them out. They provide experience in budgeting, record keeping, planning, management and public speaking. Most often, though, these projects require funds beyond the individual girl or troop's means. Girls who are working on either of these projects may apply for approval to do money-earning projects.

One of the challenges facing every girl "going for the Gold" is financial. Often, when the planning gets serious, adjustments have to be made. On the one hand you are asked to meet a need in your community; on the other hand, you have some major constraints outlined in *Safety-Wise* and by your council. So what's a girl to do?

Hot Group Money-Earning Ideas

Reminder: All Girl Scout activities should meet *Safety-Wise* and council guidelines.

- Sell Girl Scout cookies—think *BIG* —why not fax order forms to businesses in your area, or arrange for booths at sports events or college dorms, you end up helping your council as well as your group
- Provide childcare at special events during the holiday season or community events, be sure to have an adult trained in first aid present
- Recycle aluminum cans—how about a community can-a-thon? Involve small businesses as well as families
- Put on a gigantic garage sale—don't forget to make refreshments to sell!
- Clown activities and face painting at family events or malls
- Wrap gift packages at holiday fairs
- Apply for a community improvement grant—check with the mayor's or governor's office and your city/town council, arrange for an adult to be the signer—you will need to clear this with the council's Community Relations Department, monies may need to be processed through GSCC

- Hold a penny drive—appeal to friends and family members to save loose change for you, donations of coins can accumulate really fast and can present you with the nice problem of hauling a heavy load to the bank
- Provide classroom or home birthday parties on order—cupcakes and games for the busy mom!

Do not engage in the Following Kinds of Activities

- Money-earning projects where you are performing an activity that someone normally gets paid to do — in other words, taking jobs away from people, such as store workers, maintenance staff, or service providers —however, if certain activities — for example, cleaning a stadium after a game or gift wrapping at a store —have previously been defined clearly as opportunities for nonprofits to earn money, you can undertake these activities with GSCC approval.
- “Cheap labor” projects disguised as money-earning projects. At first it may sound like a great idea, but you are actually being taken advantage of and taking away the job of someone who should be paid more money than you are being offered. That’s why there are child labor and minimum wage laws!
- Money earning projects where Girl Scouts of the USA might be perceived as endorsing a product or political viewpoint or cause. This includes getting paid to pass out flyers for political candidates or freebies at a business opening. When in doubt, check with GSCC.
- Money earning projects where the money goes to individuals rather than to your group as a group donation. You cannot be employed *as a Girl Scout* to earn money.
- Selling anything on the Internet as a Girl Scout—safety issues and council boundaries are of primary concern here.

Some Frequently Asked Questions about Money

Q: Can I use my own money on the Girl Scout Gold Award Project?

A: Yes. If you want to use your own money, you can. You may receive help from your family, too. However, we encourage you to work with others to earn the money. That’s part of the process. “Going for the Gold” is not meant to be a hardship on a family or individual. When designing your project, it’s important to think creatively about how you can make a difference with little or no money. Then talk to your council and advisor about ideas for financing the project or arranging for the donation of materials and services.

Some individual activities with great potential:

- Pet walking and pet care
- Babysitting
- Lawn mowing, leaf raking
- Plant sitting
- Recycling
- Tutoring younger kids
- Providing respite care for family caregivers
- Refereeing sports games
- Party giving (clowning, magic shows, game leading)

- Making or repairing jewelry
- Creating hand-made greeting cards
- Providing a calligraphy service for addresses on special invitations

Q: Can I ask friends and neighbors for help?

A: You shouldn't ask for donations of money, but you can ask for donations of time and things, such as clothing for a clothing drive or that pile of bricks left over from your neighbor's backyard project. However, if the neighbor wants to claim the donation as a tax deduction, he or she will need to make the donation to the council for IRS purposes and get a receipt signed by a GSCC staff member.

Q: What if what I want to do costs too much?

A: It's better to succeed with a smaller project that is within your budget than to be unable to complete a larger project because it exceeds your budget. Be realistic about what you can and can't do. Work with your adult advisor to develop a reasonable budget for your project.

If your resources are not sufficient for you to realistically accomplish your goal, then you need to rethink the project. Planning is the key to a good Girl Scout Gold Award Project. You should be prepared with a budget for your project before you meet with your council Girl Scout Gold Award Mentor Committee. Think it through and do your homework! Your council has the right to put a cap on spending, as well as to request that large donations go through the council office. Work with them.

Q: Is it all right to seek help from other organizations when doing my Girl Scout Gold Award?

