



**girl scouts**  
of the green and  
white mountains

---

**COUNCIL  
POLICIES &  
PROCEDURES  
FOR  
VOLUNTEERS**

Policy Board Approval Dates: 01/19/11 & 06/29/11  
Effective: June 30, 2011

NOTES.....	3
<b>IMPACT OF POLICY .....</b>	<b>3</b>
<b>MEMBERSHIP .....</b>	<b>3</b>
<b>VOLUNTEER SELECTION .....</b>	<b>4</b>
<b>NON-DISCRIMINATION .....</b>	<b>5</b>
<b>CONFLICT OF INTEREST .....</b>	<b>5</b>
<b>HARASSMENT .....</b>	<b>6</b>
<b>HOSTILITY.....</b>	<b>6</b>
<b>INDEMNIFICATION AND LIABILITY INSURANCE .....</b>	<b>8</b>
<b>ADULT DEVELOPMENT.....</b>	<b>8</b>
<b>ADULT LEARNING .....</b>	<b>8</b>
<b>GROUP MANAGEMENT .....</b>	<b>10</b>
<b>ADULT/GIRL RATIOS.....</b>	<b>10</b>
<b>OVERNIGHT SLEEPING ARRANGEMENTS.....</b>	<b>10</b>
<b>RELEASING GIRLS FROM GIRL SCOUT ACTIVITIES .....</b>	<b>10</b>
<b>GROUP MEETING PLACES .....</b>	<b>11</b>
<b>PROGRAM.....</b>	<b>12</b>
<b>TRAVEL .....</b>	<b>12</b>
<b>TRANSPORTATION.....</b>	<b>14</b>
<b>SUPPLEMENTAL INSURANCE .....</b>	<b>16</b>
<b>HEALTH AND SAFETY.....</b>	<b>17</b>
<b>ALCOHOL, TOBACCO, AND ILLEGAL DRUGS.....</b>	<b>17</b>
<b>FIREARMS AND WEAPONS.....</b>	<b>17</b>
<b>HEALTH EXAM/HEALTH HISTORY.....</b>	<b>17</b>
<b>CHILD ABUSE.....</b>	<b>17</b>
<b>CONTRACTS.....</b>	<b>18</b>
<b>COUNCIL SITES .....</b>	<b>18</b>
<b>OUR STORE.....</b>	<b>18</b>
<b>FINANCE POLICIES .....</b>	<b>18</b>
<b>VOLUNTEER EXPENSE REIMBURSEMENT:.....</b>	<b>22</b>

## COUNCIL POLICIES & PROCEDURES FOR VOLUNTEERS

Policies Approved: June 29, 2011 Board of Directors

### Notes

- The following Council Policies & Procedures for Volunteers are in place for the safety and protection of our girl members and adult volunteers.
- Unless otherwise noted, “adult” is someone who is at least 18 years of age, not in high school **and** not registered as a girl member of the organization.
- “Groups” is used throughout this document to refer to communities, districts, and any pathway within Girl Scouting.

*Safety Activity Checkpoints* – Girl Scouts of the Green and White Mountains (GSGWM) views Girl Scouts of the USA’s (GSUSA) *Safety Activity Checkpoints* and all its content as the minimum standards by which Girl Scouting will operate in the Council. GSGWM may choose to develop policies and procedures more strict than outlined in *Safety Activity Checkpoints*.

### IMPACT OF POLICY

**Policy:** These policies or the procedures relating to volunteers shall not be construed to constitute a contract of appointment, nor vest any rights of continued appointment to any volunteer.

The volunteer position is an at-will relationship with GSGWM. A volunteer is free to resign at any time and for any reason. The Council may also terminate the volunteer’s appointment at any time and for any reason.

The volunteer personnel policies are subject to change at the discretion of the Board of Directors of the Council.

### MEMBERSHIP

**Policy:** All girls and adults participating in the Girl Scout Movement shall be registered as members of GSUSA and pay annual or lifetime membership dues. All members agree to abide by the policies and principles of GSUSA and GSGWM.

*Procedure:* *GSGWM will not deny membership due to an inability to pay. Financial assistance is available and forms can be requested through the Bedford Service Center.*

## VOLUNTEER SELECTION

**Definition:** GSGWM defines the “volunteer application process” as the act of completing the volunteer application form with three personal references, and initiating the criminal background check.

**Policy:** Only those adults who have successfully completed the volunteer application process, successfully completed a background check, and who register as members of Girl Scouts of the USA shall be appointed to volunteer positions. Volunteers appointed in these positions must also complete the appropriate training.

Selected candidates must be interviewed by an authorized adult in Girl Scouting before they are placed in a volunteer position. Each operational volunteer position will have a written position description that defines specific responsibilities, clarifies expectations, and, in conjunction with performance goals, forms the basis for assessment of volunteer performance, reappointment, rotation to another position, and termination.

