

Girl Scouts of Southeast Florida, Inc.
Volunteer Policies & Procedures

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Introduction

Girl Scouts of Southeast Florida, known hereafter as GSSEF, subscribes to the mission and purpose as set forth by the Girl Scouts of the United States of America, known hereafter as GSUSA, and strictly adheres to the standards and procedures as set forth in the GSUSA “Blue Book of Basic Documents” and GSUSA “Safety Activity Checkpoints.” These documents, and updates, may be accessed by visiting www.girlscouts.org. Each Girl Scout member shall model the standards and expectations in these materials and set forth in these policies and procedures. This document, and updates, may be accessed by visiting www.gssef.org.

The policies in this document appear in numbered sections 1.0 through 12.0. Many sections have subsections that provide additional, comprehensive information on more complex issues. Procedures are the “how to” for a policy. Procedures appear immediately following the policy to which it pertains. The procedure offers the guidance about “how to” adhere to or execute a policy. Finally, “notes” are provided in order to clarify a policy or a procedure.

1.0 MEMBERSHIP AND PARTICIPATION

- The Girl Scout Movement is open to all girls and adults who accept the Girl Scout Promise and Law and meet membership requirements.
- GSSEF is responsible for ensuring membership is reflective of the diverse nature of our population; and that membership is extended to all girls and adults in all geographic areas within our jurisdiction.
- Any individual who meets, or can meet membership requirements, shall not be denied admission or access to Girl Scout program because of race, color, ethnicity, creed, national origin, socioeconomic status, sexual orientation or disability.
- Reasonable accommodations shall be made for girls and adults with disabilities to ensure that they have access to activities.
- GSSEF has the right and discretion to hold membership recruitment activities and events where they are deemed fit and appropriate.
- Membership recruitment activities and events are not limited by the council's Service Unit boundaries or the Service Unit volunteers in that geographic area. Members are not required to be placed in troops or volunteer positions (etc.) exclusive to the Service Unit territory, in which the activity or event was held.
- GSSEF reserves the right to restrict participation by non-registered individuals in Girl Scout programs and activities.

1.1 Girls

- GSSEF defines "girl" by the eligible membership levels set by GSUSA: Grades K-12.
- Every person accepting the principles of the Girl Scout Movement and desiring to be a member of the Girl Scout Movement in the United States of America shall pay annual, lifetime, or other applicable membership dues to Girl Scouts of the United States of America and Council Service Fee to Girl Scouts of Southeast Florida.
- Membership dues are non-refundable and non-transferrable.
- A girl who meets, or can meet membership requirements, shall not be denied admission or access to Girl Scout program because of race, color, ethnicity, creed, religion, national origin, sexual orientation, socioeconomic status or disability.

- A girl may not be denied membership because of pregnancy.
- A girl must be a registered member in order to participate in any Troop, Service Unit, or Council Program, unless otherwise stated in the Program description, or is designated as a tagalong.
- Based on available funds, financial aid is available to help members with expenses related to membership registration, purchase of uniform or program components, or participation in authorized Girl Scout events or activities. Financial aid is available through an application and approval process.
- Individual girl members, either registered as an individual member without Troop affiliation or individual girl working towards a Girl Scout award, may not engage in any direct solicitation for money. Direct solicitation includes, but is not limited to, raising funds for other charities, selling third-party goods or services (e.g. PartyLite, AVON, Pampered Chef, Tupperware) or use of crowdfunding tools (e.g. GoFundMe, YouCaring, Indigogo and Kickstarter).
- Girl Scouts at each level have one required element (Tunic, Sash or Vest) for the display of official pins and awards which will be required when girls participate in ceremonies or officially represent the Girl Scout Movement.

NOTE: For all girls, the unifying look includes wearing a choice of a tunic, vest, sash for displaying official pins and awards, combined with their own solid white shirts, khaki pants or skirts and a scarf.

- Changes to a girl's membership record, or permission to disclose personal information, may only be initiated by the current adult contact(s) of record and must be submitted in writing.
- Disclosure of girl member information will only be made to the current adult contact(s) of record.
- Changes of custodial guardianship or member name require supporting legal documentation which may include (but is not limited to) a court order or state-issued documentation (i.e. birth certificate).

NOTE: Girl membership eligibility may include enrollment in Kindergarten, if this precedes age 5; and continue through September 30th of a girl's 12th Grade enrollment school year, if her 18th birthday precedes this date.

NOTE: The definition of a tagalong can be found in Section 3.6 of this document. Tagalongs are not affiliated with the Girl Scouts and will not participate in programs or event unless otherwise noted in the description or registration materials.

1.2 Adults

- GSSEF defines "adult" by the age of majority in the State of Florida: Age 18.
- Every person, age 18 or older, accepting the principles of the Girl Scout Movement and desiring to be a member of the Girl Scout Movement in the United States of America shall pay annual, lifetime, or other applicable membership dues to Girl Scouts of the United States of America.
- Membership dues are non-refundable and non-transferrable.
- An adult who meets, or can meet membership requirements, shall not be denied admission or access to Girl Scout program because of age, race, color, ethnicity, creed, religion, national origin, sexual orientation, socioeconomic status or disability.
- An adult attending overnight Program, who is attending in excess of the required Girl-to-Adult Ratio, must be a registered adult member. Adults fulfilling the required Girl-to-Adult Ratios must be registered volunteers.
- Girl Scouts at each level have one required element for the display of official pins and awards which will be required when participating in ceremonies or officially representing the Girl Scout Movement. For adult members the unifying look of the uniform is a Girl Scout official scarf or tie for men, worn with the official membership pins, combined with their own navy blue business attire.

NOTE: Certain Council functions will allow exemption from wearing an official Girl Scout scarf. Navy blue business attire (commonly referred to as "dress uniforms") are required for formal GSSEF Council functions and a navy blue polo may be worn by adult members at more casual functions.

- GSSEF accepts the service of all registered adult members and registered volunteers with the understanding that such service is at the sole discretion of the organization. Registered volunteers understand and agree that GSSEF may at any time, for whatever reason, elect to terminate the adult relationship; or to make changes in the nature of the adult's assignment, role or responsibilities.

NOTE: Programs referred to in Section 1.2 include, but are not limited to, troop camping.

NOTE: Adults may be required to satisfactorily complete a background check prior to admittance or program/event participation.

NOTE: Any registered adult member may be released, or precluded from, Girl Scouts if it is determined that she/he is not able to meet the membership requirement related to accepting the principles and beliefs of the organization or to support the mission and values of the organization as well as adherence to the Council's policies and procedures. Such release does not preclude girl member participation.

1.3 Volunteerism

Every adult volunteer must be selected on the basis of qualifications for membership, ability to perform the job, and willingness and availability to participate in training for it.

- GSSEF is committed to an environment in which relationships among volunteers, staff, parents and girls are characterized by dignity, courtesy, respect and equitable treatment. The attitudes, appearance and actions of all volunteers have a direct impact on the lives of girls. A positive female role model is essential for meeting the Girl Scout program goals and purposes.
- All adults, who take responsibility for girls, not related or in their household, are required to be registered volunteers; this includes satisfactory completion of the GSSEF volunteer application and criminal background check, per Florida statute and the Fair Credit Reporting Act (FCRA).
- GSSEF reserves the right to dismiss any registered volunteer, refuse registered volunteer position appointment, or exclude from affiliation, any individual who has been convicted or has been found guilty (regardless of prosecution) of child abuse, child neglect, possession of illegal drugs and /or intent to distribute illegal drugs.
- Based on available funds, financial aid is available to help adult volunteers with expenses for position-specific required volunteer training (e.g. camp trained volunteer certification, CPR and First Aid, canoe or archery training, etc.) Financial aid is available through an application and approval process.
- Any volunteer may resign her/his position upon written notification to her/his appointed administrative volunteer or GSSEF staff contact.
- A volunteer can only be released from their position/role by a GSSEF staff member.
- GSSEF may release a volunteer for any reason, from any and all positions held, at its sole discretion, including but not limited to:

- Restructuring of volunteer positions
- Elimination of the volunteer position in which a person serves
- Inability or failure of the volunteer to complete the requirements for the position
- Failure to complete training required for the volunteer position
- Misappropriation of funds
- Failure to cooperate in any type of financial review of a troop or service unit account
- Failure to pay product sales amount owed
- Failure to adhere to GSSEF's product sales program guidelines
- Inability or failure to perform to GSSEF's satisfaction
- Failure to comply with GSSEF or GSUSA policies
- Failure to support the mission and values of the organization and GSSEF goals
- Membership in an organization whose goals are not compatible with those of GSUSA
- Holding a leadership position, either paid employment or volunteer role, in an organization deemed a direct competitor of Girl Scouts (see NOTE)
- Participation in recruitment activities, either paid employment or volunteer role, for an organization deemed a direct competitor of Girl Scouts
- Disclosure, or dissemination, of copy written and trademarked assets owned by Girl Scouts now or heretofore used in carrying out Girl Scout program; this includes but is not limited to service marks, emblems, badges, titles, fonts, descriptive or designating marks, artwork and program curriculum
- Disclosure or misuse of membership data and personal girl and/or adult member contact information not related to official Girl Scout business.
- Listed in the sex offender registry of any state or conviction of a sexual or related offense
- Providing false, incomplete, or misleading information on the volunteer application
- Inappropriate behavior including, but not limited to, physical violence, abuse, unauthorized carrying of firearms (see Code of Conduct for more information), stalking, threatening, menacing, lying, harassment, sexual harassment, or falsification of documents
- An unacceptable criminal background check or failure to report arrest or conviction

NOTE: Any registered adult member or volunteer may be released, or precluded from, Girl Scouts if it is determined that she/he is not able to meet the membership requirement related to accepting the principles and beliefs of the organization or to support the mission and values of the organization as well as adherence to the Council's policies and procedures. Such release does not preclude girl member participation from the household.

NOTE: "Leadership" here does not refer to volunteers serving as a den/pack/troop/unit leader. "Leadership" here refers to elected or appointed positions within the competing organization that includes oversight and coordination of member recruitment, community development and multi-unit or large-scale organizational program delivery (i.e. Board Members, Committee Members and/or district representatives.)

1.4 Volunteer Recruitment

- All new registered volunteers working directly with girls will be required to complete the following process, which includes, but is not limited to: Complete and submit the Adult Volunteer application, complete and submit the Background Screening application, complete training assigned to the position within the required time period. This information is confidential and for internal use only.
- Volunteers must be registered members. A lapse in membership will require re-application and screening for volunteer placement.
- Registered volunteers are appointed for a term not to exceed one year, unless otherwise noted in the volunteer position description.
- GSSEF reserves the right to decline appointment approval if information received through the screening process indicates qualifications are not suitable for the position.

2.0 CODE OF CONDUCT

GSSEF Code of Conduct requires adherence to the spirit set forth in the Girl Scout Promise and Law. All members and participants must abide by Federal, State and local laws. The following behaviors threaten safety, health and welfare, and members engaging in such behavior may be immediately released, by GSSEF, from acting in any official Girl Scout capacity.

- Abuse, which includes emotional maltreatment, including nonverbal and verbal abuse and/or verbal attacks; physical neglect, including failure to provide safety measures, care, and supervision in relation to Girl Scout activities; and physically abusive behavior including bodily contact. An adult suspected of abuse will be suspended from volunteer responsibilities until the case is resolved.
- Exhibitionism, voyeurism, and/or involvement in child pornography.
- Sexual advances or sexual activity of any kind (including displays or demonstrations of sexual activities).
- Sexual harassment and/or overt displays of sexual activity.

- Improper use of prescription drugs, over the counter drugs, illegal drugs or alcohol directly before or during Girl Scout activities.
- Carrying firearms, guns and ammunition are prohibited during Girl Scout activities.

NOTE: Per H.R. 218, the Law Enforcement Officers Safety Act (LEOSA), active and retired law enforcement are exempt from this policy and must be able to provide proper identification upon request.

NOTE: Girl Scouts of Southeast Florida maintains compliance with Florida Statute 790.251.

- Disclosure or use of any confidential GSSEF information that is available solely as a result of the registered volunteer's affiliation with GSSEF.
- Hostile acts, malicious gossip, harassment or derogatory attacks concerning anyone associated with the GSSEF; including girls, registered volunteers, parents of members and/or employed staff.
- The use of Girl Scouts as a basis for initiating or perpetuating personal disagreements.
- Misappropriation of GSSEF funds, including but not limited to: co-mingling of GSSEF, Service Unit and/or troop funds with personal funds or debt incurred to the GSSEF, Service Unit or troop.
- Fundraising, money earning, and/or soliciting money to benefit an individual, organization (other than Girl Scouts), event or company, in an official Girl Scout capacity. Authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, services, or property of GSSEF, except in conformance with GSSEF policy.
- Entering into a contract or agreement with any agency, on behalf of GSSEF, without approval from the CEO or CEO designee.
- Disregard of the code of conduct, volunteer policies and procedures, and Girl Scout Promise and Law while using social media accounts for the purpose of Girl Scout activities.
- Disclosure, or dissemination, of copy written and trademarked assets owned by Girl Scouts now or heretofore used in carrying out Girl Scout program.

- Participation in recruitment activities, in either a paid employment or volunteer role, for an organization deemed a direct competitor of Girl Scouts, while in a volunteer recruitment role with GSSEF.

3.0 GENERAL

3.1 GSSEF Finances

- All money raised or earned, and other assets acquired or received in the name of and for the benefit of Girl Scouting must be authorized by GSSEF and used for the purposes of Girl Scouting. Such monies and other assets are the property of and are administered by GSSEF. Such assets are not the property of individuals, Service Units, or communities within GSSEF.

3.2 Sales Tax Exemption

- In accordance with Florida State Statutes, the Florida Department of Revenue and the Florida Administrative Code, GSSEF's exemption from Sales and Use Tax does not extend to the Troop or Service Unit components of GSSEF.

3.3 Individual Debt

- GSSEF reserves the right to refuse membership or restrict participation of any person who owes money to the organization, Service Unit, troop or girl. Future consideration for any volunteer position may be possible only after the debt is satisfied.
- Individual adult members who have previously satisfied a debt to GSSEF and who incur a subsequent debt will be removed from all current registered volunteer positions and will be precluded from future volunteer position placement.
- Any person with an outstanding debt to GSSEF may be restricted from future program registration, retail purchases, etc.
- Any parent/guardian of a registered girl member owing money to a troop may be restricted from future girl program registration, retail purchases, etc., and will be subject to the collection procedures outlined below. Once the debt is satisfied any restriction on participation will be lifted.

Procedures for individual debt collection:

Checks returned for insufficient funds:

- Returned checks are sent from the bank to a debt collection agency that will immediately proceed with collection efforts on behalf of GSSEF.

- When a check is returned by the bank a second time, GSSEF reserves the right to require payment by cash or certified funds.

General individual debt collection process:

- Any individual who owes a debt to GSSEF will be subject to the following collection process:
 - A request for payment will be made by GSSEF in the form of email or letter from GSSEF.
 - After 30 days a certified letter will be mailed to the adult individual restating the amount past due and requesting payment within 15 days of receipt of the letter.
 - After 45 days a certified letter will be mailed to the registered volunteer Leader(s) of the troop restating the amount past due and requesting immediate payment upon receipt of the letter.
 - In the event the amount due remains unpaid following the previous steps, GSSEF will seek any and all remedies considered necessary to recover the funds; including assignment to a collection agency, legal action or notification and action with the State Attorney's Office.

3.4 Activities and Programs

- GSSEF sponsored activities and programs will include in its description, the specific audience for whom the event is planned (e.g. detailed information, girl member grade-level, family friendly, bring-a-friend, recruitment, etc., including membership requirements for attendance.)
- GSSEF and our designated partners reserve the right to prohibit non-members and/or tagalongs from attending any activity and programs by including this distinction to the activity description, prior to registration.