A: Yes, with some qualifications. Many service organizations have budgets for community projects. You can build upon their interests (e.g., Lions Club International focus on vision care, while Soroptimists may have a committee on literacy) as leverage to support your project and get volunteers to help you. Do some research on local service organizations. Even some businesses give workers time for community service hours and projects. However, remember the rule about having the adult doing the "ask" for actual money and gifts-in-kind, and clearing your joint approach with GSCC. (Your council may be asking the same group for a major donation and you don't want to interfere with the council's "ask.") Don't let the organization's agenda drive your vision for your project.

Q: I know you can't raise money as a Girl Scout for other organizations, but can I do it on my own?

A: As an individual, you can volunteer for other organizations, but you should not identify work that you do to raise funds for another organization as part of your time going toward the Girl Scout Gold Award. Additionally, you may not present yourself as a Girl Scout to the public in this process since you are a volunteer for another organization. For example: If your local Red Cross needs money to purchase training dummies, you may participate under their supervision as an individual volunteer to raise funds, but you cannot count that service as part of your time toward any Girl Scout award or service hours. However, you can plan a Girl Scout Gold Award project using the equipment that was purchased as part of your efforts as a volunteer for that organization.

Q: Can we charge for a Girl Scout event to earn money?

A: If it is a service project, a fee can be collected to cover the cost of materials. The project ceases to be a service project if you are charging a fee for the event above cost, in which case the hours cannot go toward service hours in any award. If you are doing an event as a Girl Scout (e.g., a Badge Workshop, Bike Rodeo, etc.) and are planning to charge a fee above the cost of materials, you must first clear this with your Girl Scout council. Provision should be made for scholarships for troop/groups or individual girls who cannot afford fees to your event and you must be clear in your advertisements and materials that this is a money-earning event for your troop/group.

Scholarships for Graduating Girl Scout Gold Award Recipients

Colleges and universities in increasing numbers are beginning to recognize the merits of the Girl Scout experience by awarding and making available scholarships and grants for Girl Scouts and recipients of the Girl Scout Gold Award. Girl Scout Ambassadors are encouraged to check with their high school guidance counselor or with the financial aid office at the school they wish to attend for information on scholarships that might be available to Girl Scouts or Girl Scout Gold Award recipients. Check the GSUSA website www.girlscouts.org for special national scholarships that are available. A thorough check of the Internet will give you a much larger field from which to choose. Girls should also check with their local high school counselor for additional listings.

GSCC's board of directors presents a \$1,000 scholarship to a graduating Girl Scout Ambassador that has earned the Girl Scout Gold Award. Each year, the committee will automatically consider college-bound graduating seniors and look at their final Gold Award report and resume. Girls who previously earned the Gold Award within the past two years as sophomores and juniors will also be considered. If chosen, the girl will need to produce a letter of acceptance for the college of her choice, and GSCC will issue a check for \$1000 to that institution.

Guidelines for Handling Discrepancies in Troop Funds

At the time of appointment, a Girl Scout troop leader should be told that she or her designated representative is the custodian of troop funds. The troop leader is responsible to the GSCC board of directors for any monies collected in the name of Girl Scouts. Such monies are to be used ONLY by the troop for troop activities. The troop leader is responsible for maintaining records and preparing reports, which reflect the status of funds within the troop. If a troop leader fails to maintain records and prepare reports, the service unit manager or the troop consultant should review the situation with that troop leader and try to reconcile the problem.

The following guidelines are applicable to more serious situations:

Existence, Amount or Status of Troop Bank Account Unknown

If a troop leader has moved, leaving no records, no accounting of funds and no access to the troop bank account and the service unit manager has exhausted all means at her disposal to determine the status of the account, she should consult directly with the GSCC membership staff person for support and advice. This situation can be avoided by having the service unit manager or a member of the service team as a co-signer for all troop bank accounts.

Misappropriation of Troop Funds

If it is suspected that there has been misappropriation of funds or when actual misappropriation is established, the service unit manager or her/his representative, depending on circumstances, may request any one or a combination of the following actions:

- Auditing of troop monies
- Picking up all monies outstanding or on hand
- Picking up all reports, funds, records, property, etc. and removing the troop leader from her position
- If personal contact is not possible, a letter with a specific reply date should be sent requesting an appointment for accounting of the funds

NOTE: For legal reasons, approval of the letter must be obtained from the chief executive officer (CEO) of the council. If the matter cannot be reconciled at the service unit level, it should be submitted to the CEO for further action, giving background and progress to date. This could result in suit against the responsible adult. Service unit personnel should not use their personal funds to cover a deficit.

