



SERVICE UNIT

TROOP CONSULTANT

COURSE MANUAL



Notes

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Welcome to the Service Unit Team!

Thank you for agreeing to serve as a Troop Consultant for your service unit. Your role is important to the Girl Scout movement. As a consultant, you will help leaders bring the Girl Scout Leadership Experience to life.

So much happens behind the scenes in Girl Scouts. Most girls have no idea how many adults it takes to keep our troops running smoothly. Thank you for taking on a role that supports leaders in building a great experience for girls.

Your position has 4 key components:

- Promoting the Girl Scout Leadership Experience
- Supporting new and experienced leaders
- Reviewing and approving troop activities
- Actively participating in Service Unit Team and Service Unit Leader Meetings

There is a whole volunteer team around you—your service team. Your Service Unit Manager has appointed you to be part of the service unit team. As a team you help determine the success and sustainability of your service unit. There is a whole staff behind you, too. Your membership specialist is your direct liaison to Girl Scouts of Greater Los Angeles (GSGLA).

This course manual is a resource for the Service Unit Troop Consultant. The information in this course manual will help you engage volunteers, connect them to the service unit, and answer general troop and Girl Scout related questions.

SERVICE UNIT RESPONSIBILITIES AND FUNCTIONS

Girl Scout Pathways



Service Unit Responsibilities and Functions



The Service Unit is delegated the responsibility to organize and service Girl Scout troops/groups and girls within its boundaries. This includes troop organization, recruitment, and placement of girls and adults. This also includes supporting the volunteer on-boarding process, celebrating and recognizing volunteers, and annual reflection.

The Service Unit provides ongoing assistance to existing troops and other pathways, which includes consulting service, recognition of adults, community contact, and inter-troop programs.

The Service Unit serves as an important link between the Council and troops. It is important to communicate to the Council what triumphs and challenges your Service Unit is experiencing and to pay careful attention to notices and information that come from GSGLA and GSUSA. Participation in Council-wide meetings and events and administration of GSGLA annual product sales are also important Service Unit responsibilities.

SERVICE UNIT FUNCTIONS

I. ADMINISTRATION

- Responsible for all aspects of Girl Scouting in a given geographic area
- Supervise and support volunteer leadership and Service Unit Team members
- Recommend volunteer leadership and Service Unit Team members for selection, appointment, and when needed, for reassignment
- Call meetings of Leaders and Service Unit Team
- Act as Liaison between Council and Service Unit
- Approval of various troop/girl activities
- Partnership with Member Services

II. SERVICE UNIT

- Recruitment
- Meetings of volunteers
- Coaching of volunteers
- Peer group support and sharing
- Securing parent and adult support
- Establishing community contacts
- Ongoing support to direct service volunteers
- Inter-troop program
- Recognition of adult volunteers

III. TROOP ORGANIZATION

- Recruit and support on-boarding of Troop Leaders, Co-Leaders/Assistant Leaders and other pathway volunteers
- Assist in finding meeting places
- Recruit and place girl members
- Develop potential sponsors
- Cultivate volunteer support
- Membership registration (Online and Early Bird)
- Reengage lapsed membership within Service Unit

IV. SERVICE TO GIRLS

- Troop/Group and other pathway programs
- Girl Scout Leadership Experience
- Knowledge of Girl Scout program and standards
- Participation in the Girl Scout organization through workshops and the Service Unit structure

V. SERVICE TO VOLUNTEERS

- Provisions for interaction among Leaders
- Coaching for troops/groups
- Acquaint volunteers with existing and new resources
- Identification of learning needs
- Coordination of troop activities within Service Unit

VI. FINANCIAL COORDINATION

- Oversees troop finances
- Promotion and support of Council product sales activities

VII. COMMUNICATIONS

- Send all notification of meetings and activities
- Keep accurate and complete records of all meetings and make such records available to the Service Unit
- Handle all correspondence for Service Unit

VIII. GSGLA SUPPORT

- Keep accurate dates for terms of office of Service Unit Team members
- SUM attends Quarterly Service Unit Manager meetings
- Recommendations for appointment for various other Council positions, including Product Sales, Program, Girl Scout volunteers, and other community relations

XI. APPROVAL REQUIRED BY SUM

- Service Unit Events
- Troop Camping
- Troop Travel
- Troops to participate in special events or money-earning activities
- Intent to charter a bus
- Intent to participate in high-risk activities
- Mid-Year and Year End Financial reports
- Troop Disband Notice
- 01/02 position
- 3rd Signer on bank account

SERVICE UNIT TEAM

In the service unit there are essential responsibilities that must happen to ensure we are working towards the mission and goals of the Girl Scout organization. These functions are carried out by a group of volunteers working together as the service unit team. While each team member has a specific job, a solid support system and shared responsibilities make the service unit function more smoothly.

Before the service unit team can work to support girls and adults, each member must not only know and understand the role of the service team but also, the Girl Scout Leadership Experience and GSGLA Goals.