Every attempt shall be made to place volunteers in positions that meet both their needs and the needs of the Council. In instances where this is not possible, the needs of the Council shall take precedence over the needs of the individual. Individuals not placed in a position for which they applied may be recommended for other positions

Policy volunteers are appointed or elected to their positions. Board of Directors, Board Development Committee and National Delegate members are screened and interviewed by the Board Development Committee prior to election.

An applicant convicted of a crime against a child will not be considered for a volunteer position with GSGWM. An applicant convicted of a misdemeanor or felony may be asked to complete a special review process.

Any person who will have direct contact with girls must successfully complete the volunteer application process and background check. Exceptions to this would be an individual who meets all the requirements under **either** of the below:

An individual who:

- Serves as a onetime advisor or consultant, i.e. a speaker or presenter,
- Is never left alone with girl(s),
- Is not counted when considering girl/adult ratio.

A parent or guardian who:

- Attends group family function i.e. court of awards, family picnic, etc.,
- Is never left alone with girl(s),
- Is not counted when considering girl/adult ratio.

If the group meeting or activity is being held in a private residence all persons 18 years of age or older, who reside at that residence, must successfully complete a criminal background check prior to the first meeting.

Procedure *Adults whose background checks indicate they have been convicted of a misdemeanor or felony will be notified of such and will have the opportunity to submit a written request for review, including a letter of explanation. The letter should include details, dates and circumstances of any misdemeanor or felony. The request for review should be marked “attention Director of Volunteer Management” within two weeks of receiving the notification letter. Adults will be informed, in writing, of the status of their review at the end of the review process.*

*Successful background checks will be valid for five (5) consecutive membership years. A membership year is defined as October 1 through September 30.*

### Non-Discrimination

Policy: There shall be no discrimination against an otherwise qualified adult volunteer by reason of disability or on the basis of age. Furthermore, there shall be no discrimination on the basis of race, color, ethnicity, gender, creed, national origin, sexual orientation, gender identity, veteran status or socioeconomic status. In addition, to ensure full equality of opportunity in all operations and activities of the organization, affirmative action policies and procedures shall be utilized in the recruitment, selection, training, placement and recognition of volunteers. Special emphasis shall be placed upon securing representation of under-represented minority populations.

GSGWM does not discriminate, but does not endorse any particular lifestyle. We have firm standards relating to appropriate conduct. We do not permit sexual display of any sort by our members. We do not permit the advocacy or promotion of a personal lifestyle or sexual orientation. These are private matters for girls and their families to address. Girl Scout volunteers and staff must, at all times, serve as appropriate role models for girls.

### Conflict of Interest

Definition: A conflict of interest exists when the interests or concerns of any volunteer, any member of their family, or party, group or organization in which the volunteer is actively involved may be seen as competing with or actually conflicts with the interests or concerns of GSGWM.

Policy: No individual connected with GSGWM shall use her/his affiliation with the council for personal or family gain, for benefit of another individual or organization of which a member is affiliated or for personal, professional, political or monetary gain without proper disclosure and council consent.

Volunteers may not serve on the Council’s Board of Directors if they are serving as operational volunteers. Girl Scout staff members may not serve in a volunteer capacity.

## Harassment

**Policy:** The council is committed to an environment and climate in which relationships are characterized by dignity, respect, courtesy, and equitable treatment. It is the policy of the organization to provide all volunteers with an environment free from all forms of unlawful or unwelcome harassment, including implied or expressed forms of sexual harassment.

**Procedure:** *The Council expressly prohibits any form of harassment on the basis of race, color, ethnicity, religion, creed, sex, age, national origin, sexual orientation, gender identity, disability or socio-economic status. Any volunteer who feels that she/he has been subjected to harassment whether by another volunteer/Council staff member, or any agent of the organization, should promptly report the incident to a supervisor or to the CEO. The supervisor, upon receiving such a complaint, must report the matter to the CEO. The CEO shall take appropriate measures to resolve or correct the situation in an expeditious manner.*

*The Council reserves the right to refuse membership or reappointment, and to dismiss or suspend from affiliation with the Council any volunteer who, in conducting Girl Scout program, advocates, solicits, or promotes a personal lifestyle or sexual orientation so as to create a substantial risk that such conduct will be detrimental to the proper role model for girl members.*

## Hostility

**Definition:** Hostility under this policy is considered to include physical violence as well as harassment, intimidation, stalking, coercion, display of weapons, threats, and talking or joking about hostility whether in person or through some other means of communications such as writing, telephone, voice mail, or electronic mail.

**Policy:** GSGWM strictly prohibits hostility in any form against girl members, adult volunteers, staff members, visitors or anyone else having some involvement with the Council.

## Conflict/Grievance Resolution

**Definition:** A “conflict” is defined as any kind of disagreement between two or more volunteers and/or parents.

A “grievance” is defined as a dispute over the interpretation or application of a Council policy, practice or procedure OR a disagreement between one or more volunteers and an employed staff person.

**Policy:** All volunteers shall have the opportunity to present their concerns and work to resolve the issues in a timely manner using the Council’s conflict resolution procedures.