3.5 Reporting of abuse, neglect or abandonment

Our primary concern is the health, safety, and well-being of all members. Florida state law requires any individual who suspects that a child or vulnerable adult has been abused, neglected or abandoned by any person to report that to the Florida Abuse Hotline. Girl Scouts of Southeast Florida strictly adheres to Florida Statute 39 regulated by the Florida Department of Children and Families, and it is therefore a requirement of our volunteers to adhere to the Statute as well.

Children

- According to Florida Statute 39, a child is defined as an unmarried person less than 18 years old who has not been emancipated by order of the court.

- Abuse on a child is defined by Florida law as any willful or threatened act or omission that results in any physical, mental, or sexual injury or harm that causes or is likely to cause the person's physical, mental, or emotional health to be significantly impaired.
- Neglect on a child is defined by Florida law as any act or omission where a child is deprived of, or allowed to be deprived of necessary supervision, food, clothing, shelter, or medical treatment, or a child is permitted to live in an environment where such deprivation or environment causes the child's physical, mental, or emotional health to be significantly impaired or to be in danger of being significantly impaired.

Adults

- A vulnerable adult is defined as a person 18 years of age or older whose ability to perform the normal activities of daily living or to provide for his or her own care or protection is impaired due to disability, brain damage, or the infirmities of aging.
- Abuse on an adult is defined by Florida law as any willful act or threatened act by a relative, caregiver, or household member which causes or is likely to cause significant impairment to a vulnerable adult's physical, mental, or emotional health. Abuse includes acts and omissions.
- Neglect on an adult is defined by Florida law as the failure or omission on the part of the caregiver or vulnerable adult to provide the care, supervision, and services necessary to maintain the physical and mental health of the vulnerable adult, including, but not limited to, food, clothing, medicine, shelter, supervision, and medical services, which a prudent person would consider essential for the well-being of a vulnerable adult. The term "neglect" also means the failure of a caregiver or vulnerable adult to make a reasonable effort to protect a vulnerable adult from abuse, neglect, or exploitation by others.

When should a report be made?

- Any person who knows, or has reasonable cause to suspect, that a child is abused, abandoned, or neglected by a parent, legal custodian, caregiver, or other person responsible for the child's welfare, as defined by Florida Statute 39, or that a child is in need of supervision and care and has no parent, legal custodian, or responsible adult relative immediately known and available to provide supervision and care.
- Any person who knows, or who has reasonable cause to suspect, that a child is abused by an adult other than a parent, legal custodian, caregiver, or other person responsible for the child's welfare as defined by Florida Statute 39.

- Any person who knows, or has reasonable cause to suspect, that a child is the victim of childhood sexual abuse or the victim of a known or suspected juvenile sexual offender as defined by Florida Statute 39.
- If you do not feel comfortable making the report, you may contact the CEO or their designee to make the report for you.
- *The Florida Abuse Hotline accepts reports 24 hours a day and 7 days a week; an Abuse Hotline Counselor will determine if the information provided meets legal requirements to accept or report for investigation.*

How to make a report

- There are four ways to make a report:
 - Call the FLORIDA ABUSE HOTLINE 1-800-96-ABUSE (1-800-962-2873) and be prepared to provide specific descriptions of the incident(s) or the circumstances contributing to the risk of harm, including who was involved, what occurred, when and where it occurred, why it happened, the extent of any injuries sustained, what the victim(s) said happened, and any other pertinent information are very important. Information callers should have ready includes the following:
 - Victim name, address or location, date of birth (or approximate age), race and gender, for all adults and children involved.
 - Complete addresses for subjects, including a numbered street address, apartment or lot number, city, state, and zip code and/or directions to their location.
 - Physical, mental, or behavioral indications that the person is infirm or disabled;
 - Signs or indications of harm or injury including a physical description if possible;
 - Relationship of the alleged perpetrator to the victim, if possible. If the relationship is unknown, a report will still be taken if other reporting criteria are met.
 - Report online at <https://reportabuse.dcf.state.fl.us/Child/ChildForm.aspx>
 - Florida Relay 711 or TTY 800-955-8771
 - Fax your report to 800-914-0004
- When reporting a suspected case of abuse, neglect or abandonment, unless you are a professionally mandated reporter, you do not have to give your name, but it is helpful to give your name in case more information is needed. The names of reporters are held confidential, and under Florida State Statutory requirements, should not be released to the individuals the report is about.

- It is also customary to notify the CEO designee of the report as an additional level of support, and for the Council to mitigate any potential risks that may be involved.

3.6 Tagalongs

- Tagalongs must be chaperoned by a minimum of one adult at all times during Council-sponsored meetings, programs, events, learning sessions, etc., who is dedicated to this group exclusively. The adult chaperone will not be counted as part of the required adult-to-girl ratio for registered Girl Scouts to attend or participate in meetings, programs, events, etc.
- The adult chaperone is required to physically stay present with the tagalongs at all times. This adult will be considered responsible and liable for the tagalongs. This adult chaperone will ensure tagalongs do not disrupt or interfere with the programs/events, etc.
- Adult chaperones for tagalongs must adhere to the following adult-to-child ratios at all times: 1 adult to 1 child under the age of 24 months; 1 adult to 2 children ages 2 – 5 years; 2 adults to 3-4 children ages 2-5 years; 3 adults to 5 or more children ages 2-5 years; 1 adult for every 3 children ages 6-17.
- Adult tagalongs (defined here as, “any person over the age of 18 who is not affiliated with Girl Scouts, but who is along for the activity”) may request to attend any Council-sponsored activity in advance.
- Adult chaperones and adult tagalongs may be required to submit a background check prior to admittance based on the type of activity offered; this is at the discretion of CEO designee.

NOTE: Tagalongs are defined by Girl Scouts as: “People not officially affiliated with Girl Scouts, but who are along for the activity.” Tagalongs include any children under the age of 5 or children under the age of 18 years who are not registered Girl Scouts.

NOTE: GSSEF and our designated partners reserve the right to prohibit non-members and/or tagalongs from attending any activity and programs by including this distinction to the activity description, prior to registration.

NOTE: Prices to attend Council-sponsored meetings, program, events, adult learning, etc. will be set based on each individual activity. If there is no charge for tagalongs stated in the program description, then there will be no planned activities or supplies for the tagalongs. Adult chaperones should ensure the tagalongs have activities of their own.

NOTE: Troops and Service Units may be held financially responsible for additional insurance coverage costs for tagalongs.

4.0 SERVICE UNITS

4.1 Service Unit Volunteer Structure

- Service Units work in tandem with Council staff to ensure new member recruitment, adult development (e.g. education and recognition) and girl program offerings. Service Unit Leadership volunteers are appointed, by the CEO designee, to fulfill the aforementioned objectives.

Procedure for placement in Service Unit volunteer positions:

The CEO designee will appoint the Volunteer Service Unit Manager annually. The position of Service Unit Volunteer Manager is required to be filled by June 1st (annually). The following Service Unit volunteer positions are appointed by the Volunteer Service Unit Manager and are required to be filled by June 1st (annually):

- Service Unit Membership Coordinator
 - Service Unit Volunteerism Coordinator
 - Service Unit Girl Activities Coordinator
 - Service Unit Product Sales Coordinator
- Service Unit leadership volunteers who are appointed by the CEO designee may only fulfill the same appointed role for a maximum of three (3) consecutive terms.
 - Individuals may be appointed to no more than two (2) positions within the Service Unit Volunteer Structure, in the same year/term.
 - Individuals holding a leadership position, in either a paid employment or volunteer role, in an organization deemed a direct competitor of Girl Scouts is prohibited from placement in a Service Unit leadership position.

NOTE: "Leadership" here does not refer to volunteers serving as a den/pack/troop/unit leader. "Leadership" here refers to elected or appointed positions within the competing organization that includes oversight and coordination of member recruitment, community development and multi-unit or large-scale organizational program delivery (i.e. Board Members, Committee Members and/or district representatives.)