The Service Unit Team is responsible for:

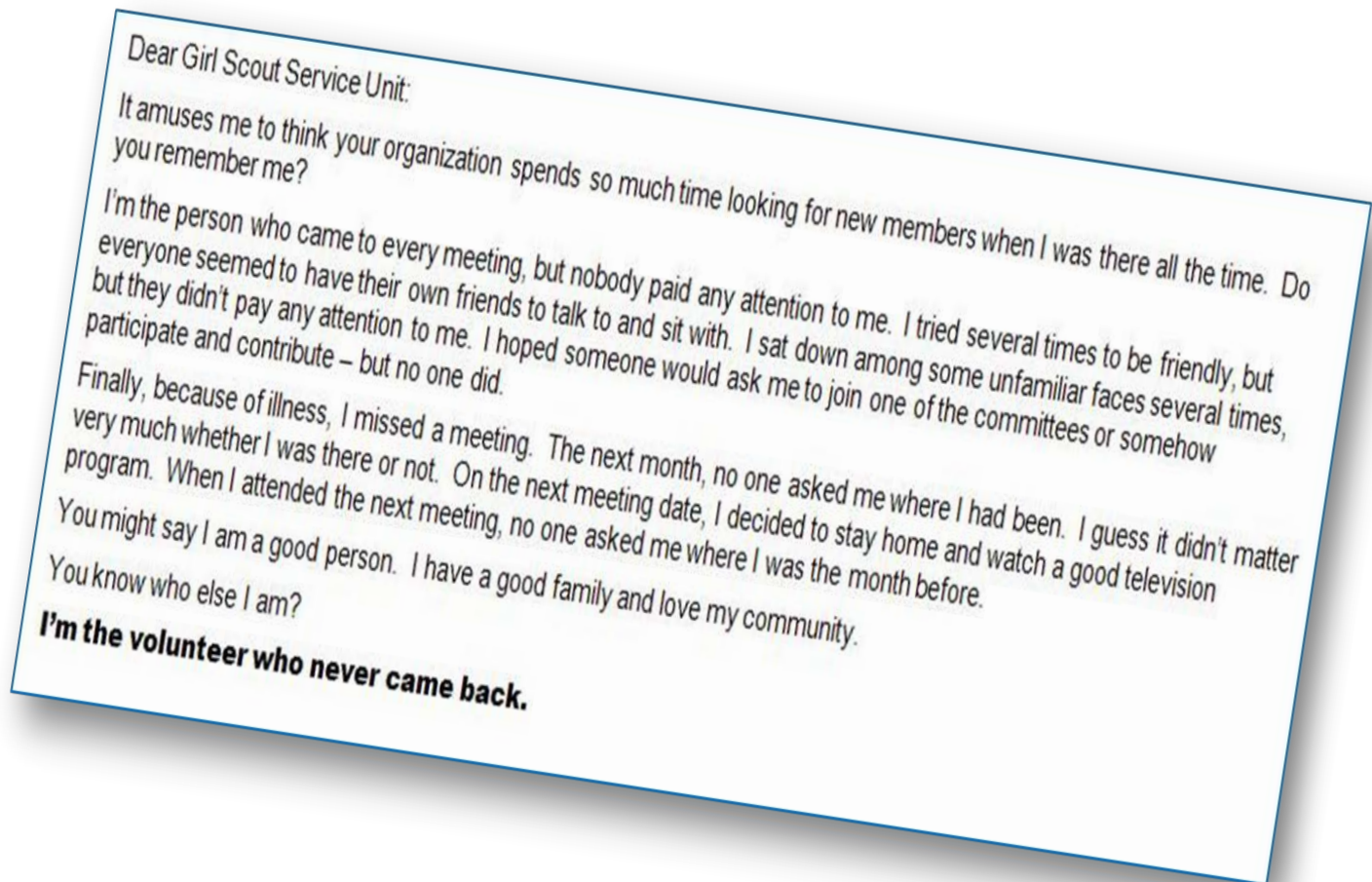
- Extending membership – recruit volunteers and girls reflective of the diverse community
 - Service Unit Team members
 - Leaders and volunteers for a variety of pathways including troops and series
 - Girl membership at all grade levels
 - Supporting the on-boarding of volunteers
 - Assist girls' and volunteers' registration through eBiz

- Providing direct support to girls and adults
 - Enrichment training
 - Service Unit networking and discussion groups
 - Support to all volunteers through a variety of communication methods including Service Unit Leader Meetings
 - Girl planned Service Unit events that promote a connection between troops in the Service Unit and enhance the troop experience
 - Participation in council and community events, including the Girl Scout Cookie Program, Fall Product Sale, and Family Partnership
 - Volunteer recognition
 - Provide Service Unit events which incorporate the Girl Scout Leadership Experience
 - Within each of the functions of the Service Unit, support will be consistent, flexible, and provide ease of access to the Girl Scout experience

- Community engagement
 - Educate the community about the benefits of Girl Scouting
 - Ensure messages and activities of the Service Unit reflect the Girl Scout Leadership Experience and Council goals

PROVIDING A WELCOMING SERVICE UNIT LEADER MEETING

Do you remember what it was like when you attended your first Service Unit Leader Meeting? Wouldn't it have been easier if there was someone there you knew who could explain the ins and outs? As a Service Unit Team member, you have the opportunity to get the leaders off to a good start and give them a positive experience.



Don't let your leaders be the volunteer who never came back! Take Action with your team and brainstorm welcoming ideas to make every service unit leader meeting a positive experience!

Here are some ideas to get you started:

- Provide time in the meeting for the different grade levels groups to meet and share information and concerns
- Include a "fun thing" on the agenda (ie. learning a new song, playing a game, having a contest)
- Regularly thank individuals and recognize special services or achievements
- Have something at each meeting the leaders can take back to their troop

COMMUNICATION

It's important to know how each volunteer wants communication from you. Everyone is different ~ establishing how to communicate with each volunteer right from the beginning will prevent problems in the future.

Do you know how each generation communicates?

Generations	Communications	Messages that Motivate
<i>"The Greatest Generation"</i> Prior to 1945	Formal – written	Your experience is respected
<i>Boomers</i> 1946 - 1964	In person	You are valued, you are needed
<i>Gen X</i> 1965 - 1980	Direct and immediate E-mail Voice Mail	Forget the rules. Do it your way.
<i>Nexters – Gen Y</i> 1980 - 2000	Text messaging Twitter Facebook	You will work with other bright, creative people.