**Conflict Procedure** *Volunteers are first expected to discuss concerns with the individuals involved when conflict arises. A problem-solving tone should be adopted during these discussions. If this does not resolve the issue then:*

*The parties should jointly discuss the situation with their Volunteer Support Coordinator and/or staff for support and guidance. If this does not resolve the issue, then:*

*Each party involved in the conflict will fill out an “Incident Report” and submit it to their Volunteer Support Coordinator, unless the conflict is with the Volunteer Support Coordinator, in which case the report is submitted to the Director, Volunteer Management. The reports will be reviewed and an official conflict resolution meeting will be scheduled to resolve the issue.*

Grievance  
Policy

*Volunteers are first expected to discuss concerns with the individuals involved when a grievance arises. A problem solving tone should be adopted during these discussions. If this does not resolve the issue then:*

*The volunteer with the grievance may schedule a meeting to discuss and attempt to resolve the grievance. The volunteer with the grievance will involve individuals in the order given below.*

*The volunteer with the grievance will first contact the designated volunteer leadership. If resolution is not reached, the volunteer with the grievance may, within 10 working days of the meeting held to resolve the grievance, submit to the next level of supervision<sup>1</sup> a request, in writing, to continue the grievance process. The request should include the results of the first attempt at resolution, including dates, times, people involved, proposed resolution and explanation of why the proposed resolution is not acceptable.*

*The next level of supervision will respond to the request within 10 working days of receipt of the request to offer direction. If the issue is not resolved, the volunteer with the grievance may, within 10 working days of the meeting held to resolve the grievance, submit a request to the next level of supervision, in writing, to continue the grievance process. The request should include the results of the prior attempts at resolution, including dates, times, people involved, proposed resolution and explanation of why the proposed resolution is not acceptable.*

*The next level of supervision, will respond to the request within 10 working days of receipt of the request to offer direction and resolution. If the issue is not resolved, the volunteer with the grievance may, within five (5) working days of the meeting held to resolve the grievance submit to the CEO, or her designee, a request in writing to continue the grievance process. The request should include the results of the prior attempts at resolution, including dates, times, people involved, proposed resolution and explanation of why the proposed resolution does not resolve the grievance.*

*The Chief Executive Officer, or designee, will respond to the request within 10 working days of receipt of the request and, will make a final, binding decision.*

---

<sup>1</sup> See the staff organizational chart on the council web site to determine what position(s) is the next level of supervision.

## Indemnification and Liability Insurance

Policy: GSGWM's indemnification and liability insurance coverage will be extended to volunteers who are acting within the scope of their appointed position within GSGWM, are complying with all parts of these policies and complying with all standards and checkpoints identified in Safety Activity Checkpoints.

### **ADULT DEVELOPMENT**

GSGWM promotes adult development to ensure high quality programs for girls while providing opportunities for personal development for adults.

#### Adult Learning

Definition: GSGWM defines "**direct service**" volunteers as volunteers who facilitate the delivery of the Girl Scout Leadership Experience from a variety of volunteer positions (e.g., leaders, advisors, event chaperones, drivers etc.)

GSGWM defines "**indirect service**" volunteers as volunteers who support girls "behind the scenes" as a strategic thinker, administrator or project-based volunteer (e.g., board members, adult learning facilitators, delegates).

Policy: Completion of appropriate adult development courses is required as outlined in Council procedures.

Procedure *The following are courses as required by council policy for volunteers providing **direct service** to girls. This training course requirement does not apply to short-term volunteers with no more than two, 3-hour days of volunteer time.*

<b>Course</b>	<b>Required:</b>
GS101	Before working with girls or adults. *
Volunteer Essentials Pathway specific Course	Before working with girls or adults. <b>*(but NOT required for drivers or event chaperones)</b>
Pathway specific Essentials (Troop, Series, etc.)	Before working with girls. <b>* (but NOT required for drivers or event chaperones)</b>
Outdoor Adventure Workshop	Chart – Page 14 Volunteer Essentials Manual
Basic Outdoor Living Skills	Chart – Page 14 Volunteer Essentials Manual
First Aid and CPR	Chart - Page 14 Volunteer Essentials Manual and as outlined in Safety Activity Checkpoints.

\*One Leader with the troop must be fully trained **BEFORE** the troop can begin meeting. Other Co-Leaders and Assistant Leaders with the troop must be fully trained as soon as possible.

The following are courses as required by council policy for volunteers providing **indirect** service to girls:

Course	Required:
Online Orientation to Girl Scouting	Yes
Volunteer Essentials	Yes
Position-specific Training	Specialized training as required for the position – see appropriate staff member for details on required course(s)

Volunteers may be asked to take additional training to update or improve skills in certain areas.

The minimum standards outlined in Safety Activity Checkpoints regarding what specialized courses are required before undertaking certain activities will be followed. GSGWM has additional standards, including courses and certifications required for higher risk activities.

