



# **Volunteer Policies & Procedures**

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- 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” or “Council”) recognizes Girl Scouts of the USA (GSUSA) *Safety Activity Checkpoints* and all its content as establishing essential risk management standards by which Girl Scouting will operate in the Council. GSGWM may choose to make revisions and updates to the *Safety Activity Checkpoints* that are relevant to the New Hampshire and Vermont area we serve and develop policies and procedures that are in line with the risk management provided by GSUSA.

## **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:* *Financial assistance is available dependent upon financial need, and forms can be requested through the Bedford Service Center.*

*All girls and adults who participate in GSGWM Council programs excluding family events will be required to register as members.*

## VOLUNTEER SELECTION

Policy: Only those adults who have 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.

In accordance with our procedures, certain positions require additional information and interviews 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, Governance Committee and National Delegate members are screened and interviewed by the Governance 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.

Parents and other adults as described below are not considered volunteers if they meet all the requirements under either of the below:

An individual who:

- Serves as an advisor or consultant, i.e. a speaker or presenter.
- Is never left alone with girl(s),
- Is under the supervision of a trained volunteer,
- Is not counted when considering girl/adult ratio.

A parent or guardian who:

- Is never left alone with girl(s),
- Is under the supervision of a trained volunteer,
- 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**    *For most volunteer positions, the volunteer process prior to appointment requires selecting your preferred volunteer role, registering as a Girl Scout member, completing and passing the criminal background check and completing the required training for the chosen role within the specified time frame.*

*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 Customer Care” and sent 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.*

<b>Troop Pathway Volunteers</b>	<b>Choose Online Volunteer Role</b>	<b>Criminal Background Check</b>	<b>Current Membership</b>
Troop Leader—Primary Contact	Yes	Yes	Yes
Troop Leader	Yes	Yes	Yes
Troop Helper/Chaperone	Yes	Yes	Yes
Troop Driver	Yes	Yes	Yes
Troop Products Sale Manager	Yes	Yes	Yes
Troop Treasurer	Yes	Yes	Yes
Troop First Aider		Yes	Yes
Troop Outdoor Education		Yes	Yes

## 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.

## 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 Chief Executive Officer (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.

### Zero Tolerance

- Policy: GSGWM has zero tolerance for abuse and will not tolerate the mistreatment or abuse of members in its programs. Any mistreatment or abuse by an employee or volunteer will result in disciplinary action, up to and including termination of employment or volunteer service, and cooperation with law enforcement.
- Policy: GSGWM has zero tolerance for abuse, mistreatment, or sexual activity among members within the council and its camps. This council is committed to providing all Girl Scout members with a safe environment and will not tolerate the mistreatment or abuse of one member by another member. Conduct by members that rises to the level of abuse, mistreatment, or sexual activity will result in intervention or disciplinary action, up to and including dismissal from the program. In addition, our council will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, the council will take the necessary steps to eliminate such behavior.

### 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.



**Procedure:** *Volunteers are first expected to discuss concerns with the individuals involved when a grievance or 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 or grievance 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 Council office. Please contact Customer Care [customercare@girlscoutsgwm.org](mailto:customercare@girlscoutsgwm.org) to be put in touch with the next level of supervision.*

*Council staff will review and research all incident reports. The Council staff will then provide a resolution plan. If one or more parties are not in agreement with the resolution plan then the party(s) may, within 10 working days of the meeting held to resolve the conflict/grievance, submit to the next level of supervision<sup>1</sup> a request, in writing, to continue the conflict/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 conflict/grievance may, within 10 working days of the meeting held to resolve the conflict/grievance, submit a request in writing to the next level of supervision to continue the conflict/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 conflict/grievance may, within five (5) working days of the meeting held to resolve the conflict/grievance submit to the CEO, or designee, a request in writing to continue the conflict/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 conflict/ grievance. The CEO, or designee, will respond to the request within 10 working days of receipt of the request and, will make a final binding decision.*

### 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

**Policy:** 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 those volunteers who facilitate the delivery of the Girl Scout Leadership Experience from a variety of volunteer positions (e.g., leaders, event chaperones, drivers, and program administrators.)

