

March 13, 2020

Dear Girl Scout Families,

At Girl Scouts, our motto is “be prepared.” The COVID-19 (aka coronavirus) protocols at our council are changing rapidly in response to available information from the [Centers for Disease Control](#) (CDC), the [World Health Organization](#) (WHO), school districts, and other partners. As Girl Scouts, we have an obligation to our community to do all that we can to limit the spread of coronavirus, even if we as individuals are not at risk of serious illness. In response to these changing circumstances, we are taking the following steps:

- All in-person troop meetings or trips, service unit events, and other volunteer-led programs/events scheduled through March 31, 2020 should be cancelled. Volunteers may contact customer support at (213) 213-0123 with questions.
- All council-sponsored girl and volunteer programs, trainings, and events scheduled through March 31 have been cancelled or postponed. For events/programs that cannot be postponed, refunds will be provided for all who registered. Registrants for any postponed events will remain on the registrant roster, unless a refund is requested. Please keep checking your email and our website for information on these events.
- All properties are closed through March 31. We will issue refunds to all individuals and groups scheduled to use GSGLA properties.
- Should you find you need to shop for Girl Scout merchandise during this time, you can shop in our [online store](#) or [contact your local GSGLA store](#), *except the Palmdale location*. Our retail teams will be accepting and coordinating product/merchandise orders over the phone.

We will provide updates in as timely a manner as we can and should have information regarding April events and beyond. We know that it is important—especially at this time—for girls to stay connected. Please contact our customer care team (213-213-0123) for ideas and guidance on ways that groups can connect virtually.

In response to changing circumstances, our GSGLA COVID-19 Response Team has developed a plan of action in accordance with leading practices regarding social distancing. Therefore, our staff will be working remotely through March 31. We will continue to provide uninterrupted service. The customer care line, office phone lines, email, remain available for you to reach out to staff. If you have specific questions regarding COVID-19 updates and impact to our programs or services, continue to reach out via our response email address, COVID19@girlscoutsla.org.

We continue to closely monitor developments surrounding the Coronavirus. You are encouraged to keep checking [here](#) as well, which includes an archive of these communications and ways to [keep our Girl Scouts community safe](#).

Girl Scouts as a force for good

We all know that throughout our history, Girl Scouts have played an important role in helping to keep our country safe. The 1947 Girl Scout Handbook explains: "A Girl Scout is ready to help out wherever she is needed. Willingness to serve is not enough; you must know how to do the

job well, even in an emergency." The work of today's Girl Scouts is just as essential. Girl Scouts can continue to demonstrate leadership in the fight against coronavirus by teaching proper handwashing and other hygiene practices to their peers. They can learn about how coronavirus is [spread](#) and how to protect themselves and share this information with others.

Yours in Girl Scouts,

A handwritten signature in cursive script, reading "Theresa Edy Kiene". The signature is written in dark ink and is positioned above the printed name and title.

Theresa Edy-Kiene
Chief Executive Officer
Girl Scouts of Greater Los Angeles