NOTE: Any volunteer may be released from his/her Service Unit position by Girl Scouts if it is determined that she/he is not able to meet the membership requirement related to accepting the principles and beliefs of the organization or to support the mission and values of the organization as well as adherence to the Council's policies and procedures.

4.2 Service Unit Finances

4.2.1 Service Unit Bank Accounts

- All monies used by and for the Service Units must be kept in a bank account at an accredited financial institution chosen by GSSEF for tracking/documentation purposes.
- All bank accounts are required to have a minimum of two unrelated (by birth or by marriage, or residing in the same household), registered volunteers as authorized signers; the VSUM is required to be a signer on the account.
- A GSSEF staff member CEO designee is required to be a signer on all Service Unit bank accounts.
- All requests to open or close a Service Unit bank account or make changes to an existing account (such as, adding or removing account signers) must be processed by GSSEF.

Procedure for Changing Signers on Service Unit Bank Accounts

All requests to open or close a SU bank account, or to add or remove account signers must be initiated by the Volunteer Service Unit Manager. Requests for changes must be communicated in writing to the CEO designee for review, approval and processing.

- GSSEF requires the address of record with the banking institution be the mailing address of one of the account signers; the mailing address of record may not be Administrative Headquarters address.
- The Volunteer Service Unit Manager or designated Service Unit Leadership Team member will be accountable for any bank charges incurred due to checks written on closed accounts, overdraft fees, etc.
- Checks made payable to GSSEF and/or GSUSA and received by the Service Unit must be submitted to GSSEF (e.g. HQ or to any individual staff member) within 45 days of the check date. Should any check submitted within the required timeframe be returned, GSSEF will take the responsibility for initiating the collection of insufficient funds and fees. If the Service Unit holds any check beyond 45 days, the Service Unit may be held responsible for face-value of the check and all applicable bank service fees.
- All financial activities are required to be reported and reconciled on the Service Unit End of Year Report.

Procedure for submitting the Service Unit End of Year Report:

The Volunteer Service Unit Manager is required to submit a completed Service Unit End of Year Report to the CEO designee by August 31st (annually) to cover all activity in the account for the previous year ending June 30th.

4.2.2 Service Unit Money Earning

- Service Units (i.e. its registered volunteer or member representatives) are permitted to solicit in-kind goods and services up to a value of \$250.00 per gift.
- Service Units and its adult members are prohibited from submitting letters of intent or grant proposals to private foundations, corporate foundations or public/governmental funders on behalf of Girl Scouts of Southeast Florida or the Service Unit.
- Adult Service Unit members who are employed by a company offering a matching gift/company-sponsored grant program (for employees or spouses) benefiting nonprofit organizations may apply for such funds on behalf of a troop. After completing the individual company's application process, the adult member must submit the Matching Gift/Company-Sponsored Volunteer Grant Designation Form to the CEO designee.
- Service Units may not engage in any direct solicitation for money. This includes, but is not limited to, raising funds for other charities such as a walk-a-thons or selling of third-party goods and services (e.g. PartyLite, AVON, Pampered Chef, Tupperware, etc.)
- The use or promotion of crowdfunding tools is prohibited. Examples of crowdfunding tools include, but are not limited to, GoFundMe, Kickstarter, Indiegogo and YouCaring.
- Service Unit money earning projects may not be conducted during the sale dates for the GSSEF Cookie Sale program.

Procedure for Service Unit Money Earning:

The Service Unit must obtain written approval from the CEO designee at least six weeks prior to the proposed money earning project date(s).

4.3 Service Unit Jurisdiction

The requirements for local Service Unit jurisdiction (i.e. boundaries) are established by the local Council. Girl Scouts of Southeast Florida administers the requirements for the standards and procedures regarding such requirements. Service Unit jurisdictions are determined for that, which is in the best interest of Girl Scouting, except as prohibited by law.

- External factors that contribute to the evaluation and determination of jurisdiction include, but are not limited to, current market share, population density and migration trends, number of schools and their locations, new housing development, number and locations of predictable locations for support of the Council product sale programs, traffic patterns, changes affecting transportation and the Council's membership goals.

NOTE: "Predictable" here refers to those locations and businesses where GSSEF has experienced a history of favorable relationships and approval to conduct activities in public that support the annual Cookie Sale program.

- Internal factors that contribute to the evaluation and determination of jurisdiction include, but are not limited to, fulfillment of the required Service Unit volunteer positions (see Section 4.1 Service Unit Structure), consistent local meetings held for volunteers, volunteer attendance and participation at local meetings, delivery of local membership recruitment, delivery of local volunteer education, utilization of the National and Council volunteer recognition options and delivery of high-quality local activities for girl members which utilize the GSLE.
- In all matters concerning jurisdictional territory for Service Units, the Girl Scouts of Southeast Florida has the authority to make the final decision.
- Membership recruitment activities and events are not limited by Service Unit jurisdiction. Members are not required to be placed in troops or volunteer positions (etc.) exclusive to any Service Unit jurisdiction, in which the activity or event was held.
- A Troop's Service Unit designation/assignment is determined by the physical address of the Troop's regular meeting site.
- Geographic boundaries for "cookie booth" selling locations are not limited by the Service Unit jurisdiction. Such boundaries related to "cookie booth" selling locations will be set annually, by the CEO or her designee in the Product Sale department, in order to best meet the interest of girls/troops wishing to take part in the program, potential/available "cookie booth" locations and public demand for product.

Procedure for modification to Service Unit jurisdiction for Cookie Sale period:

The Volunteer Service Unit Manager (VSUM) and Service Unit Product Sale Program Coordinator will be informed of modifications made to the Service Unit's regular geographic boundaries, in regard to the annual Cookie Sale Program, via email with a minimum of 30 days prior to the first date of the approved sales period.

5.0 TROOPS

5.1 Troop Leadership

- Troop volunteer leadership must include a minimum of two unrelated (by birth or by marriage; or residing in the same household) registered volunteers, who are each at least 18 years of age and have satisfactorily completed the required background check and training for the position; at least one registered Leader must be female. Additional registered volunteers may be required to meet adult to girl ratios. (Adult to girl ratios can be found the "Safety Activity Checkpoints").
- Male registered volunteers may serve in a troop; which includes being designated as the Leader with a minimum of one unrelated female adult volunteer who serves the same troop in a Leader role.
- Male registered volunteers may participate and/or accompany girl members on overnight activities (e.g. trips, travel, programs, etc.) provided separate sleeping and restroom/bathing accommodations are assured, with a minimum of two unrelated female registered volunteers.
- Parental level of involvement in Troop operations/activities is at the discretion of the Troop Leader.
- Troop leaders may not discriminate or deny any girl membership into their troops.
- Failure to accommodate individuals with disabilities will result in disciplinary action up to and including dismissal from appointed volunteer positions and revocation of membership.

5.2 Troop Size

Achieving the right number of girls in the Troop is important. Thinking ahead and making a commitment to ensure troop vitality, helps to sustain the troop in the days – and years – ahead. The National Risk Management guidelines state: Girl Scout troops/groups should be large enough to provide cooperative learning environment and small enough to allow for development of individual girls.

- A troop of at least 12 girls, from more than one household, is recommended. Suggested troop sizes are as follows:

Grade Level	Age Level	Size
K – Grade 1	Daisies	12– 15 Girls
Grades 2 & 3	Brownies	12– 25 Girls
Grades 4 & 5	Juniors	12– 30 Girls
Grades 6, 7 & 8	Cadettes	12– 30 Girls
Grades 9 & 10	Seniors	12– 30 Girls
Grades 11 & 12	Ambassadors	12– 30 Girls

- A troop is required to have a minimum of 5 girls from more than one household.

5.3 Troop Meeting Location

- A Troop’s Service Unit designation/assignment is determined by the physical address of the Troop’s regular meeting site.