GSGWM defines “**indirect service**” volunteers as those volunteers who support girls (e.g., product program, service unit support, adult training)

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

**Procedure:** *The following are required by council policy for volunteers providing **direct service** to girls.*

*For all troop activities, two non-related Troop Leaders are required, including one woman. Additional adults, as required by adult ratios outlined in the applicable Safety Activity Checkpoints or Volunteer Essentials, must follow the requirements outline for Troop Helper/Chaperone (Refer to chart on page 9). For new troops, two troops leaders must complete the required traninig with the guidelines put forth in the Adult Training chart on page 9. Other troop volunteers such as troop helpers, chaperones, drivers, treasurers, product managers or outdoor educators must complete the required training with the guidelines put forth in the Adult Training chart on page 9.*

*The courses required for volunteers providing **indirect** service to girls are included in the position specific job description.*

*Volunteers may be asked to take additional training to update or improve skills in certain areas. Please note that supplemental or additional training is required by our council to participate in outdoor activities with Girl Scouts. Additional Council-specific training is available to any volunteer.*

*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 outlined in Volunteer Essentials that are 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 GSGWM 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 [customercare@girlscoutsgwm.org](mailto:customercare@girlscoutsgwm.org) 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 [customercare@girlscoutgwm.org](mailto:customercare@girlscoutgwm.org) for additional information.*

#### **Adult Learning gsLearn (Troop Roles)**

<b>Troop Volunteers</b>	<b>Successful Leadership Learning Series Foundations 1-4</b>	<b>Successful Leadership Learning Series – Outdoor</b>	<b>Review (online through Troop Packet) Volunteer Essentials Documents</b>	<b>Troop Finance 101 &amp; 102</b>	<b>Product Sale Training</b>
Troop Leader-Primary Contact	Within 90 days of approval	Within Year 1	Yes	Yes	Yes
Troop Leader	Within 90 days of approval	Within Year 1	Yes	Yes	Yes
Troop Helper	Within 90 days of approval	Within Year 1	Yes	**	**
Troop Chaperone	Within 90 days of approval	Within Year 1	Yes	**	**
Troop Driver	Within 90 days of approval	Within Year 1	Yes	**	**
Troop Product Sales (Cookies)	**	**	Yes	**	Yes
Troop Product Sales (Fall Product)	**	**	Yes	**	Yes
Troop Treasurer	**	**	Yes	Yes	**
*Troop Outdoor Educator	**	Within 90 Days of Approval	Yes	**	**

\* Troop Outdoor Educator is a pre-requisite for Council OAW, BOLS, and AOLS training

\*\*Training is available in gsLearn, however it is not required.

## Adult Learning gsLearn (Community Roles)

Troop Volunteers	Successful Leadership Learning Series – Foundations 1-4	Successful Leadership Learning Series – Outdoor	Review (online through Troop Packet) Volunteer Essentials Documents	Troop Finance 101 & 102	Product Sale Training	Ongoing Council Trainings
Volunteer Support Coordinator	Within 90 days of approval	Within Year 1	Yes	**	**	As Required
Community Liaison	Within 90 days of approval	Within Year 1	Yes	**	**	As Required
Community Accounting Coordinator	Within 90 days of approval	Within Year 1	Yes	Yes	**	As Required
Community Product Sales Coordinator	Within 90 days of approval	Within Year 1	Yes	**	Yes	As Required

\*\*Training is available in gsLearn, however it is not required.

### 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.

**Procedure:** During family or parent-daughter overnights, one family unit may sleep in the same quarters where areas are designated to accommodate a family arrangement. It is not mandatory that an adult sleep in the sleeping area (tent, cabin, or designated area) with the girls, but if an adult female does share the sleeping area, there should always be two unrelated adult females present.