Troop Money Management and Changes in Leadership

When there is a change in troop leadership or a new leader has been recruited, the retiring leader should transfer all supplies, financial records, petty cash and bank account information and materials to the new leader. The signatures on the bank account will need to be changed.

Generally, it is often better not to close the bank account (because it is so difficult to find banks that will open nonprofit accounts). Banks usually provide a new signature card, which both the retiring leader and the new leader must sign. If unable to remove a signer from a bank account, contact the membership marketing manager for your service unit to work with the bank to remove the signer's name.

In the instance where new leadership has not been recruited, but the troop has not been disbanded, all supplies, financial records, petty cash, and bank account information should be given to service unit manager.

Service Unit Account Guidelines

- Service units may maintain bank accounts for the purpose of holding unit funds in a secure place
- Service unit accounts could be used for adult recognitions and appreciation, unit events, service projects or start-up funds for new troops
- A service unit may not actively or intentionally overcharge for any event in order to raise funds for the service unit. Any event or activity that has funds leftover may be refunded to troops or the service unit may vote to use the funds to reduce the cost of the next event
- A letter authorizing the bank account may be obtained from the membership marketing manager
- If a service unit has a bank account it is recommended that a "Service Unit Funds Committee" to oversee and approve expenditures be formed. The service unit manager and at least three additional service unit adults should be authorized signers on the bank account. It is suggested checks require two signatures
- Receipts for collected funds and expenditures are to be kept in the unit records
- A Service Unit Finance Report should be filed by June 30 with the membership marketing manager that includes an inventory of service unit property, unless otherwise requested
- All service unit finance records are open to inspection by service unit members and GSCC

Service Unit Finance Report Guidelines

Follow the guidelines below to help you complete the Service Unit Finance Report:

- Information for the service unit balance and date of the last report may be obtained from the previous year's report.
- Income for the period should be entered as follows:
 - **Contributions:** Income received from sponsors, troop leaders.
 - **Service unit event fees:** Monies received from troops for payment toward event costs. List each event separately.
 - **Postage reimbursements:** Monies received from council to reimburse service units for postage costs.
 - **Council:** Monies received from council for the purpose of running the service unit.
 - **Other:** Any other monies received by the service unit. Sources should be listed.
- Expenditures for the year should be entered as follows:
 - **Postage:** Expenses for meeting reminder cards, reference letters, service unit correspondence.
 - **Printing:** Expenses for printed materials for service unit use.
 - **Service unit events:** Expenses for event preparation, supplies, food. List totals for each event separately.
 - **Adult recognitions/thank yous:** Expenses for adult membership pins, position bars, pin tabs for new leaders. Expenses for special thank you goodies throughout the year and at the end of the year.
 - **Miscellaneous supplies:** Expenses for items not shown here.

Service Unit Manager Report on Troop Financial Status

The Service Unit Manager Report on Troop Financial Status is to be completed at the end of the school year by the service unit manager. The information contained in this report is required for the council's annual financial audit.

- List all troops registered in the service unit during the year
- Indicate if a Troop/Group Financial Report was received
- If a report was received indicate the end of year balance
- If a report was NOT received, indicate the details as to why a report was not received
- A copy of each troops bank statement should be included with this report
- A troop leader not turning in a Troop/Group Finance Report at the end of the year will not be eligible for reappointment

How is Money-Earning Different From Fund Raising?

Money-Earning

Money-earning projects are planned and carried out entirely by the girls and parents of a Girl Scout troop/group. "Money-Earning" involves the GIRLS.

Fund Raising

Fund raising is the responsibility of adults. Fund raising involves techniques to appeal to the public to contribute funds to support the program and activities of the organization. It often relates to short-term needs and is only part of a fund development plan. (*Safety-Wise* 2000, p. 153) GSCC has always looked to the "small group of thoughtful, committed citizens" to help us to be our best.

Girl Scouts of Citrus Council is a private non-profit organization. Individuals, foundations, local businesses, program income from product sales, program fees and United Ways fund the council's \$6.5 million operating budget. The goal of fund development in GSCC is to diversify and increase income generated with a broad-based adult effort, which will support current and long-term fiscal stability.