Procedure for maintaining a current record of the troop meeting location:

Troop Leaders are required to supply the address for the regular and permanent meeting location within 60 days of troop formation/troop number assignment. Troop Leaders are required to update the Council in writing, with changes in the troop’s regular and permanent meeting location within 14 days of the change. The deadline for submission of the completed Troop End of Year Report is June 30th (annually).

- Troops with a regular and permanent meeting location, at an approved GSSEF operated property, will be assigned to one Service Unit at the discretion of the CEO designee in the council’s membership registration department.

5.4 Girl Placement into Troops

- Volunteers and Council membership staff work together to place girls in troops. Possibilities include forming new troops and placing girls in current troops. Volunteers and Council membership staff will examine troop sizes to see where girls can be added to current troops to meet the troop size recommendations.
- Troop availability should be updated regularly and reflected in the online membership registration system, which is accessed at www.gssef.org.

Procedure for updating Troop availability:

Troop Leaders should email customercare@gssef.org to document changes to Troop availability.

5.5 Troop Finances

5.5.1 Bank Accounts

- All troop funds must be held in a troop bank account. Bank accounts will be established and managed by registered volunteers and are required to have at least two unrelated signers (e.g. no existing familial relationship by birth or by marriage); only one signature is required for transactions.
- All financial records belonging to a troop must be readily available at any time to any troop member, troop parent or council representative requesting inspection.

NOTE: GSSEF strongly recommends that volunteers responsible for managing the product sale programs within the troop have viewing access to the troop bank account (if they are not one of the two required signers) during the sales to ensure oversight and timely financial management of the product sale programs deposits in alignment with Council withdrawal deadlines.

- Adults responsible for troop finances must be registered volunteers.
- GSSEF requires the address of record with the banking institution be the mailing address of one of the account signers.
- Prior to disbandment the troop should vote and agree on disbursement of funds and/or property. Disbanding or disbanded troops/groups are required to transfer any remaining funds in the bank account to the GSSEF general operating fund; funds do not become the property of any individual, girl or adult.
- If a theft of troop funds occurs a police report must be filed within 24 hours and provided to the CEO designee once publicly available.
- The CEO designee will review occurrences of alleged theft or misappropriation of funds on a case-by-case basis when determining what, if any, financial assistance may be made to the troop. Final determination of funding will only be made after a thorough investigation.
- No troop reorganization and/or troop disbanding will be allowed during product sales programming periods; between the initial order deadline and conclusion of the sale. If there are no other avenues other than a separation during a council sale, the troop's sale must come to a close, product paid for in full, and then the separation process may begin.

- If a troop splits, or separates into multiple troops, the CEO designee retains the right to mediate an equitable division of assets.
- A complete financial report must be submitted to the CEO designee via the Volunteer Toolkit (VTK) Finance Tab no later than the established annual deadline date.

NOTE: GSSEF urges Troop Leaders to enter and track troop finances in the VTK Finance tab throughout the year to streamline required end of year reporting.

- A complete financial report must be submitted to the CEO designee via the Volunteer Toolkit (VTK) Finance Tab within 30 days of change of leadership within a troop, including disbandment of troop.

Procedure for submitting the Troop End of Year Financial Reports:

The deadline for submission of the completed Troop End of Year Financial Report is June 30th (annually) to cover all activity in the account for the previous year ending May 30th. Troop bank account procedures and forms can be found in the Forms page at www.gssef.org. Should assistance be needed, volunteers are encouraged to email customercare@gssef.org.

Procedure for disbanding Troop finances:

The signers on the bank account must close the account and immediately submit a Troop End of Year Report with the bank check for the proceeds from the closed account to the GSSEF Finance Department. Contact the CEO designee for more information.

NOTE: Failure to complete the Troop End of Year Report, by the deadline indicated may result in, but is not limited to restriction of access to the troop bank account, disbanding of the Troop or dismissal of the Leader.

NOTE: GSSEF strongly recommends adult troop registered volunteers utilize the funds held in the troop bank account to re-register all girl members, during the annual "Early Bird" re-registration period.

5.5.2 Troop/Girl Money Earning

- Troops/girls may not engage in any direct solicitation for money in an official Girl Scout capacity, including as a troop. Direct solicitation includes, but is not limited to, raising funds for other charities such as walk-a-thon or the selling of third-party goods and services (e.g. PartyLite, AVON, Pampered Chef, Tupperware, etc.)
- The use or promotion of crowdfunding tools is prohibited. Examples of crowdfunding tools include, but are not limited to, GoFundMe, Kickstarter, Indiegogo and YouCaring.

- All girl member money-earning projects, other than GSSEF sponsored product sale programs must be approved by the CEO designee, prior to starting. This includes any request for funds or merchandise, in-kind donations to support troop activities, or efforts related to supporting High Award projects.
- In order to be considered eligible to submit an application to conduct a money-earning project proposal, a troop/girl is required to participate in its two most recent, consecutive GSSEF sponsored product sale programs, based on the date of the project proposal. Exceptions shall be made if the girl member(s) or troop was not registered in GSSEF.
- Troop Leaders must obtain written approval from the CEO designee at least six weeks prior to the proposed money-earning project date(s).
- Troop/girl money earning projects may not be conducted during the booth sale dates for the GSSEF Cookie Sale program.

Procedure for troop money-earning applications:

The Troop Money-Earning Application can be found in the Forms page www.gssef.org. Money-Earning Applications should be submitted to the CEO designee for evaluation and approval via email to customercare@gssef.org.

5.5.3 Troop/Girl Donation Solicitation

- Activities related to soliciting cash gifts or in-kind donations (e.g. merchandise, goods, services, etc.) by a troop/girl with a value of \$250.00 or more must be approved by the CEO designee prior to solicitation or request.
- All donations made to a troop, group or girl, in any amount or value, must be recorded in the complete financial report which must be submitted to the CEO designee via the Volunteer Toolkit (VTK) Finance Tab no later than the established annual deadline date (See Section 5.5.1).

Procedure for soliciting cash or in-kind donations:

Submit a Troop Sponsorship Agreement Form to the CEO designee per the date indicated on the form. See the Forms page at www.gssef.org or the Volunteer Toolkit (VTK).

- Adult members who are employed by a company offering a matching gift/company-sponsored grant program (for employees or spouses) benefiting nonprofit organizations may apply for such funds on behalf of a troop. After completing the individual

company's application process, the adult member must submit the Matching Gift/Company-Sponsored Volunteer Grant Designation Form to the CEO designee.

Procedure for matching gift/company-sponsored volunteer grant:

Submit a Matching Gift/Company-Sponsored Volunteer Grant Designation Form to the CEO designee per the date indicated on the form. See the Forms page at www.gssef.org or the Volunteer Toolkit (VTK).

- Troops, girls and adult members are prohibited from submitting letters of intent or grant proposals to private foundations, corporate foundations or public/governmental funders on behalf of Girl Scouts of Southeast Florida or contact such staff directly for solicitation of support.
- Requests for special consideration to solicit support through grant funding may be submitted in writing, prior to the request, to the CEO designee.

Procedure to request special consideration for grant funding:

A request for consideration to solicit a grant proposal must be received a minimum of 60 days prior to a grant deadline. Requests may be sent to the CEO designee, with the troop number, name of the registered volunteer submitting the request, day phone number, email address, name of potential grantor, type of gift being requested, approximate value (if known) and the intended use of donation, via email to: customercare@gssef.org.

NOTE: Examples of requests for special consideration of grant funding may include, but are not limited to: approved High Award projects or large-scale community service projects.

NOTE: Failure to comply with the policies for the solicitation of matching gifts, sponsorships, grants or in-kind donations may result in, but is not limited to dismissal of the Leader and repayment or return of the donation.

5.5.4 Troop Debt

- Troop registered volunteers and all signers on the troop bank account are accountable for all funds generated by the troop (i.e. troop dues, product sale program proceeds, money earning proceeds, etc.)
- Troop Leaders are responsible for troop debt incurred to GSSEF and may be released from all volunteer leadership positions held if the troop debt is not satisfied.