GSGWM recognizes there may be people qualified and eager to volunteer in Girl Scouts but whose economic situations do not allow them to cover training expenses. Individuals who may need financial assistance are encouraged to consult privately and in confidence with their volunteer supervisor to determine whether GSGWM is able to assist them with some or all of the adult development expenses necessary to fulfill the volunteer role. Contact the Community Learning Coordinator for more information.

Participants need to register for all courses. A course may be cancelled if fewer than the minimum participants have registered by the deadline date. Registrations will be accepted on a first come, first served basis. If there is a fee for the course, it is to be included with the registration. Incomplete registrations will not be accepted. Only participants registered by the deadline will receive a confirmation letter.

Failure to take required courses may result in dismissal from the position or not being re-appointed.

Participants need to be present for the entire course in order to receive credit for attending the course.

Volunteers transferring from other Girl Scout councils who have documentation of prior experience or training may request a waiver from required council adult development courses. Contact the GSGWM Manager, Volunteer Learning Services for more information.

#### Adult Recognition

Policy: GSGWM will follow a system of recognitions that is outlined in GSGWM's Adult Recognition Booklet, and Girl Scouts of the USA's publication, Recognitions Guidelines.

## GROUP MANAGEMENT

### Adult/Girl Ratios

Policy: Ratios outlined in the *Safety Activity Checkpoints* will be followed for all Groups and activities, meetings, trips and camping.

### Overnight Sleeping Arrangements

Policy: During overnight experiences, sleeping arrangements must be as follows:

- Under no circumstances, may one adult and one girl share a bed, regardless of family relationship.
- Men must have separate sleeping and bathroom facilities from the girls.
- Female adults may share sleeping accommodations with Daisy and Brownie Girl Scouts.
- Whenever possible, Junior or older Girl Scouts should have sleeping accommodation separate from the adults.
- Troops traveling will be provided guidelines for accommodations in hotels, etc. when trips are approved.

### Releasing Girls from Girl Scout Activities

Policy: Girl Scout volunteers in a leadership position, assume responsibility for the safety of the girls.

- Girls are released directly to their parent/guardian at the end of every meeting/event.
- The parent/guardian must come into the meeting site to retrieve their girls.
- If, at any time, the adult picking up any girl is not considered to be in an appropriate condition for the girl to be safely released, the GSGWM Guidelines for Volunteers Releasing Children to Impaired Drivers will be followed.

Procedure: *Girls are released only to their parent/guardian unless written authorization from the parent/guardian is given to the troop leader for someone different to pick up the girl.*

Procedure: *When the parent/guardian or approved adult, who arrives to drive a girl home, show signs of being impaired; the following guidelines will be followed:*

1. *Assess the situation to the best of your ability to determine if the driver is impaired. Note the license plate number, the make and model of the driver's vehicle.*
2. *Determine that this driver is the person who is supposed to transport the child (either a parent, legal guardian, or a person who has written permission from the parent or legal guardian.)*
3. *Ask another adult volunteer to assess the situation too.*
4. *Away from the girls, discuss with the driver your concern about her/his ability to transport the child safely. Speak with the driver about the signs you observed in a calm voice. Try to determine if there is a reasonable explanation as to why the adult appears impaired. Ask if there is someone else at home who could come to drive the girl home.*

5. *If she/he is uncooperative, have your volunteer assistant call the girl's home or emergency contact to find another driver.*
6. *If you cannot reach another parent or emergency contact and you suspect that the driver is impaired, you or your volunteer assistant should call the local police, express your concern, and seek their advice and assistance. It is important to remain calm, to use good judgment, to be firm but non-confrontational.*
7. *When the situation is under control, call the GSGWM Crisis Team (1-888-214-5213) to report the incident, the action taken, and the result. (Refer to Crisis Communications sheet for details)*
8. *Document the incident on an Incident Report and forward the report, as soon as possible, to Girl Scouts of the Green and White Mountains, Attention: HR Department, P.O. Box 10832, Bedford NH 03110-0832.*

### Group Meeting Places

**Policy:** Regular Group meetings will be held in public buildings. Exceptions may be made in order to accommodate the special needs of Group members. All meeting places not in public buildings must be inspected for safety and accessibility prior to use. In addition, the homeowner must provide a current Certificate of Insurance at the beginning of each membership year, and a copy of any renewal/change that occurs during the year.

When Girl Scout activities take place in a private home, the adult in charge shall ensure that all guns, alcohol, prescription drugs, etc. in the home are inaccessible.

If the group meeting or activity is being held in a private residence all persons 18 years or older who reside at that residence must successfully complete a criminal background check prior to the first meeting.

Pets shall be kept contained during all Girl Scout meetings and activities.

**Procedure:** *Inspections of homes where meetings or activities are held, shall be conducted prior to use, and every five years thereafter, unless substantial changes take place in the home. The home will be inspected by a member of the GSGWM staff or other adult trained and authorized by GSGWM.*

*Homes will be inspected for safety, accessibility, and adherence to GSGWM policies.*

## PROGRAM TRAVEL

Definitions: DAY TRIP is defined as any activity planned outside of the group's regular meeting place, time and date which is not an overnight.