Communicating by social media is becoming popular and is an acceptable way to communicate for adults as well as girls.

The term "social media" refers to the tools that allow the sharing of information and creation of communities through online networks of people. It is a method to have two way conversations online.

Remember the Internet is an open forum and its benefits of easy access and sharing of information can also attract those who would use that information to cause harm. To ensure the girls' safety:

- Girls must be 13 years and older and have parental permission to be involved in a project that involves creating/maintaining a troop Web page or social media profile;
- All girls need to sign the "Internet Safety Pledge" before participating in any troop/service unit or organized online activity. Girls and volunteers make great partners to ensure that Girl Scout environments and activities are safe. Before girls explore the Internet, they need to sign the GSUSA Online Safety Pledge," <http://www.girlscouts.org/program/basics/safety/>;
- Go over internet safety for girls by visiting *Let Me Know* (www.lmk.girlscouts.org), a site addressing internet safety for girls and young women (and many more resources); and
- If you wish to post Girl Scouts' names on a Web site, use first names only (no last names). Remember: do not identify the Girl Scouts pictured in any photos you post online! Never identify the schools, addresses, phone number, or e-mail addresses of Girl Scouts.

For more information regarding social media and computer safety, refer to the Girl Scout Safety Activity Checkpoint for "Computer/Online Use."

Consistent communication with volunteers is just one way to be successful. Here are others:

- Understand and support the Girl Scout mission, vision, and values
- Promote the Girl Scout Leadership Experience
- Provide timely and effective communication
- Provide guidance; not directive
- Be willing to invest time, energy, and personal know-how to assist the growth of another person
- Be discreet and maintain confidences

Ask Volunteers: How would you like me to communicate with you?

PROMOTING THE GIRL SCOUT LEADERSHIP EXPERIENCE

Everything we do is aimed at helping each girl develop her own unique leadership skills. The Girl Scout program – what girls do in Girl Scouting – is based on the Girl Scout Leadership Experience, a national model that helps girls become leaders in their own lives and as they grow.

The National Program Portfolio has two main parts – the National Leadership Journeys and *The Girl's Guide to Girl Scouting*.

Using the Girl Scout Leadership Experience as our guide:

- Activities are designed to give girls the opportunity to **DISCOVER** themselves, **CONNECT** with others, and **TAKE ACTION** to make the world a better place.
- Activities are **GIRL-LED**, which give the girls the opportunity to **LEARN BY DOING** in a **COOPERATIVE LEARNING** environment.

Implementing the Girl Scout Leadership Experience:

- **Girls First** – Build a team relationship. Allow girls to benefit from adult guidance and mentoring.
- **Girl Choice** – with younger girls, use girl choice.
- **Journeys & Badges** – Use *Journey* and *Girls Guide to Girl Scouting* to facilitate girl development. Use the *Adult Journey Guide*.
- **Feedback** – Solicit girl and parent feedback. Everyone's feedback counts.
- **Team Work** – Work with younger/older troops to help facilitate bridging requirements and girl development. Requirements are found in *Girls Guide to Girl Scouting*.

Complemented by the Girl Scout Cookie program, Girl Scout travel and Girl Scout awards, the National Program Portfolio is designed to help girls develop as leaders and build confidence by learning new skills. It also ensures that Girl Scouts at every level are sharing a powerful, national experience—girls together changing the world!

The Girl's Guide **Handbook Section** is designed just for girls, and allows girls to personalize their Girl Scout experience by scrapbooking and documenting their activities

- **Legacy Badges:** Artist, The Girl Scout Way, Citizen, Cook, First Aid, Athlete, Naturalist,
- **Financial Literacy Badges:** Girls can earn a different Financial Literacy Badge each year. Daisies earn Financial Literacy "leaves."
- **Cookie Business Badges:** Girls can earn a different Cookie Business Badge each year. Daisies earn Cookie Business "leaves."
- **Skill Building:** Brownie through Senior: Outdoors, Performance, Animals, Practical Life Skills, Healthy Living, Manners, Do It Yourself, Digital Arts, Adventure, Craft, Storytelling, Creative Play, Investigation, Science & Technology, Innovation
- **PLUS:** Make Your Own, My Promise, My Faith Pin, Journey Summit Pin, PA, CIT, VIT, Bronze/Silver/Gold Awards

Journeys include three series of subjects for each Girl Scout program level:

- **It's Your World – Change It!**
- **It's Your Planet – Love It!**
- **It's Your Story – Tell It!**

Volunteer Position Description Service Unit Troop Consultant

Summary:

The Troop Consultant is accountable for providing help and advice to new and experienced troop/group leaders, ensuring safety, quality, and balance program offerings are aligned with the GSLE.

Term of Appointment:

The Troop Consultant position is appointed from October 1 through September 30 for a term of 1 year with re-appointment occurring annually.

Appointed by/ Accountable to:

Service Unit Manager and Troop Support Specialist

Duties and Responsibilities:

- **To the Service Unit**
 - Acquaint and assist leaders with program activities, and materials to enhance and evaluate troop program to align with the Girl Scout Leadership Experience.
 - Help leaders plan for safety and age-appropriate progression in their activities.
 - Support, and motivate leaders through monthly contacts.
 - Provide leaders with support for completing required record keeping forms.
 - Encourage leaders to attend the monthly service unit leader meeting.
 - Ensure learning opportunities provided were utilized and provide recommendations for future learning opportunities.
 - Monitor and record troop activities by reviewing parent permission forms and monthly contacts. (in some SUs, not all)
- **To the Service Team**
 - Keep service team up-to-date on the well-being of troops/groups.
 - Provide informal recognition of leadership teams and recommendations for formal recognitions to the service unit recognition committee.
 - Attend and participate in service unit team meetings and service unit leader meetings.
 - Remain informed about and comply with the most current policies, procedures and guidelines of GSGLA and GSUSA including *Volunteer Essentials* and *Safety Activity Checkpoints*.