- Any troop with an outstanding debt to GSSEF may be restricted from future program registration, retail purchases, etc.
- Any parent (individual) debt not reported to the Council will become the sole responsibility of the troop to collect.

NOTE: Troops deadlines for reporting parent (individual) debt to the troop incurred through a GSSEF sponsored product sale are as follows:

- December 31st for the Fall Product Sale
- April 15th for the Cookie Sale

NOTE: GSSEF may, at its discretion, initiate the individual debt collections process outlined in Section 3.3 upon receipt of thorough and sufficient documentation from the troop indicating a parent debt to the troop.

Procedure for troop debt collection:

It is the responsibility of the Troop Leaders to consistently review and properly balance bank accounts. It is the responsibility of the account signers to contact the GSSEF Finance Department immediately upon receiving a debt notice, in order to settle the matter and avoid further action, via email at customercare@gssef.org.

A troop who owes a debt to GSSEF will be subject to the following collection process:

- A request for payment will be made by GSSEF following bank notification.
- After 30 days a letter will be mailed to the registered volunteer Leaders of the troop as a reminder of the amount past due and requesting payment within 15 days of receipt of the letter.
- After 45 days a certified letter will be mailed to the registered volunteer Leader(s) of the troop restating the amount past due and requesting immediate payment upon receipt of the letter.
- In the event the amount due remains unpaid following the previous steps, GSSEF will seek any and all remedies considered necessary to recover the funds; including assignment to a collection agency, legal action or notification and action with the State Attorney's Office.

6.0 TRIPS AND TRAVEL

- All troop travel and activities must be approved by the CEO designee to protect girls and registered volunteers participating and to meet insurance requirements.
- The required girl/adult ratio must be maintained for a troop to participate in programs, activities and travel.

- For trips longer than three days and two nights and all international travel, troops/groups must secure additional Girl Scout insurance.

NOTE: Registered volunteers should consult both "Volunteer Essentials" and the GSUSA "Safety Activity Checkpoints" prior to planning a day trip or travel to ensure proper activity/program safety requirements and ratios are met.

- A volunteer certified in CPR/First Aid ("First Aider") is required to attend all troop trips.

NOTE: GSUSA defines a "first-aider" as an adult volunteer who has taken Girl Scout approved first-aid AND CPR training that includes specific instructions for child CPR, as well as AED (Automated External Defibrillator) training. Class delivery methods must meet the standards established by GSUSA in the most recent version of the "Safety Activity Checkpoints."

Procedure for Trip Approval:

Temporary Change of Meeting Location

Defined as an activity taking place at a time or location different from the regular troop meeting location/time. Notification is required to confirm the activity is Girl Scout related so that the Girl Scout Insurance is available to members in the event of an accident during the meeting.

A temporary change of meeting notification form must be submitted **prior to the start** of the meeting.

NOTE: A separate form will need to be submitted for each meeting change occurrence. If you need to update your troop record with a new regular/permanent meeting location, please notify Customer Care.

Day Trip

Defined as an activity that takes place in one day and does not take the place of a regularly scheduled Troop Meeting (ex. Visiting the fire station, participating in a beach clean-up).

Submit all documentation listed below a minimum of **14 days** prior to the date of the day activity or trip:

- Day Trip Travel Application

Overnight Troop Travel

Simple Overnight Trip

2 consecutive nights or less (3 consecutive nights, when one of the nights is a federal holiday, such as Memorial or Labor Day).

Submit all documentation listed below a minimum of **3 weeks** in advance of trip:

- Overnight Troop Travel Application

Extended Trip

If the trip is longer than 2 consecutive nights, (3 consecutive nights, when one of the nights is a federal holiday, such as Memorial or Labor Day).

Submit all documentation listed below a minimum of **6 weeks** in advance of trip:

- Overnight Troop Travel Application
- GSSEF Enrollment Request for **Extended Girl Scout Insurance** (with payment)

International trip

Includes cruises and troop trips overseas.

Submit all documentation listed below a minimum of **90 days** in advance of trip:

- Overnight Troop Travel Application
- GSSEF Enrollment Request for Extended Girl Scout Insurance (with payment)
- Girl Scouts of Southeast Florida Permission to Travel Form for Minors (must be Notarized prior to submission)
- GSSEF Hold Harmless Agreement
- International Troop Trip Roster

Camp Travel

Includes Troop Camping trips to Camp Nocatee, Camp Welaka or a non-GSSEF owned camp property.

Submit all documentation listed below a minimum of **21 days** prior to the start of the troop camping trip.

- Troop Camping Travel Application

NOTE: Troops wishing to camp on GSSEF owned properties must complete travel application AND make a reservation for the camp/day(s)/site(s) requested on the GSSEF Events and Activities calendar at www.gssef.org.

7.0 CAMPING

7.1 Troop

- The required girl/adult ratio, as outlined in the GSUSA "Safety Activity Checkpoints" must be maintained for a troop to participate in any overnight camping experience.
- Two registered volunteers are required. Girl/adult ratios must be maintained at all times.

- One registered volunteer with the appropriate level of GSSEF outdoor skills training (i.e. "camp trained" adult).
- One registered volunteer who is First Aid trained and certified (note: this person cannot be the same person as the "camp trained" adult).

NOTE: One person with the appropriate level of GSSEF outdoor skills training must be age 18 or older. One person with certified First Aid training must be age 18 or older.

NOTE: Proper registered volunteer coverage, including required training and certifications as specified above, is required at each separate site for all Service Unit and troop programs held on any camp property. Programs include but are not limited to camporees and ingatherings.

7.2 Service Unit Camporee/Ingathering

A camporee, also known as an ingathering, is a local or regional camping activity for a large number of Girl Scouts and most commonly produced by Service Units for multiple troops.

- Service Units holding camporees will designate two volunteers to attend all sessions of required annual camporee training. Service Units that do not attend camporee training will not be permitted to host camporees or in-gatherings.
- Girl/adult ratios are the responsibility of the Service Unit volunteers, to fulfill or maintain with Troop volunteers, and must be maintained at all times.
- One registered volunteer with the appropriate level of GSSEF outdoor skills training (i.e. "camp trained" adult) per site used.
- One registered volunteer with a current CPR and First Aid certification ("first-aider") per site used.

NOTE: The roles of "first-aider" and "camp trained adult" may not be filled by the same person – two separate volunteers must serve in these roles at each site to ensure proper safety protocols and supervision are maintained.

- Space and facilities designated for disabled individuals will be used as needed and requested.

- Failure to accommodate individuals with disabilities will result in disciplinary action up to and including dismissal from appointed volunteer positions and revocation of membership.

NOTE: One person with the appropriate level of GSSEF outdoor skills training must be a registered volunteer age 18 or older. One person with certified CPR and First Aid training must be a registered volunteer age 18 or older.

NOTE: Proper registered volunteer coverage, including required training and certifications as specified above, is required at each separate site or all Service Unit and troop programs held on any camp property.

7.3 Property Use

Commercial kitchens are inspected by local health departments and have requirements and equipment that create unique training needs and additional costs to operate.

- No one under the age of 18 may be present in the kitchen.
- The adult-in-charge in the kitchen must have a current Servsafe Kitchen Manager Certification.
- The adult-in-charge must attend on-site kitchen orientation (scheduled individually) with camp staff prior to the event.

8.0 TRANSPORTATION

- Adults transporting girls, in vehicles, must be registered volunteers.
- Drivers must have a valid state-issued driver's license with a satisfactory driving record and applicable automobile insurance.
- Drivers must be age twenty-five or older.
- Drivers are responsible for the safe operation of their vehicle.
- No driver will be permitted to operate a motor vehicle when alertness is considered impaired, through such ailments as fatigue, illness, etc. as to make operating a vehicle unsafe for the driver or passengers.
- Safety belts (i.e. seat belts) must be used and worn properly, at all times, by both the driver and all occupants of the vehicle.