### 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 a parent/guardian is given to the troop leader for the following situations:*

- *Someone different to pick up the girl*
- *The girl will be allowed to walk home*

### GSGWM Guidelines for Volunteers Releasing Children to Impaired Drivers

**Procedure:** *When the parent/guardian or approved adult, who arrives to drive a girl home, shows 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 troop co-leader or other 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 troop co-leader or other 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 GSGWM Customer Care (1-888-474-9686) during the business hours of 8:30am to 5:00pm to report the incident, the action taken, and the result. If the situation occurs outside of our normal business hours call (603) 716-6149 once the situation is under control. (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: Mission Delivery, 1 Commerce Drive, Bedford NH 03110-6835.*

### 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 non-public meeting places where meetings or activities are held shall be conducted prior to use, and following reports of any changes in the meeting space that may impact safety, accessibility, and adherence to GSGWM policies. An inspection will also be required if a new, non-public location is chosen by the troop.*

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

## **PROGRAM TRAVEL**

**Definitions:** SHORT TRIP (Daisies and older) is defined as any activity planned outside of the group's regular meeting place, date, and time which is less than four hours.

DAY TRIP (Daisies and older) is defined as any full day activity (greater than four hours) planned outside of the group's regular meeting place, time and date which is not an overnight.

OVERNIGHT TRIP (Daisies and older) 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 (Juniors and older) 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 New York and all International trips, regardless of length or number of nights, is 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 Safety Activity Checkpoints document on our council website.

## **PROGRAM TRAVEL cont.**

**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.

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

**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 “Single Event 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 “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 chart on the next page 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>Supplemental Insurance Needed</b>	<b>Minimum age</b>	<b>First Aider Needed</b>
<i>Short Trip or Day Trip</i>	<i>Outside of usual meeting place, time, or date</i>	<i>“Annual Permission” form or “Individual Permission” form</i>	<i>Position specific leadership training</i>	<i>No additional insurance required</i>	<i>May be made by girls of all ages</i>	<i>Yes*</i>
<i>Overnight Trip</i>	<i>Beyond usual meeting place, time, or date</i>  <i>Lasting two (2) nights or less</i>	<i>“Annual Permission” form or “Individual Permission” form</i>	<i>Position specific leadership training</i>	<i>No additional insurance required.</i>	<i>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</i>  <i>Lasting Three (3) nights or more or is outside of New England, or New York</i>	<i>“Travel Plan for Extended Trip” form Health History “Annual Permission” form or “Individual Permission” form</i>	<i>Position specific leadership training and travel training</i>	<i>Yes for <u>all</u> International and optional for Domestic Extended Trips</i>	<i>For travel within New England or New York Girl Scout Juniors and older For travel beyond New England or New York, and for international travel, Girl Scout Cadettes and older</i>	<i>Yes</i>

*\* Local trips within a reasonable distance from the normal meeting location and with consistent cellular service or other dependable access to emergency and rescue personnel do not require a “First Aider.” Such trips may include the local library, police or fire station, or a walk to the park.*

### 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 an 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, at least 21 years old, and have successfully completed the volunteer approval 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.

*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 volunteer approval 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	Plan* 3P Accident and Sickness Insurance*	Plan 3PI Accident and Sickness Insurance for International Trips*
Eligibility Summary*	For members and non-members participants of Girl Scout sponsored/supervised events.	For members and non-members participants of Girl Scout sponsored/supervised events.	For members and non-members participants of Girl Scout sponsored/supervised events.
Coverage Summary*	Covers every registered Girl Scout member and non-member for any approved, sponsored/supervised activity of the Girl Scouts.  Covers travel directly to and from the covered activities	Members and nonmembers are covered for accident and sickness.  Both plans cover travel directly to and from the covered activity.	Plan 3PI includes the same coverage found in Plan 3P but with a Travel Assistance Service feature added.

*\*For more detailed information on each plan, please contact Council Customer Care at [customercare@girlscoutsgwm.org](mailto:customercare@girlscoutsgwm.org) or 1-888-474-9686.*

*To purchase additional insurance, contact Council Customer Care at [customercare@girlscoutsgwm.org](mailto:customercare@girlscoutsgwm.org) or 1-888-474-9686 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*

*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 or nicotine products, except for transdermal nicotine patches, in the presence of a girl member at any time while at a Girl Scout event/meeting/program.