Core Competencies: All GSGLA Volunteers will effectively demonstrate these behaviors:

- **Girl focused:** Empower girls to choose and adapt activities, learn by doing, cooperate with others, and reflect on what they've accomplished (as well as on current issues that involve their interests and needs) while having fun.
- **Demonstrates personal integrity:** Demonstrate dependability, honesty, and credibility.
- **Demonstrates adaptability:** Adjust, modify own behavior, and remain flexible and tolerant in response to changing situations and environments.
- **Demonstrates effective oral communication:** Express ideas and facts clearly and accurately.
- **Fosters diversity:** Understand, respect, and embrace differences.
- **Demonstrates adequate computer skills:** Access to e-mail and the Internet, plus knowledge of social media.
- **Additional requirements:**
 - Must be in good standing with Girl Scouts of Greater Los Angeles (GSGLA), be a registered adult member of Girl Scouts of the United States of America (GSUSA), complete a Volunteer Application / Criminal Background Check and update these items every three years.
 - Believe in the purpose and philosophy of Girl Scouting, and adhere to the principles of the Girl Scout movement and the goals of GSUSA and GSGLA
 - Have a working knowledge of the goals, objectives and policies of GSGLA. Is accepting and willing to promote these items with a focus on One Mission, One Goal.
 - Is familiar with the appointed service area.
 - Performs tasks willingly and effectively; and is a team player.

Volunteer Position Description Service Unit Troop Consultant

- Ability to communicate effectively under pressure while maintaining good working relationships with leaders and other volunteers.
- Is willing to bring issues to the appropriate person and respect decisions made.
- Has the commitment and the time needed to perform specified duties.
- Takes additional training as needed.

As a supportive partner with the Service Unit Team, I agree to fulfill my duties for the upcoming membership year.

Volunteer - Print Name _____

Signature _____ Date _____

Service Unit Manager - Print Name _____

Signature _____ Date _____

Membership Specialist - Print Name _____

Signature _____ Date _____

BEST PRACTICES AS A SERVICE UNIT TROOP CONSULTANT

You are there to support the volunteers and council. You will pass on an extraordinary gift to your Service Unit ~ your time, knowledge, and experience.

Share - your knowledge and past experiences with volunteers

- Planning
- Your love of Girl Scouting
- Your leadership skills

Encourage – volunteers when they have moments of doubt

- Help problem solve
- Be positive
- Report unresolved issues to your service unit manager

Guide - volunteers in promoting a high-quality Girl Scout program in a safe setting

- Understanding and completing necessary forms
- Engaging parents
- Safety Activity Checkpoints

Create – a friendly, welcoming atmosphere for the Service Unit

- Monthly communication
- Respond promptly when contacted
- Share skills

Challenge – volunteers to expand their knowledge to better help girls lead

- Training opportunities
- Meeting ideas
- Level resources

Inspire – volunteers to become successful in Girl Scouting

- Informal recognition
- Share progress
- Recommend for formal recognitions

Take Action – with your Service Unit team and Mission Delivery team

- Plan yearly service unit calendar and budget
- Recruit and retain girls and adults
- Recognize deserving volunteers

YOUR SERVICE UNIT TEAM

Service Unit Team Positions

This is a suggested listing of service team positions. Additional positions may be added to suit the needs of your Service Unit.

- Service Unit Manager
 - Manages the Service Unit
 - Oversees service unit team and leaders
 - Oversees service unit events and finances
- Treasurer
 - Manages the service unit checking account
 - Assists troops with all financial matters
 - Facilitates Annual Troop/Group Finance reports (including collecting and reviewing with you)
 - Maintains accounting for Independent Girl Scouts within the Service Unit
- Placement Coordinator/Registrar
 - Work with troops to build capacity to ensure minimum troop size requirement
 - Work in partnership with staff recruiters
 - Manages placement of girls on wait list
- Events Coordinator
 - Manages and approves events for the service unit
 - Assists troops in hosting events
- Troop Consultant
 - Provides support to troop leaders
 - Reviews troop trips and activities
 - Approves overnight activities
 - Is familiar with Safety Activity Checkpoints
- School Organizer
 - Serves as a liaison for the council to their school
 - In partnership with their recruitment specialist organizes new troops and recruits and supports leaders at their school
 - Assures that the Girl Scout program is offered to all girls, through recruitment fliers, recruitment nights/Parent Meetings and other methods
- Product Chairs (Fall and Cookie)
 - Train and support troop product chairs and troop leaders
 - Manage products sales tasks per council guidelines
- And other positions...Cookie Mentor, Communication Coordinator

With Your Service Unit Manager

Create a take action plan to:

- Create a welcoming environment – helps with leader retention
- Work as a team – helps the service unit run smooth
- Set goals – provides service unit direction
- Establish a yearly calendar – everyone is able to plan activities
- Solve Service Unit problems as a group – helps all team members develop problem solving skills
- Develop an agenda for Service Unit Leader meetings and Service Unit Team meetings – using a team

approach keeps everyone involved

The Communication Coordinator Within the Service Unit

The communication coordinator was created in 2014. The job is not new and was being done in every SU—it is the communication of important information to the members of the service unit and the surrounding community. This job was being handled by SUMs, secretaries, registrars, the “website person,” the “Facebook person,” and others. As an official team position, these folks can continue to do the job they have been doing, or someone can be appointed to take the coordinator position and relieve the others. The CC can also have as many helpers as needed. The official name for these helpers is “facilitator” (website facilitator, publicity facilitator, etc.) The advantage of having an official team position is that training and staff support can be established for the CC. This training and support is available for anyone who is doing part of the communication job.