The methods used for adult-generated fund development include:

- **GIFTs for Girls** – GSCC's annual giving campaign. The goal of the campaign is to attract donors to help meet the needs of Girl Scouts with their yearly contributions. GIFTs for Girls contributions help pay for training materials, program materials, financial aid for girls and adults and program center maintenance. There are seven divisions to this campaign. These divisions are:
 - Family
 - Neighborhood
 - Individual
 - Civic
 - Corporate
 - Staff
- Foundations and Grants – GSCC submits funding requests for specific projects and operating expenses to various local and regional foundations and corporations.
- Honor and Memorial Gifts – Throughout the year GSCC receives numerous memorial and honor gifts and contributions from individuals, estates and trusts, family members and friends. The gifts are made in honor or in memory of friends and family.
- Planned Giving – A planned gift makes a positive statement to family and friends regarding a person's priorities as well as makes a tremendous difference in our future work. By making a planned gift, individuals can make Girl Scouts a place where girls grow strong. Citrus Council established the Juliette Low "Leave a Legacy" Society to offer that opportunity to donors . . . an opportunity to make sure that future generations of girls benefit from the Girl Scout mission.
- Gifts-in-Kind – Individuals, civic organizations and businesses donate products and services to GSCC. Donations include equipment, supplies and tickets to special events.
- United Way – GSCC receives funding from four United Way organizations in support of youth development projects.

For additional information about GSCC's fund development activities, contact Girl Scouts of Citrus Council at 407-896-4475 or 800-367-3906 or email the Council Development Officer (CFO).

GIFT's For Girls

GIFTs for Girls (**G**iving **I**nterests **f**or **T**omorrow) is GSCC's adult fundraising campaign. The board of directors established the campaign as a means of raising income to bridge the gap between program income and what is needed to operate GSCC each year.

The Family Campaign takes place from September through December. During this time parents/guardians of Girl Scouts and adult volunteers are invited to make a contribution to GSCC. Troop leaders and/or troop GIFTs for Girls campaign chairs should discuss with parents/guardians all the benefits their daughter has or will receive in Girl Scouting. Girl Scouts participate in many activities that help them build the skills necessary to become the leaders of tomorrow. Fun program activities teach girls about math, science, technology, other cultures, the importance of helping other people through community service, finance, the arts, reading, sports, the environment and much more. Girl Scouting is as contemporary as the girls it serves. All of these activities are possible because of caring parents/guardians and Girl Scout volunteers who contribute to GIFTs for Girls.

Coupons

Girl Scout councils are frequently approached by local businesses proposing distribution of coupons providing reduced prices to those who redeem them and contributions from the businesses to Girl Scouts alone or to the Girl Scouts as one of several not-for-profit organizations. Such coupons must be carefully reviewed to guard against an actual or implied endorsement of the product. In each case, the Girl Scout council should reserve final approval of all copy.

- Councils should neither purchase nor otherwise obtain coupons from a business for resale purposes
- Girl Scout councils may feature a story about the coupon offer in their bulletins or newsletters.
- No coupon offer may be made exclusively to Girl Scout members
- Girl and adult members of Girl Scouting should not distribute coupons

Donations to troops

Cash and non-cash contributions to troops/groups require the following procedures. These procedures have been put into place to ensure that the council and the donors are in compliance with the current Internal Revenue Service tax code. All contributions to troops/groups should be reported as INCOME on the Troop/Group Finance Report.

- Any designated donation monies received from a foundation, corporation, government entity, or individual (including recognition of volunteer service hours) received on behalf of a Citrus Council troop, service unit, or individual member will be accepted and recognized by Girl Scouts of Citrus Council, Inc. The Council will return 50 percent, not to exceed \$250, of the donation to the designated troop, service unit, or individual member. The balance of the donation will be deposited into Council's financial assistance fund to benefit other Girl Scouts within Citrus Council.
- When a leader receives a monetary donation for her troop in this denomination, she should give the donation to the membership marketing manager responsible for her service unit along with information pertaining to the recipient troop. The membership marketing manager will see that the Council Finance Department receives the donation. The council finance manager will issue a check payable to the troop. That check then will be mailed to the troop leader. All contributions will be acknowledged by the Council, but should also be acknowledged by the recipient troop/group.
- Products or discounts on products may be accepted by any Girl Scout troop/group, only if this type of "contribution" is offered as a normal store procedure, such as a nonprofit discount. Store discounts or gift certificates should be reported as INCOME on the Troop/Group Finance Report.

In-Kind Donations

Gifts-in-kind are donations of goods or services received from a company, business or individual. For example, if a company or person donates ice cream for a troop activity or service unit event, the ice cream is a “gift-in-kind” donation. For the purposes listed above all gift-in-kind donations should be reported on the In-Kind Donation Form. The donor should list the item or service on the In-Kind Donation form. GSCC cannot assign a monetary value on the donated item or service, only the donor can. Make sure the donor’s name and address are clearly printed on the form.

The solicitor should sign the form and give it to the GSCC Community Relation Department. Retain a copy for troop records. A copy of the In-Kind Donation forms should be attached to the Troop/Group Finance Report. (In-kind donations are not INCOME) All in-kind contributions will be acknowledged by GSCC, but should also be acknowledged by the recipient troop/group.