OVERNIGHT TRIP is defined as any activity or event that takes place beyond the normal meeting place, time and date, but not more than two nights.

EXTENDED TRIP is defined as any activity or event that takes place beyond the normal meeting place, time, and date, and lasting three or more nights. In addition, any trip that is outside of New England or Upstate New York and all International trips, regardless of length or number of nights, is considered an extended trip (New York City is always considered an extended trip.)

HIGH RISK ACTIVITIES are defined as any activity that requires specialized skills, training, equipment and/or supervision. Examples of activities that are high risk include, but are not limited to: equine activities, white water activities, open ocean activities, ropes course and rock climbing. For more examples, please refer to the council website.

Policy: At least one registered adult accompanying the group must have completed the training required for the activity in accordance with Council procedures.

A signed parent/guardian permission form is required for each girl for activities that take place beyond the usual meeting date, place and/or time.

Notice must be submitted, and approval received at least 24 hours in advance for any activity planned beyond the normal group meeting date, and/or time which exceeds four (4) hours, including travel time.

Safety Activity Checkpoints regarding overnights and travel must be observed for all activities.

Any adult traveling with girls must be a registered Girl Scout and successfully complete the volunteer application process and background check.

Procedure: Refer to the "Adult Development" section for training requirements for each type of event/travel.

*The "Annual Permission" form provides parent/guardian permission to travel to, attend and participate in troop and council-sponsored activities that are two (2) nights or less AND not considered high-risk activities as outlined in Safety Activity Checkpoints.*

*If a parent/guardian chooses not to sign the "Annual Permission" form, she/he must sign the "Individual Permission" form for each activity or event that takes place outside of the regular group meeting place, time and date that is two (2) nights or less.*

The “Individual Permission Slip” form must be used for parent/guardian permission to travel to, attend and participate in activities considered high-risk, as outlined in Safety Activity Checkpoints or as indicated above.

The “Travel Plan for Extended Trip” form is submitted to obtain Council permission to travel to, attend, and participate in troop and council-sponsored activities that are more than two (2) nights. Use the following chart to determine the type of approval needed, additional insurance needs, approval timeline and personnel, any minimum age requirements and/or any Prerequisites for the type of travel selected.

<b>Travel type</b>	<b>Criteria</b>	<b>Forms/ Approval</b>	<b>Training Required</b>	<b>Insurance Needed</b>	<b>Minimum age</b>	<b>First Aider Needed</b>
<i>Day Trip</i>	<i>Outside of usual meeting place, time, or date</i>	<i>“Activity Quick Trip Approval” form Health History Annual Permission” form or “Individual Permission” form</i>	<i>Position specific leadership training</i>	<i>Yes, if non-members are participating</i>	<i>Day trips may be made by girls of all ages</i>	<i>Yes</i>
<i>Overnight Trip</i>	<i>Beyond usual meeting place, time, or date  Lasting two (2) nights or less</i>	<i>“Activity Quick Trip Approval” form Health History Annual Permission” form or “Individual Permission” form</i>	<i>Position specific leadership training</i>	<i>Yes, if non-members are participating</i>	<i>Overnight trips are recommended for Girl Scout Brownies and older. However, Daisies may participate in an occasional overnight experience</i>	<i>Yes</i>
<i>Extended Trip</i>	<i>Beyond usual meeting place, time, or date  Lasting Three (3) nights or more</i>	<i>Travel Plan for Extended Trip” form Health History Annual Permission” form or “Individual Permission” form</i>	<i>Position specific leadership training</i>	<i>Yes for all Extended Trips</i>	<i>For travel within United States, Girl Scout Juniors and older  For international travel, Girl Scout Cadettes and older</i>	<i>Yes</i>

## Certificates of Insurance

Procedure: *Certificates of Insurance must be requested from or on file for destinations for the following activities:*

- *Rental of facility or services (ex. rental of church hall, campground, skating rink)*
- *Contracted services (ex. rental of school bus, contracted specialist)*
- *High risk activities (ex. visit to riding facility, rock climbing, rafting, activities requiring waivers)*

*A certificate is NOT required for activities that are normally open to the public or for which you are purchasing a ticket or admission. Example, a certificate is not required for a trip to ice cream store, visit to public museum, hay ride or apple picking where it is open to the public, fire station visit etc. (If you are purchasing Greyhound bus tickets for a trip to New York City, no certificate would be required. A certificate is required if you are chartering a bus specifically for your group. A certificate is not required if you visit the zoo and purchase admission. A certificate is required if you contract with an expert to bring animals to your meeting.*

## Transportation

**Policy:** Girl Scout groups traveling by car must adhere to state laws and safe-driving practices at all times.

The number of occupants in the vehicle must not exceed the intended capacity of the vehicle and each occupant must have his/her own seat and be buckled into a seat belt. Car seats and booster seats must be used as defined by the state law for the state in which you are traveling.

The use of 15-passenger vans for Girl Scout activities is prohibited.