Smoking and use of electronic cigarettes is not allowed at Girl Scout properties.

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. Firearms used for Girl Scout programming in accordance with Safety Activity Checkpoints shall be permitted at Girl Scout functions or properties for programming purposes only.

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:

### **A.** Definitions

- a. An **abused** child is a child under the age of 18 who has been sexually abused; intentionally physically injured; psychologically injured so that said child exhibits symptoms of emotional problems generally recognized to result from consistent maltreatment or neglect; or physically injured by other than accidental means; subjected by any person to human trafficking as defined in NH RSA 633:7; or subjected to an act prohibited by NH RSA 632-A:10-d (female genital mutilation).
- b. A **neglected** child is a child who has been abandoned by his parents or caretakers; whose parents or caretakers are unable to discharge their responsibilities to and for the child because of incarceration, hospitalization or other physical or mental capacity; or whose parents or caretakers have failed to provide necessary food, care, clothing, shelter, or medical attention for the child's physical, mental and emotional health.
- c. **Position of Authority**  
Girl Scouts of the Green and White Mountains recognizes each employee, volunteer and contracted service provider as being in a “position of authority” with anyone under the age of 18; and therefore, regardless of age of consent may not engage in any type of sexual relationship with anyone under age 18 who participates in Girl Scouts of the Green and White Mountains. Any employee, volunteer or contracted service provider who engages in such relationships/behavior(s) risk termination and being reported to the law enforcement and/or the Division for Children, Youth and Families (DCYF) in VT or NH as required by state law, as applicable. For concerns or questions, contact the Chief Executive Officer or their assigns.

### **B. Statutorily Mandated Reporting – All Persons.**

Under New Hampshire law (NH RSA 169-C:29), every person who has “reason to suspect” that a child has been abused or neglected is required to immediately report that suspicion to the **New Hampshire Department of Health and Human Services, Division of Children, Youth and Families (DCYF)**. Under Vermont Law (33V.S.A. § 4913), any concerned person who reasonably suspects child abuse or neglect are legally required to report suspected child abuse and neglect to **Vermont DCF’s Family Services Division** within 24 hours of the time you first observed, or received information about, the suspected abuse/neglect. An additional report should be made to the police for any emergent concern or active abuse by calling 911. The initial report may be made orally (e.g., telephonically, in person) or otherwise. The requirement to report is not dependent on whether there is proof of the abuse or neglect, nor is it dependent upon whether the information suggests the abuse or neglect is continuing or happened in the past. Any doubt regarding whether to report should be resolved in favor of reporting. Failure to report may be subject to criminal prosecution, while a report made in good faith is entitled to both civil and criminal immunity. Additionally, any Girl

Scouts of the Green and White Mountains' employee, volunteer or contracted service provider who fail to report suspected abuse or neglect risk immediate termination.

**NOTE:** *As professional reporters (reports to DCYF, DCF regarding a child/family involved with your organization), it is the policy of Girl Scouts of the Green and White Mountains that Employees/ Volunteers/Contracted Service Providers etc., that reports to DCYF, DCF are made either as "Disclosure Allowed" or as "Disclosure NOT Allowed" to assure there is a legal record of the report being made on behalf of the organization. If there are concerns about these reporting modes due to potential retaliation from the family or others, consult your supervisor or the Chief Executive Officer for support.*

**Procedure:** *You may contact the council office for advice on how to file a report. Volunteers are to notify the GSGWM Mission Delivery Director or the GSGWM Chief Executive Officer 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.

## **MOUNTAIN TOP SHOP**

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

**Procedure:** *Item Return – Refund and Exchange procedures are as follows:*

- *Merchandise will be accepted when returned in the original package and in new condition.*
- *Purchase price of merchandise returned within 30 days will be credited to the form of payment listed on the receipt.*
- *A store credit or exchange will be issued for merchandise returned after 30 days.*
- *Online Purchases - can be brought into the store for exchange only. You must have the online receipt and merchandise must be items we currently carry in our council shops.*
- *Discontinued merchandise may not be returned.*

## FINANCE POLICIES

### **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.

Troop accounts and debit cards cannot be connected to personal money transfer applications (Venmo, Google Pay, Apple Pay, Zelle, etc.)