Acknowledging a Contribution

Troops/groups should always express their gratitude to donors. The type of donation, monetary, in-kind, services, or equipment does not matter. Donors always like to feel appreciated and that their donations were well-accepted. Citrus Council will make acknowledgements to donors who give a donation valued at \$250 or more. If these donations were made directly to a troop/group, the troop/group should also acknowledge the gift.

Events to which donors can be invited

- Banquet
- Tea
- Picnic
- Parent-Daughter Dinner
- Coffee
- Luncheon
- Adult Appreciation Dinner

Lasting Tributes — Contribution in honoree’s name to:

- GIFTs for Girls Campaign
- Scoutership Fund
- Council Trust Fund
- Special Memorial Gifts

Service to the sponsor

- Host a company dinner
- Buss tables for a company dinner
- Assist with decorations for the company at holiday time

GIFT's Living Thanks

- Daisies
- Girl Scout Rosebush
- Seeds
- Trees
- Books
- Troop Photo showing benefit of the donation
- Token of appreciation purchased from the Council Shop

Certificates and Plaques

Certificates, plaques and other tokens of appreciation may be purchased by leaders, service team members and other adults from the Council Shop.

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, and individuals may be sponsors and may provide group meeting places, volunteer their time, provide activity materials, loan equipment, or give financial support to Girl Scout groups. 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 local council staff, who can give you guidance on the availability of sponsors, recruiting responsibility, and any council policies or practices that must be followed.

When collaborating with any other organization, keep two additional guidelines in mind:

- **Avoiding fundraising for other organizations:** Girl Scouts are not allowed, when identifying ourselves as Girl Scouts (such as wearing a uniform, a sash or vest, official pins, and so on), to solicit money on behalf of another organization. This includes participating in a walkathon or telethon while in uniform. You and your group can, however, support another organization through take-action projects or by making a donation from your group's account. And Girl Scouts as individuals are able to participate in whatever events they choose, so long as they're not wearing anything that officially identifies them as "Girl Scouts."
- **Steering clear of political fundraisers:** When in an official Girl Scout capacity or in any way identifying yourselves as Girl Scouts, your group may not participate (directly or indirectly) in any political campaign or work on behalf of or in opposition to a candidate for public office. Letter-writing campaigns are not allowed, nor are participating in a political rally, circulating a petition, or carrying a political banner.

Girl Members may support other organizations only through service projects. Some examples of suitable service projects to support other organizations include:

- Stuffing envelopes
- Delivering informational pamphlets to businesses
- Helping organize and catalog books for a library book sale
- Serving as aides
- Providing record keeping assistance
- Providing flag ceremonies for banquets

Sponsorships of Girl Scout Troops

The girls and the support of local organizations, businesses and residents, link Girl Scouting to the community through service. The sponsorship of troops adds another dimension to this support and establishes a relationship that enhances the experience of the girls. A sponsor is frequently the key to extending Girl Scouting in all areas or to the stability and continuity of the troop.

What Girl Scout troops do for a sponsor:

- Keep the sponsor informed of troop activities and including the sponsor in appropriate activities
- Recognize and publicize the sponsor's contribution to the troop
- Render service (other than fund raising) to the sponsoring group
- Keep the meeting place clean and caring for the facilities provided

What the sponsor does for the Girl Scouts:

- Appoint a liaison member to serve on the troop committee
- Publicize the activities of the Girl Scout troop to its employees or members
- Offer a meeting place, equipment, financial assistance or service
- Ask members to share hobbies and special interests with the Girl Scout troop when requested by the troop leader
- Suggest service projects that the troop can do
- Recommend volunteers for Girl Scouting
- Join in social activities as invited by the troop

Service team members should be prepared to assist troop leaders and troop committee chairs in seeking a troop sponsor. These seven steps will assist you in finding troop sponsors.

- Making a list of potential sponsors
- Prioritizing the list
- Determining the best approach
- Setting a date and preparing for the meeting
- Making the presentation
- Following up
- Signing the agreement and presenting the certificate

The sponsorship agreement should be signed in triplicate. One copy is for the sponsor, one copy is for the troop and a copy is given to the service unit manager to be mailed to the GSCC Service Center, Attn: Community Relations. Sponsors will be added to the distribution list of the electronic newsletter, *Citrus Council Chatter* that is sent to Girl Scout adults, parents and community partners. At this time a sponsorship certificate suitable for framing is given to the troop leader for presentation to the sponsor.