- One safety belt for each occupant/passenger is required.
- Drivers will follow all FL laws regarding child restraint requirements.
- When a troop is traveling in one vehicle, there must be at least two unrelated, registered volunteers in the vehicle, one of whom is female. The girl/adult ratios must be followed.
- When a troop is traveling in more than one vehicle, the entire group must consist of at least two unrelated, registered adult volunteers, one of whom is female. The girl-volunteer ratios must be followed. Care should be taken so that a single car (with a single adult driver) is not separated from the group for an extended length of time.
- Drivers are not permitted to use a hand-held cellular device while transporting girls, per FL State Statute, 316.305, Wireless communications devices; prohibition.
- Drivers are not permitted to smoke while transporting girls.
- Parking and traffic fines incurred while utilizing vehicles during a Girl Scout activity are the sole responsibility of the driver and will not be paid (or reimbursed) by GSSEF or through use of troop funds.
- Parents/guardians must be notified in writing of the specific type of vehicle, privately owned or borrowed vehicles, used to transport girls; including the passenger capacity of the vehicle and whether the vehicle is privately owned or borrowed.
- Anyone who is driving a vehicle with 12 or more passengers must be a professional driver who possesses a commercial driver's license (CDL).

NOTE: Drivers who operate commercial motor vehicles (CMVs) with passengers are required to possess the proper endorsement according to the regulations of the Federal Motor Carrier Safety Administration (FMCSA). In the State of Florida a CDL Class C license, with Passenger (P) endorsement, and no restrictions, is required to transport passengers.

- Fifteen (15) passenger vans are deemed unsafe and strictly prohibited. Fifteen (15) passenger vans may never be used to transport girls.
- Drivers are required to report all accidents occurring while engaged in Girl Scout activities within 24 hours; required documentation includes police reports.

- Registered volunteers may be restricted/prohibited from transporting girl members for instances including, but not limited to, involvement in multiple traffic accidents, demonstrated disregard for the safety of the public/passengers, excessive speeding, reckless driving, driving under the influence, driving with suspended/revoked driver's license or failure to report an accident.

NOTE: All drivers must be background checked (i.e. registered volunteers), and over the age of 25 in order to transport children.

Procedure for reporting a vehicle accident:

- Registered volunteer is responsible for contacting the CEO designee to report the incident within 24 hours.
- All documentation must be completed, along with police report and given to the CEO designee within 24 hours of the incident.
- Failure to comply may be subject to disciplinary action, including but not limited to membership dismissal.

9.0 ACCIDENT REPORTING

- In the event of accident or injury, the incident must be reported immediately and the required accident report must be submitted to the CEO designee within 48 hours. The Girl Scout Activity insurance is available only to registered members engaged in approved Girl Scout activities.

Procedure for accident reporting:

Accident report forms can be found in the Forms page at www.gssef.org. Reports of accident/injury to girl and adult members are to be submitted to the CEO designee indicated on the accident report form.

10.0 BRAND

The Girl Scout brand is a system of easily recognizable, well-thought-out graphics, colors, layout schemes and more that helps support our brand story and unify our communications. The guidelines provided by Girl Scouts of the USA and upheld by Girl Scouts of Southeast Florida promote a consistent brand voice across the Movement to create a sense of sisterhood, leadership and accessibility for members everywhere.

- The official emblem of the Girl Scout Movement in the United States is the trefoil. The badges, insignia, and uniforms of Girl Scouts of the United States of America shall be protected to the fullest extent possible and shall be made available to and used only by members registered with Girl Scouts of the United States of America and Councils; this includes Girl Scouts of Southeast Florida.

- Girl Scouts has the sole and exclusive right by virtue of its Congressional Charter, 36 U.S.C. § 80106 et. seq., to have and use all service marks, trademarks, emblems, badges, descriptive or designating marks, and other words used in carrying out its program and is the owner of the GIRL SCOUTS name, service mark, and trademark, and of all other associated names, marks, slogans, insignias, logotypes, designs, fonts, program titles, program content, patch images, badge images and artwork. Girl Scouts of Southeast Florida is the local brand owner.
- All members, volunteers and partners are expected to comply with the GSUSA brand standards when creating any items with the Girl Scout service mark (GS logo), profiles (trefoil with girls' faces) or trefoil on it. Examples of this include, but are not limited to, Service Unit banners for parades, patches for camporees and troop t-shirts.
- Our members are to be referred to as "Girl Scouts." The business is referred to as a "Girl Scout Council" or "Girl Scouts of Southeast Florida." Use of capital letters are demonstrated here and expected for use. Use of the word "scouts" (noun) or words "The Scouts" (proper noun) referring to members and use of the word "scouting" (verb) referring to an action or activity are strictly prohibited. Activities may be referred to as "Girl Scouting" when an action verb is needed.
- Co-branding or participating in co-activities with organizations, considered to be direct competitors of Girl Scouts, is prohibited. These organizations include, but are not limited to Indian Princesses and Y-Guides (operated through the YMCA), Boy Scouts of America or local Boy Scout Councils and Girls, Inc.

Procedure for use of the Girl Scout brand:

A GSUSA licensed vendor should be used for any item with the Girl Scout brand on it that is being sold or included as part of a fee-based program or event.

A non-licensed vendor of your choice may be used for any item with the Girl Scout brand on it that is not for resale or is given away. Examples include, but are not limited to awards, promotional items for recruitment and gifts.

In order to ensure compliance with the brand standards, all designs must be approved by the CEO designee, at least two weeks prior to production.

11.0 SOCIAL MEDIA

- Troops and service units may create a website and/or use social media to promote Girl Scouting or communicate with members. When creating websites or using other forms

of social media, at least one adult GSSEF volunteer must be an “owner” of the accounts and/or website.

- Troops and service units using social media must adhere to the age requirements established by social media sites and adhere to guidelines included in The Children's Online Privacy Protection Act (COPPA), a law created to protect the privacy of children under 13, effective as of April 2000.
- All minor children must obtain parental permission to use the troop website or social media accounts.
- All applicable family members/guardians must be invited/permitted to become members of any troop and/or service unit social media accounts and given links to all troop or service unit websites.
- All volunteer and/or girl created social media accounts should be clearly identified as belonging to a particular troop or service unit and clearly state in its description that it is maintained by volunteer(s) and/or girl(s), not the official site of GSSEF and does not reflect endorsement by GSSEF.

12.0 CONFLICT RESOLUTION, PROGRESSIVE DISCIPLINE AND GRIEVANCE

GSSEF makes all attempts to communicate with registered volunteers and affiliated adults to resolve conflicts and disputes as they arise. GSSEF utilizes progressive discipline when appropriate to correct performance and identify areas for improvement. These processes are based on the fundamental values of fairness and respect for the individual. A distinct procedure is in place for each. The initiation of these procedures will not restrict the council from taking immediate and appropriate action with respect to the volunteer, when necessary.

NOTE: A conflict is any kind of disagreement between two or more people. A grievance is a dispute over the interpretation or application of a council or GSUSA policy, practice or procedure.

Conflict Resolution

Conflicts and disagreements are an inevitable part of life, and when handled constructively can actually enhance communication and relationships. At the very least, Girl Scouts are expected to practice self-control and diplomacy so that conflicts do not erupt into regrettable incidents.

- Shouting/yelling (i.e. use of increased volume over regular tone of voice), profanity, verbal abuse, physical confrontations, or cyber bullying are never warranted and will not be tolerated in the Girl Scout environment.

- Conflicts can occur between or among girls, volunteers, girls and volunteers, volunteers and paid staff, or volunteers and the parents/guardians of girls. Conflicts can arise from:
 - Personality conflicts
 - Disciplinary issues
 - Opinions on how to incorporate program and activities
 - Concerns regarding GSSEF policies and procedures
 - Lack of training and/or updated training
 - Use of funds
 - Differences in ideology
 - Inappropriate behavior, and
 - Miscommunication (including email communication)

Procedure for Conflict Resolution:

GSSEF is committed to providing individuals with a safe, neutral and private process to resolve conflicts. Recognizing that each individual has both a personal interest in and a share of the responsibility for resolving conflicts in which she or he is involved, the council favors a collaborative volunteer conflict resolution process.