The use of 12 (or fewer) passenger vans (as defined by the DMV), is permitted under the following conditions:

- The passenger count in any van is limited to 9 people, including the driver.
- No equipment can be towed behind the vehicle or carried on the roof.
- Drivers must be at least 21 years old, have at least 5 years of driving experience, have proof of insurance, and have a Council approved trip application.
- Drivers must obey all motor vehicle and safety laws and standards.

When driving girl and/or adult members, a driver must:

- Be a registered adult Girl Scout and successfully complete the volunteer application process and background check.
- Have a first-aid kit appropriate for the number of passengers, length and destination of the trip in the vehicle
- Have in her/his possession a signed parent/guardian permission form for each girl in vehicle (Refer to Travel section of these policies)
- Not use a cell phone, text or email while driving
- Provide proof of a valid driver's license, proof of liability insurance with bodily injury and property damage insurance limits of coverage of at least \$100,000/\$300,000 bodily injury and \$50,000 property, and sign the appropriate paperwork, and
- Be in possession of the council after-hours emergency contact information

One adult driver per vehicle is allowed as long as the adult/girl ratio is met for the activity. Girl Scout groups traveling in one or more vehicles must include a minimum of one relief driver per vehicle for trips over 200 miles one way.

Procedure *Mileage covered per day should be reasonable for the type of transportation being used, terrain and weather as well as for the age of girl members being transported. Time should be allowed for eating, sleeping, rest and relaxation, recreation and personal needs.*

*The use of public transportation is recommended whenever possible.*

*All participants should have current identification with them at all times.*

*In the event an accident occurs in a personal vehicle, the owner's personal insurance is considered the primary insurance.*

*Any adult (female or male) who is a registered member and has completed the application process and cleared a background check may be a driver alone in a vehicle only for the period of time that travel takes place and must have a minimum of two girls in the vehicle. Once the destination is reached the group reassembles and the troop organization policy must be met for the activity or event.*

*An adult driver (female or male) is allowed to be alone in a vehicle with one child only if the adult is the parent/guardian of that child.*

## Supplemental Insurance

**Policy:** All Girl Scout activities must be covered by the appropriate insurance.

**Procedure** *In addition to the Mutual of Omaha Plan 1 Basic Coverage that is a part of membership in Girl Scouts of the USA, additional supplemental insurance will be purchased as outlined below:*

	Plan 1 Basic Coverage (included with membership dues – additional purchase of this Plan not required)*	Plan 2 Accident Insurance	Plan* 3E/3P Accident and Sickness Insurance*	Plan 3PI Accident and Sickness Insurance for International Trips*
<b>Eligibility Summary*</b>	Every registered Girl Scout member (girls and adults)	For members and non-members	For members and non-members	For members and non-members
<b>Coverage Summary*</b>	Covers every registered Girl Scout member for any approved, supervised activity of the Girl Scouts, except activities lasting three (3) nights or more (a third night is covered only for any official federal holiday).  Covers travel directly to and from the covered activities	Members – Covered during activities/events lasting three (3) nights or more.  Nonmembers – Covered as participants regardless of the length of the activity/event.  Covers travel directly to and from the covered event	Members and nonmembers are covered for accident and sickness.  The non-duplication provision does apply to Plan 3E, but does not apply to Plan 3P.  Both plans cover travel directly to and from the covered activity.	Plan 3PI includes essentially the same coverage found in Plan 3P (for events lasting more than two nights and not covered under Basic Plan 1), but with a Travel Assistance Service feature added.

*\*For more detailed information on each plan, please contact the Resources and Troop Pathway Manager at the Bedford, NH office.*

*To purchase additional insurance, contact the Resources and Troop Pathway Manager at the Bedford NH council office at least three weeks prior to the event with the following info:*

- *Name of adult in charge*
- *Adult in charge's e-mail address (or phone number if no e-mail is available)*
- *Troop/Group name/number*
- *Name, date(s) and location of event/activity for which insurance is needed*
- *Type of coverage requesting*

*Upon discussion with the Resources and Troop Pathway Manager, instruction for submitting payment for the additional insurance will be given.*

## HEALTH AND SAFETY

### Alcohol, Tobacco, and Illegal Drugs

Policy: No person shall use tobacco products in the presence of a girl member at any time while at a Girl Scout event/meeting/program.

Smoking is only allowed at Girl Scout properties in designated smoking areas.

No person shall use, be under the influence of, or display evidence of recent use of any substance including but not limited to prescription drugs, illegal drugs, alcohol, or any other substance that would impair judgment or alter normal behavior in the presence of girls, on Girl Scout properties or at any activity where girls are in their care.

While conducting Girl Scout business, adults shall not be under the influence of, or display evidence of recent use of any substance including but not limited to prescription drugs, illegal drugs, alcohol or any other substance that would impair judgment or alter normal behavior.

### Firearms and Weapons

Policy: Possession of firearms shall not be permitted at Girl Scout functions or properties except by law enforcement officers.

Possession of any form of weapon or explosive that is restricted by local, state or federal law is prohibited at Girl Scout functions or properties. This includes all firearms even if licensed, illegal knives or other weapons covered by law.