How does this impact your SU team position?

The CC and the SU team will figure out a communication plan that will work for the SU. It is possible that the SU may decide to have the CC be in charge of all email communication, for example. Each team member would then send the CC any information they have that needs to be distributed. The CCs would keep an up-to-date email list and use it to contact those who need the information. The CC would then also decide if that message should be placed on the SU website, Facebook, or newsletter, depending on the types of communication the SU is using. As a team member, it is your responsibility to be sure that even if you are sending out your own emails, you contact the CC and the SUM to let them know what information is being distributed. You can still request that the CC distribute this information through the SU’s other communication tools. If your SU does not have a CC and communication is difficult because others are overloaded, you can speak to your SUM about finding someone to be dedicated to communication.

SERVICE UNIT PROFILE

The Service Unit Profile is a guide for what the service unit team has accomplished in the past year and plans to accomplish in the upcoming membership year. Your team planning should take place before August, so your plan is ready for the beginning of the new school year! The Profile should be tailored to your service unit needs and is a working tool to achieve goals and needs to be reviewed ongoing throughout the year. The Profile will include what you will be doing to meet the goal, when it will happen and who is responsible. Your Service Unit Team will work together along with your Service Unit Support Specialist to complete the Service Unit Profile. Items of priority include:

- Service Unit membership goals
- Girl Recruitment
- Volunteer Support and Retention
- Reaching out to lapsed girls and adults
- Communication
- Product Sales
- Finances
- Program

As the team sets dates for Service Unit Leader meetings or events, be sure to consider GSGLA program training and dates, as well as, special Girl Scout dates/celebrations. Leader meetings are key to implement and achieve the Service Unit goals and should be scheduled to meet the needs of your volunteers and Service Unit needs, if not meeting monthly, some type of communication piece should go out to the volunteers in your Service Unit.

CONSULTING EXPERIENCED LEADERS

Help experienced leaders with program resources, leadership challenges, and the evaluation of the quality of troop program.

CHALLENGE leaders to...

- Step back and let girls led
 - Girls leading troop meetings as age appropriate
 - Girls deciding activities
- Plan for safety and progression in activities

CONSULTING NEW LEADERS

Remember what it was like to be new? Help our new leaders get the best start. Volunteers remain committed when they feel appreciated, when they see they are making a difference, when there is opportunity for personal growth, and when they have a sense of belonging and teamwork.

CREATE a friendly, welcoming atmosphere...

- Welcome them to the service unit
- Give them your contact information
- Explain you are here to help them:
 - Discuss how you will communicate with each other
 - Follow up with them monthly
 - Answer any questions they may have (let them know if you don't have the answers, you will get back with them)
- With leader, determine troop needs and how to meet them
- Share information on the importance of service unit leader meetings (invite them to come with you; tell them you will meet them there)

SHARE your knowledge and experience...

- Lots going on during the first year - pace yourself
- Stress the importance of registering every girl and adult
- Review dates of products sales
- Keep attendance and finance records
- Emphasize the importance of having parents help in the behind the scenes tasks
- Describe any service unit or council events that are planned, or being planned

GUIDE in planning...

- Explain they will receive information on MANY activities but don't have to do them all
- Discuss parent meeting agenda and attend if needed
 - Process for additional adults (all those holding specific roles must be approved)
 - Registering girls and adults through eBiz
 - Agenda Items:
 - Paperwork (registration information; health history; product sale permission form; parent permission form)
 - Financial (troop dues; membership registration; family partnership; product programs)
 - Program materials (Journeys; Girls Guide to Girl Scouting; badges; upcoming events)
 - Meeting information (day, time, location; uniform; snack; expectations)
 - Parent support (emergency contact person; product program chairs; drivers; etc.)
- Troop meetings
 - Importance of 2 female adult minimum
 - Location free, safe and big enough for the girls
 - Day and time (leader convenience)
 - Suggestion for troop dues (maybe suggest \$2 per girl per meeting until troop is rolling)
 - First few troop meetings

SUPPORTING LEADERS

It is important to remember the service unit is more than just a monthly meeting, but rather a system of support. Better leader support will result in a more successful experience for girls and adults. As you consult your leaders, it is essential you share important information.

As the Troop Consultant, you may be appointed by your Service Unit Manager (SUM) as the designee, to approve troop trips. During the course of this manual, it is assumed you, as Troop Consultant, have been appointed by your SUM as her designee to approve troop trips. The Service Unit Manager has ultimate responsibility for the service unit.

COMMUNICATION

- Contact assigned leaders to introduce yourself and give them your contact information.
- Discuss the best way to communicate. (consultant keeps written notes on items discussed)
- Be sure include ALL leaders of the troop when communicating

TROOP SAFETY

- Adult to girl ratio
 - Must be followed at all times
 - Check Volunteer Essentials for specific ratios
 - Troop parents and other adults may fill the adult to girl ratio (must be approved)
- Importance of consultant notification and approval
 - Ensures everything for activity is in order and safety guidelines are followed
 - Knowledge of where troops are should an emergency occur
- Importance of membership registration
 - Non-registered girls/adults are not covered by Girl Scout Insurance
 - Leaders risk being financially liable for all activities for non-registered girls
- Activities
 - It is recommended that approved adults (on-line application, background check, and member) may drive, chaperone or work with girls
 - Check and follow Safety Activity Checkpoints for all activities
 - First aid kit is available
- Council notification and approval (consultant receive permission form; reviews for missing information such as 2 non-related adults, emergency contact, required training has been completed; follows-up with leader on missing information/questions/approval/notification; records troop activities)
 - Day trips
 - Require consultant's notification (Permission Form only)
 - Age appropriate
 - Overnight trips (outdoor/overnight/travel trained adult attending and first aider attending)
 - Require consultant's approval (submission of electronic application/eform)
 - Age appropriate
 - Additional insurance is needed for non-members
 - 3 or more overnight trips (outdoor/overnight/travel trained adult attending and first aider attending)
 - Requires approval by consultant/SUM and Travel Go Team
 - Additional insurance required