Step 1: Volunteers should discuss concerns directly with and only with the individuals involved, in a problem-solving tone. If this does not resolve the issue, the volunteers should proceed to step two.

Step 2: The parties should jointly discuss the situation with volunteer leadership or staff for support or guidance. If this does not resolve the issue, the volunteers should proceed to step three.

Step 3. If it can't be handled informally between the individuals, those involved should contact their Volunteer Service Unit Manager. The VSUM, acting as a mediator, may arrange a meeting between the involved parties. Mediation enables participants to retain decision making power. If this does not resolve the issue, the volunteers should proceed to step four.

Step 4. The Volunteer Service Unit Manager may request involvement of the CEO designee for their Service Unit. Issues elevated to the CEO designee will be logged in the membership database.

NOTE: In order to provide assistance in resolving issues between individuals, anonymity cannot be assured. Volunteers seeking resolution may not remain anonymous.

Step 5. The CEO designee will advise and involve additional staff team members as needed to address the concerns and facilitate resolution.

- All conversations and decisions will be documented, and each party will be notified of the resolution. Individuals are expected to adhere to any agreements made by the parties involved. Failure to fulfill the agreements made as part of the conflict resolution may result in additional disciplinary action, up to and including release from volunteer roles held. Decisions made or endorsed by the Council are final and binding.

Progressive Discipline

There will sometimes be situations in which a volunteer may not be performing up to the standards required for her or his position. A performance problem exists when some area of a volunteer's performance does not meet expectations. Once a performance problem or unsatisfactory volunteer situation occurs, it is important to manage the situation promptly and to seek improvement.

How the situation is handled will depend on the individuals and the issues involved. Sometimes just making a volunteer aware of any concerns is enough. In other cases, to bring about improvement, it may be necessary to follow up with further discussions, or to start the more formal progressive disciplinary process.

When the progressive disciplinary procedure is used in dealing with a volunteer's performance, conduct or other issues, the following progressive disciplinary steps will be followed whenever possible: oral counseling, written warning, final warning, and release. Throughout the procedure, the GSSEF CEO designee should state the nature of the performance problem, take steps to help the volunteer understand the seriousness of the situation, and cite specific expectations for improvement.

However, depending upon the infraction, progressive discipline may not be involved, and volunteer termination could be warranted immediately.

Procedure for Progressive Discipline

Step 1. Oral Counseling - When a performance issue is first identified, or inappropriate behavior is displayed, it should be brought to the attention of the volunteer as soon as possible. An informal discussion or email exchange between GSSEF staff member and the volunteer to address the issue is often sufficient to prompt voluntary corrective action by the volunteer. A summary of the discussion or correspondence will be added to the volunteer's record as an informal oral warning and may be given to the volunteer in writing.

Step 2. Written Warning - If oral counseling with the volunteer does not result in corrective action, a formal written warning will be sent by the CEO designee. This formal memorandum highlights the prior counseling session and the subsequent performance

problem(s) leading to this warning. This written warning will be attached to the volunteer's record.

Step 3. Final Warning - Should the performance problem(s) continue, or deteriorate, a final written warning will be issued to the volunteer by the CEO designee. The CEO designee will advise appropriate GSSEF leadership of the correspondence and attach documentation to the volunteer's record.

Step 4. Termination - When the facts indicate that release or termination is necessary or a volunteer's performance continues to deteriorate or an acceptable level of performance is not achieved, the GSSEF CEO designee will issue a termination letter. This letter will be sent via certified mail. Copies of the letter will be included in the volunteer's record. All release and termination proceedings shall remain strictly confidential. The council reserves the right to notify relevant GSSEF persons. As stated in Section 1.3 Volunteerism, a volunteer may only be released from their position/role by a GSSEF staff member. Please see Section 1.3 for additional information regarding volunteer release/termination.

Although the progressive disciplinary procedure consists of a sequence of established steps, GSSEF has discretion in determining which of those steps to take and the time allotted for each.

For serious offenses, any one or more of these steps may be omitted, and discipline, up to and including release from volunteer roles held and revocation of membership may be initiated.

The seriousness of a volunteer's conduct, history of misconduct, volunteer record, length of time as a volunteer with GSSEF, the volunteer's ability to correct the conduct, the volunteer's attitude about the conduct; actions taken for similar conduct by other volunteers; how the volunteer's conduct affects GSSEF, the volunteer's service unit, troops, girls and parents; and any other circumstances related to the nature of the misconduct will be taken into consideration with this policy.

The progressive disciplinary procedures are only guidelines, are not all-inclusive, and are not intended to apply to every situation.

Grievance

A grievance is a dispute over the interpretation or application of a GSSEF policy, practice or procedure by a registered volunteer, affiliated adult, or staff member to document a failure to comply with the GSSEF Volunteer Policies and Procedures.

- Based on the result of the investigation of a grievance, disciplinary action, up to and including separation from volunteer service, may be taken.

Procedure for submitting a volunteer grievance:

If a registered volunteer has contacted her/his supervisor and is unable to resolve the grievance through conflict resolution, the following steps can be taken. The initiation of the grievance procedure will not restrict GSSEF staff from taking appropriate action with respect to each volunteer and situation. A grievance must be filed within 30 days of the alleged incident/violation.

Step 1: The registered volunteer initiates the process by completing the grievance form and requesting a conference with her/his supervisor. Grievance forms are available upon request. The registered volunteer cites the policy or procedure that has allegedly been misapplied, misinterpreted, and/or violated. The conference is to take place within 10 business days from receipt of the grievance form. If the supervisor is not a GSSEF staff member, the appropriate staff member is informed of the complaint and the date of the conference prior to the meeting. The GSSEF staff member informs her/his supervisor of the complaint and conference prior to the date of the meeting. The CEO is also informed of the complaint and the scheduled meeting date. Following the meeting, the disposition of the grievance is documented on the grievance form by the supervisor.

Step 2: If the conflict is not resolved in Step 1, the GSSEF staff member or, if appropriate, the GSSEF staff member's supervisor will meet with the registered volunteer within 10 business days following the initial conference. The CEO is informed of the follow-up meeting and the status of the grievance. Following this second meeting, the disposition of the grievance is documented on the grievance form by the supervisor.

Step 3: In the event the dispute is not resolved in Step 2, the GSSEF staff member or her/his supervisor, as appropriate, prepares a written report on the situation, including recommendations, and sends a copy to the CEO within 10 business days from the second meeting date.

Additionally, in the event the dispute is not resolved in Step 2, the staff supervisor and the CEO decide on what additional action to take, using one or more of the following options within 10 business days, from the second meeting date:

Accept the GSSEF staff member's report and recommendations, or,
CEO meets with the registered volunteer to hear the grievance and resolve the grievance, or, CEO appoints a Grievance Review Team to meet with the registered volunteer and resolve the grievance.

The Grievance Review Team is comprised of:

A management representative (i.e. registered volunteer currently serving in supervisory role/position or a current board member); A GSSEF staff member not involved in the conflict resolution process; and a registered volunteer selected by the complainant.

Procedure for Grievance Review Team:

The Grievance Review Team will review the documentation on file and meet with the individuals involved. The Grievance Review Team may seek additional information, if necessary, to aid it in making a final decision. The Grievance Review Team shall meet within 10 business days of request to serve. The Grievance Review Team will provide the CEO with a written report of its findings and recommendations within 10 business days of the review hearing. This recommendation of the Grievance Review Team shall serve as the GSSEF's final decision. The CEO will communicate the final decision from the Grievance Review Team to the registered volunteer and implement the decision.

Procedure for Volunteer Release/Dismissal:

In the event it is deemed necessary to dismiss a volunteer, the following shall occur:

- The registered volunteer being released from a position shall be fully informed of the reasons for release.
- Staff will take reasonable measures to preserve the confidentiality of the parties through the release process, but shall have the right to share information with appropriate staff, advisors, and affected volunteers and parents on a need to know basis.