Exceptions may be made in special circumstances by the C.E.O. or Board President/Chair.

### Health Exam/Health History

Policy: A health exam and/or history are required as outlined in Safety Activity Checkpoints.

### Child Abuse

Policy: The Council supports and maintains environments that are free of child abuse and neglect as defined by the Child Abuse Prevention and Treatment Act. Child abuse and neglect are unlawful acts and it is against the council's policy for any volunteer, male or female, to physically, sexually, or mentally abuse or neglect any girl member.

The Council, through the CEO and the Board President/Chair, reserves the right to suspend any individual who is accused of child abuse until such time the allegations are cleared. The Council reserves the right to refuse membership or reappointment and to dismiss or to exclude from affiliation with the Council any volunteer implementing Girl Scout program who is found guilty of child abuse and neglect or who has been convicted of child abuse and neglect.

All volunteers must immediately report any reports or strong suspicions of child abuse or neglect to the appropriate agency and inform GSGWM.

Procedure You may contact the council office for advice on how to file a report. Volunteers are to notify the GSGWM Chief Operations Officer or the GSGWM Human Resources Director within 48 hours of making a report.

### Contracts

Policy: No Girl Scout volunteer shall enter into any agreement or contract that is binding on the Council or includes a hold harmless clause.

## **COUNCIL SITES**

Policy: Only animals or service animals relevant to the program will be allowed at Council owned properties unless permission has been granted in writing by the Chief Executive Officer.

Troops or other groups using Council owned sites will be responsible for any damages that they may cause.

## **OUR STORE**

Policy: Returns will be accepted within 60 days of purchase in accordance with our Procedures.

### Procedure:

- *All returns must be accompanied by a receipt.*
- *Merchandise will be accepted for exchange or store credit when returned in the original package and in new condition.*
- *Discontinued merchandise may not be returned.*
- *There are no exchanges or store credit on fun patches.*
- *Exchanges and returns will be accepted at any GSGWM council store.*

## **FINANCE POLICIES**

Policy: Delinquent Accounts and Bad Debts

Any debts incurred by a girl member are the responsibility of the adult parent or guardian. Any debts incurred by a troop or geographical unit are the responsibility of the adult volunteer and if deemed inappropriate or not paid in a timely fashion can result in dismissal from the volunteer position.

Any sums due to Girl Scouts of the Green and White Mountains shall be deemed delinquent if not paid within 45 days after billing or other notice. The Council has the right to initiate collection procedures on all delinquent accounts by use of a collection agency, the Council's attorney, county prosecuting attorney, or other agent.

Procedure: Volunteer Delinquent Accounts and Bad Debt

*Any volunteer may be removed from all volunteer positions if she/he has:*

- *Knowingly written a personal or troop check with insufficient funds (NSF) or on a closed account to Girl Scouts of the Green and White Mountains or to anyone else on behalf of a Girl Scout troop/group.*
- *Failed to pay an outstanding debt to GSGWM of its units, whether the debt is for a personal expense, a Girl Scout product program, or a troop expense.*
- *Misused troop, group or geographic area funds.*
- *Failed to remit all funds due to GSGWM or any of its units.*
- *Failed to submit appropriate troop, special event, or geographic area assets to the council or to the local Volunteer Management team, as applicable (i.e. closing out a troop)*

*In some circumstances, reinstatement to a volunteer position may be considered through an appeal process. The appeal process begins with the volunteer making a formal request in writing to the Director, Volunteer Management, but only after complete restitution has been made. The council reserves the right to implement certain measures such as reappointment may only be made if someone other than the volunteer in question will be responsible for the troop funds.*

Procedure: Pathway Delinquent Accounts and Bad Debt

*In the event GSGWM receives notification from a debt collector or bank indicating that a Pathway based entity (i.e. troop, series) has written checks against a negative account balance:*

- *GSGWM will pay the outstanding debt to the collector*
- *The Finance Department will write a notification letter to the Troop Leader or Lead Series Advisor regarding the situation and will copy the appropriate Community Accounting Coordinator and staff supervisor.*
- *The Community Accounting Coordinator will contact the Troop Leader or Lead Series Advisor to discuss the problem and to collect the checkbook and debit cards.*
- *The Community Accounting Coordinator will submit a report to the District Accounting Organizer and the Finance Department summarizing their meeting with the Troop Leader or Lead Series Advisor.*
- *The Finance Department will place the Troop Leader or Lead Series Advisor responsible for the debt on the Council's delinquent list and will remove them as a signer on the bank account.*

Procedure: Pathway Returned Checks

*In the event a Pathway based entity's check is returned to the Council due to insufficient funds or a closed account, the Finance Department will contact the signer on the check to resolve the situation. Additional financial mismanagement will be handled in accordance with the remaining Delinquent Accounts and Bad Debt Procedures.*

## Policy: Dividing, Merging or Bridging Troop Accounts

All money raised and earned by a Pathway based entity or geographic unit constitutes their treasury. Money in the treasury never becomes the property of an individual member (girl or adult). When a troop divides, merges or bridges, the Pathway based entity (girls and adults) should discuss the distribution of funds in accordance with Council procedures.