PROGRAM

- Introduce new program ideas and resources
 - Troop funds may be used to purchase
 - Check out the internet for ideas and resources
- Journeys, badges, and other awards
- Assist with level change needs
- Encourage ongoing education/training

ADULT DISPUTES

- Are most often the responsibility of the service unit manager
- Listen to any problems
- Communicate with service unit manager on all issues

PROBLEM SOLVING

- Determine real problem
- Possible reason
- Possible solutions
- Possible consequences
- Agree on solutions and evaluate

CONTRACTS

- Includes required waivers, hold harmless, or release of liability.
 - In some instances, meeting locations require a release of liability.
 - GSGLA Risk Management must review and approve contracts or any other legal document before it is submitted to site/vendor by volunteers.
 - Complete and sign the contract and submit it to COI@girlscoutsla.org. Please allow a minimum of 10 business days for processing.
- Parents of each girl must sign waivers at locations requiring them

TROOP PAPERWORK

- Make sure leaders have access to and understanding of forms
 - What they are for
 - How to use them
 - When do they need them
 - Where to find them
- Specific forms/details located later within this manual

ENGAGING LEADERS

When leaders are engaged, they are excited about Girl Scouts and want to provide a positive program for the girls. Here are a few tips to engage leaders.

Give a warm welcome! Within one week of being assigned a leader, send out an email, handwritten note, or make a phone call, introducing yourself and offering to help as needed. Although the leader is given your contact information, she/he may be intimidated to call. Reaching out can get the consulting relationship off to a great start!

Keep in touch! Touch base with your leaders regularly, providing tips and offering assistance and ideas. Some consultants like to send a monthly email, based on the Girl Scout Calendar! Sending out group emails can be a quick and easy way to reach out to all your leaders. Assist leaders with challenges they may be facing.

Connect with leaders! Ideally, we would love to have each leader attend the service unit leader meeting. However, today's volunteers cannot always attend a monthly meeting. There are a variety of reasons that can prevent a leader from attending. This doesn't mean she is not part of the service unit or not interested in staying connected. Develop a plan to connect with those who don't attend the leader meeting.

Share the secrets of your success! Share your favorite resources (favorite websites, books, games, songs, *Volunteer Essentials*) by compiling a list, and giving it to the leaders you are consulting. Describe what your typical troop meeting looks like and the strategies you use to keep things running smoothly.

Challenge leaders! Assist leaders in understanding the basic concepts of Girl Scouting and the leader's role. Assist the leader with planning and implementing of the Girl Scout Leadership Experience (girl-led, learning by doing, and cooperative learning).

Reminders!

- Remember your job is not to take the place of the service team, but to direct your assigned leaders to the correct team member as needed. Make them aware that there are many people available to help.
- You are a friend and a mentor to the leader. Keep their confidences.
- Be helpful but don't do the job for them. They will feel inadequate if you take over all the things that confuse or intimidate them.
- If a real problem arises, "hold their hand" through solving it and contact the service unit manager if necessary,
- Give them all the considerations you give your friends. Express an interest in how things are going but don't check up on them.
- Don't wait for them to call and ask for help or clarification. They may not realize they need help until you ask.
- Provide timely and effective feedback.
- There is no such thing as a "DUMB QUESTION." Don't hesitate to ask!
- There are dozen of ways to do almost everything in Girl Scouting. Each can be "right" as the others...so encourage leaders to relax and use common sense. This is especially true if they are taking over leadership of a troop. Don't compare themselves to another leader. Everyone brings their own special talents to the program.
- Ask "open ended questions"
 - What do you want to happen?
 - What do you mean?
 - What problems are you having (finish this sentence with: parents; girls; meeting; etc.)?
 - What do you need help with?
 - How do you feel about...? (finish this sentence)

WHAT WOULD YOU SAY?

As a consultant, you are going to get all kinds of questions. From “where do we meet”, to “what are the rules for a money earning activity”, you need to know how to respond or at least where to go for the information. Here are some of the most popular questions with discussion topics.

1. I can't get any parents to help and I can't do it on my own.
 - a. Let's plan a parent meeting to form a troop committee.
 - b. Look in *Volunteer Essentials* for some help and ideas.
 - c. Be sure to listen carefully to hear how parents might be offering to help.
2. My son is 18 years old and very responsible. Can he drive on a field trip? I can't get any parents to help drive.
 - a. There are a couple things to consider here. Any driver must be 18 years or older and has a good driving record, a valid license, and a registered/insured vehicle.
 - b. Girls never drive other girls.
 - c. Males should never be alone with girls. A female adult, not related to the male, must be present.
 - d. Remember to use the Health History & Automobile Information Form to identify parents who may be able to help with driving.
3. How do I find a good location for my troop meetings?
 - a. Safety is always the first concern. A meeting place needs to provide a safe, clean, and secure environment that allows for the participation of all girls.
 - b. Consider cost (should be free), size, availability and resources (furnishings, lighting, storage, etc.).
 - c. Talk to other leaders in your service unit for ideas of meeting places in your town.
4. Explain the health forms to me. Why do I need them? How do I use them?
 - a. Each family should complete Health History & Automobile Information Form for their daughter. This is to help the leader be aware of any health problems or allergies.
 - b. The Health History and Automobile Transportation Form, along with the Parent Permission Form must accompany each girl (including in the automobile she is transported in during the activity) at every meeting and when activities take place outside of the scheduled meeting place.
5. My troop wants to go camping. What do we have to do?
 - a. To camp, you must have the proper training for the kind of camping or overnight you are planning.
 - b. Inform your Consultant of the activity by forwarding a parent permission form at least 4 weeks prior to the trip.
 - c. Be sure to identify an emergency contact person who will not be with you and is available the entire time you are away.
 - d. Secure a First Aid Certified person to attend with you.
 - e. Have the proper girl/adult ratios.
 - f. Overnight trips require your consultant's signature.
6. A girl in my troop never brings her dues. Every week it's a different excuse.
 - a. Have a conversation with the parents to see if there is a reason for this.
 - b. Are there other options?
7. Our troop needs more money. What do I need to do to hold a money-earning activity?
 - a. Girl Scouts cannot sell commercial products (ie; Tupperware, candy bars, etc.).
 - b. The troop could hold a bake sale, car wash, garage sale, recycling project, etc.
 - c. Take Special Events and Money Earning Activity Training
 - d. Complete a Special Event/Money Earning (SEME) Application (eform).
 - e. At least 50% of the girls in the troop are required to participate in both Council-sponsored product sales programs to be eligible to participate in additional money-earning activities.