**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 (CAC) must be the third authorized signer. If the CAC position is vacant contact GSGWM Customer Care at [customercare@girlscoutsgwm.org](mailto:customercare@girlscoutsgwm.org) or 1-888-474-9686.*

*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 from request 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.*

### **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, 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: Dividing, Merging or Bridging Troop Accounts**

All money raised and earned by a Troop/Group 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 Troop/Group 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 Council office (customercare@girlscoutsgwm.org) 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. Remember troop funds are considered assets of the troop or council and do not follow individual girls who leave the troop.*

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: 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.

Procedure: *Disbanding Troops – If the troop is disbanding contact your Community Accounting Coordinator or Council at [customercare@girlscoutsgwm.org](mailto:customercare@girlscoutsgwm.org) or 1-888-474-9686 for procedures on disbursing remaining funds, closing the bank account and completing necessary documentation.*



## **Policy: Individually Registered Girl (IRG) Funds Policy**

Girls participating in the product programs earn proceeds based on program criteria. Girls can utilize these funds for their Girl Scout programs, events and activities throughout the year.

Funds are not allocated directly to individual girls based on their sales due to the IRS Tax Exemption requirements stating that no individual can receive a personal benefit from a fundraiser held by an organization with a non-profit status.

All IRG proceeds will be pooled at the council level and tracked by staff in the GSGWM IRG Fund Pool. An IRG member may apply for funds that will help her:

- Complete community action or service projects
- Partially fund approved Girl Scout Bronze, Silver, or Gold awards
- Attend GSGWM summer camp
- Pay for Girl Scout membership
- Purchase program related items from the GSGWM retail store
- Attend any other GSGWM programs, events or activities

All girls who participated in either product program as an Individually Registered Girl and who have deposited 100% of their product proceeds to the GSGWM IRG Fund Pool at the end of the program are eligible to apply for IRG funds.

Each IRG fund request will be reviewed individually. Girls may apply for IRG funds multiple times.

The IRG fund may NOT be used for:

- Registrations for other people, including adult mentors
- Private lessons/events such as school or sport trips, etc.
- Purchasing Retail Store gift cards
- Donations to other non-profit organizations
- Note: IRG funds may not be transferred to another individual or council and they may not be exchanged for cash

Funds within the IRG Fund Pool expire on September 25<sup>th</sup> of the year following membership year. Expired funds will be utilized for council-sponsored programs, properties and financial assistance.

## **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 or any 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 Council office at [customercare@girlscoutsgwm.org](mailto:customercare@girlscoutsgwm.org), 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: *Troop/Group Delinquent Accounts and Bad Debt*

*In the event GSGWM receives notification from a debt collector or bank indicating that a troop/group 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 Council office ([customercare@girlscoutsgwm.org](mailto:customercare@girlscoutsgwm.org)) summarizing their meeting with the Troop Leader or Lead Series Advisor.*
- *The Troop/Group Leader responsible for the debt will be placed on the Council's delinquent list and will be removed as a signer on the bank account.*

Procedure: *Returned Checks*

*In the event a Troop/Group 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: Geographic Unit Money Earning**

**Definition:** A Geographic Unit is a Community, District or Service Unit 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. Gifts, grants, or other monetary support to GSGWM, generated as a result of actions or requests from volunteers, may be directed to the volunteers' community, a GSGWM event, or their troop when requested in writing and with the approval of GSGWM management. Such requests, if approved, will be distributed less 25%, to address the costs of processing and issuing supporting tax documentation. Donations in excess of \$1,000 will be handled on an individual basis with an expectation that funds in excess of \$1,000 will accrue to GSGWM to support all members.

Troops receiving these designated donation monies must have participated, or must currently be participating, in the Girl Scout cookie program for funds to be disbursed

**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.*