### Procedure:

*When a troop divides, merges or bridges, the Community Troop Pathway Coordinator must be notified within 30 days of the last meeting.*

*Dividing Troops - If the troop is dividing into two or more troops, the funds should be prorated between the new troops.*

*Example: There are currently ten girls in the troop with \$1,000 in the troop account. Two girls are going to troop A, and eight girls are going to troop B. The \$1,000 is divided by 10 to equal \$100 per girl. \$200 goes to troop A and \$800 goes to troop B. If any girls are not continuing, the troop funds are divided according to the number of girls that are remaining within Girl Scouting and disbursed to the new troops accordingly. At no time should the funds be considered on an individual basis nor distributed to the girls.*

*Merging Troops - If two or more troops are merging to form one troop, it is suggested that at that same time, troop funds are also merged into one checking account.*

*Bridging Troops - If the troop is bridging and will be using a new troop number, the number must be changed on the account, or the account should be closed and reopened with the new troop number.*

## Policy: Financial Responsibility, Financial Reporting and Troop/Group Treasury

- It is the responsibility of the adult leadership of each Girl Scout troop/group to see that any monies, earned or received by the troop/group, never become the property of individual members (girls or adults).
- At no time is the troop/group treasury to be used for activities that are not Girl Scout related.
- Financial Information should be readily available to be shared at any time, and by the request of any parent, Community Accounting Coordinator, District Accounting Organizer or member of the Council staff.
- An up-to-date, current Bank Account Information form must be kept on file at the Council headquarters.

Policy: Geographic Unit Money Earning

Definition - A Geographic Unit is a Community or District entity.

A Geographic Unit may request to hold one money-earning project each membership year, for the purpose of generating funds to be used during the membership year. Funds in excess of 1,000.00 will be donated to the GSGWM Girl Assistance Funds at the end of the membership year. The Chief Executive Officer may grant exceptions in unusual circumstances.

Policy: Geographic Unit Contributions

Any designated donation monies received from a foundation, corporation, government entity, or individual (including recognition of volunteer service hours) received on behalf of a Girl Scouts of the Green and White Mountains geographic unit will be accepted and recognized by Girl Scouts of the Green and White Mountains. The Council will return 100%, not to exceed \$1,000, of the donation to the designated geographic unit. Donations in excess of \$1000 will be handled on an individual basis.

Policy: Lapsed Troop Treasuries

If a troop does not re-register for the subsequent membership period, the troop account will be held in a Lapsed Troop Account, within Girl Scouts of the Green and White Mountains, for a period of one membership year. Should the troop re-register within that one membership year, the account funds will be returned in full to the troop. Should the troop not re-register within that one year, the funds will be transferred to the GSGWM Girl Assistance Fund.

Policy: Troop and Geographic Unit Banking

Troop and Geographic Unit funds must be held in a designated Girl Scout bank account in a Council-approved FDIC insured bank or NCUA-insured credit union. Accounts are required to have a minimum of three registered, non-related adults as signers. Troops and Geographic Units may have a debit card, but may not have any type of electronic card that incurs debt in the troop's name. Troop and Geographic Unit bank accounts are never to be used for personal transactions.

Procedure:

**All bank accounts must be opened with the following Account Name: Girl Scouts of the Green and White Mountains – Troop # \_\_\_\_\_ or Community/District # \_\_\_\_\_. Use Tax ID #02-0243160.**

*Signers shall include three registered, non-related adult Girl Scouts. Troop bank accounts should contain a minimum of two signers from troop volunteers. The Community Accounting Coordinator or District Accounting Organizer must be the third authorized signer. Staff members of GSGWM are not appropriate as signers for troop accounts.*

*Random audits of Troop and Geographic Unit bank accounts will be conducted each year by GSGWM's Finance Staff. Selected Troops and Geographic Units will be required to provide bank account statements with corresponding receipts, check registers and/or Detailed Cash Record forms within 30 days notice. Failure to comply with this request may result in appropriate Council action including, but not limited to, staff oversight, termination of the volunteer position and/or restrictions on further Troop or Geographic Unit activities.*

*Troops and Geographic Units must comply with operational guidelines relative to the accounts and their funds. All monies raised and earned in the name of Girl Scouts belong to the Council and not to individuals, Troops or Geographic Units.*

### **Volunteer Expense Reimbursement:**

Policy: Girl Scouts of the Green and White Mountains shall reimburse volunteers for certain pre-authorized expenses incurred in their required Girl Scout work.

#### Procedure:

*Volunteers must receive pre-approval from their staff supervisor for the expense. The expense must be within the parameters of the volunteer's job description. Once the expense is approved, the staff supervisor shall provide the volunteer with an Expense Reimbursement form. The Expense Reimbursement form must be completed and submitted, along with receipts for the expenses, to the staff supervisor for processing.*