TROOP FORMS

Girl Registration Form –

- Girls need to be registered before participating in Girl Scout Activities
- Parent/Guardian completes yearly for their daughter.
- Leader uses form to register girls online through eBiz. If parent/guardian is registering her/his own child through eBiz, a copy of this form is forwarded to the leader.
- Registration fees cover Girl Scout Insurance.

Adult Registration Form –

- Adults need to be registered before participating in Girl Scout Activities
- Adult completes yearly for themselves.
- Leader uses form to register adults online through eBiz. If adult is registering her/himself through eBiz, a copy of this for is forwarded to the leader.
- Registration fees cover Girl Scout Insurance.

Health History and Automobile Information Form –

- Parent/Guardian completes yearly for their daughter.
- Form accompanies each girl at every meeting and when activities take place outside of the scheduled meeting place.
- Used in the event a girl requires medical treatment while participating in Girl Scout activities.

Parent Permission Form –

- Needed for any activity that takes place outside the normal meeting time and place, even if parent/guardian is attending the activity.
- Gives details of the activity and obtains permission from the parent/guardian for the girl to attend the activity.
- Day trips
 - Service Unit Manager or designee is NOTIFIED of day trips. Submit at least 2 weeks prior.
 - Notification is needed for insurance to be in effect.
- Overnight trips
 - Service Unit Manager or designee APPROVES overnight trips.
 - Approval is needed at least 4 weeks prior to overnight.
- When reviewing parent permission forms
 - Is the activity age appropriate and program related
 - Who are the adults attending
 - Is the emergency contact person listed and is someone other than the adults attending the activity; needs to be a person who is not attending the activity and will be home the entire time
 - Is a first aider needed; if so, is someone listed
 - If information is missing or you have questions, call the leader
- When approving parent permission forms – follow the review process above
 - Is the activity age appropriate, program related, and are the girls ready
 - Have the adults going taken the appropriate training
 - Leaders need to give you the permission form for approval, prior to giving to parents
 - Once activity is approved, give the leader the okay to give the parents the permission form

Fall Product and Cookie Program Parent/Guardian Permission & Responsibility Agreement –

- Parent/Guardian signs at the time of registering their daughter
- Gives permission for the girl to participate in the council sponsored product programs

Financial Forms–

- Troop leaders need to keep receipts, record all money collected/spent
- Additional money earning requires approval and participation in both council sponsored product programs
- Troop Dues Record Form – Record dues money collected
- Debit-Cash Receipt Form – Record purchases made with the troop debit card or cash.
- Payment Request Form – Request a check reimbursement for a purchase for the troop
- Deposit Record Form – Record deposit categories and amounts
- Financial Ledger – Excel, Quicken, or hand written. Regardless of the type of ledger used the income and expense categories should match those on the Mid-Year and Year-End Finance Reports and be used to keep accurate and up to date records.
- Mid-Year and Year-End Finance Reports –Filed electronically in January/June

OTHER TROOP FORMS

Behavior Contract For Girl Scout Families – Use to have girls and parents agree to troop rules and procedures

Sensitive Issues Form – For parents/guardians to sign when troop will be discussing sensitive issues

Troop Roster – For parents/guardians to be able to communicate with each other; emergency contact for an activity needs a roster to know who will be attending

Attendance Record – Record attendance at troop meetings and events

Troop Driver Form – Record troop driver vehicle/insurance information

Over-the-Counter (OTC) Form – Parents give consent for their child to use common over the counter medications

Accident/Incident Report – Complete in case of an accident

CONSULTANT FORMS

Consultant Activity Form – Use this form to record permission slips and other items as needed

Consultant Contact Journal – Record information when communicating with leader



Girl Membership

Join the global network of 3.2 million Girl Scouts
Membership Year through 9/30/20_____

Service Unit/Team: _____ Group/Troop: _____

PATHWAY OF ENTRY: Camp Event Series Travel Troop Virtual

Check one: New Member Renewing Member GSUSA ID (if known) _____

GIRL INFORMATION

Name: First _____ Middle _____ Last _____

Address _____ Apartment _____
()

City _____ State / Zip Code _____ Girl Home Phone _____
()

Girl Cell Phone (only if 13 and older) _____ Girl E-Mail Address (only if 13 or older) _____ **I wish to opt in:** Texts E-mails

Girl Scouts respects and welcomes people from all backgrounds and abilities. By completing the following information (as defined by the US Census), you ensure support and funding for girls in your community. Hispanic/Latina is defined as an ethnicity, not a race, therefore is reported separately. This information is used for statistical purposes only.

Date of birth: (mm/dd/yyyy) ____ / ____ / ____ **# of years as a Girl Scout:** _____ **School grade in Fall 2013:** _____

Name of school: _____

<p>Custodial care:</p> <input type="radio"/> Both Parents <input type="radio"/> Mother/Guardian Only <input type="radio"/> Father/Guardian Only <input type="radio"/> Other _____	<p>She is: (check all that apply)</p> <input type="radio"/> American Indian or Alaskan Native <input type="radio"/> Asian <input type="radio"/> Black or African American <input type="radio"/> Hawaiian or Pacific Islander <input type="radio"/> White <input type="radio"/> Other (please specify) _____ <input type="radio"/> I choose not to share at this time	<p>She is Hispanic or Latina:</p> <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I choose not to share at this time	<p>Household income:</p> <input type="radio"/> \$0-\$14,999 <input type="radio"/> \$15,000-\$34,999 <input type="radio"/> \$35,000-\$49,999 <input type="radio"/> \$50,000-\$74,999 <input type="radio"/> \$75,000-\$99,999 <input type="radio"/> \$100,000 or more <input type="radio"/> I choose not to share at this time
---	---	--	---

Address is same as girl

Parent/Guardian (1) First Name _____ Middle _____ Last _____

Address _____

Employer _____ Occupation _____
() ()

Home Phone _____ Business Phone _____
()

Cell Phone _____ E-mail Address _____ **I wish to opt in:** Texts E-mails

Address is same as girl

Parent/Guardian (2) First Name _____ Middle _____ Last _____

Address _____

Employer _____ Occupation _____
() ()

Home Phone _____ Business Phone _____
()

Cell Phone _____ E-mail Address _____ **I wish to opt in:** Texts E-mails

Media Permission
When participating in Girl Scout activities I may be photographed for print, videotaped, or electronically imaged. Images may be used in promotional materials, news releases, and other published formats for either the local Girl Scout Councils or Girl Scouts of the USA. The images will be the sole property of either the local Girl Scout Council or Girl Scouts of the USA.

I wish to opt out at this time.

The Girl Scout Law
I will do my best to be honest and fair, friendly and helpful, considerate and caring, courageous and strong, and responsible for what I say and do, and to respect myself and others, respect authority, use resources wisely, make the world a better place, and be a sister to every Girl Scout.

The Girl Scout Promise
*On my honor, I will try:
To serve God and my country,
To help people at all times,
And to live by the Girl Scout Law.*

When making the GS Promise, individual members may substitute wording appropriate to their own spiritual beliefs for the word "God."

I/We acknowledge that the registrant will accept and abide by the Girl Scout Promise and Law. The registrant has permission to join Girl Scouts.

Signature of Parent/Guardian Date

Signature of Parent/Guardian Date

GIRL SCOUT MISSION
Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.

FUN WAYS TO PARTICIPATE:
(check all that interest you)

- Camp:** Connect with nature. Choose a camp by day or overnight.
- Events:** Focus on half or full day events to share your passions.
- Series:** Explore your interests over a few sessions in a way that fits your schedule.
- Travel:** Pack your bags. Travel across town or around the world!
- Troop:** Have fun on a regular basis with your Girl Scout sisters.
- Virtual:** Interact virtually with Girl Scouts everywhere.

YES! I would like to make a donation today that directly benefits girls in our area. Enclosed is my tax-deductible donation in the amount of: (check one)

\$500 \$250 \$150
 \$100 \$50 \$25
 Other \$ _____

PAYMENT INFORMATION:

Membership Fee: \$ 15

Donation: \$ _____

Total Attached: \$ _____

Cash Check*
 Amex Discover
 Visa MasterCard
 Other _____

Name on Credit Card _____

Credit Card # _____

Expiration Date _____

Signature _____

Date _____

**Make checks payable to Girl Scouts*

THANK YOU FOR SUPPORTING GIRL SCOUTS!
Learn more about Girl Scouts at www.girlscouts.org.

Return this registration form, along with GSUSA membership fees to your local council. Fees are non-refundable or transferable to another person.



Adult Membership

Join the global network of 3.2 million Girl Scouts
Membership Year through 9/30/20_____

Service Unit/Team: _____ Group/Troop: _____
PATHWAY OF ENTRY: Camp Event Series Travel Troop Virtual

Check one: New Member Renewing Member Lifetime Member GSUSA ID (if known) _____

CONTACT INFORMATION

Title or salutation: Mrs. Ms. Miss Mr. Dr. Other: _____

Name: First _____ Middle _____ Last _____

Address _____ Apartment _____

City _____ State _____ Zip Code _____

Home Phone _____ Business Phone _____

Cell Phone _____ E-mail Address _____ **I wish to opt in:** Texts E-mails

Employer _____ Title/Occupation _____

Girl Scouts respects and welcomes people from all backgrounds and abilities. By completing the following information (as defined by the US Census), you ensure support and funding for girls in your community. Hispanic/Latina is defined as an ethnicity, not a race, therefore reported separately. This information is used for statistical purposes only.

DEMOGRAPHICS

Gender:
 Female
 Male

Highest education: (check one)
 Some High School
 High School
 Some College
 Associate Degree
 Bachelor Degree
 Postgraduate Degree

of years in Girl Scouting:
 as a girl: _____
 as an adult: _____

I am: (check all that apply)
 American Indian or Alaskan Native
 Asian
 Black or African American
 Hawaiian or Pacific Islander
 White
 Other (please specify) _____
 I choose not to share at this time

Date of birth: _____ / _____ / _____
 mm dd yyyy

I am Hispanic or Latina:
 Yes
 No
 I choose not to share at this time

Age range:
 18-29 30-49 50 and up

Household income:
 \$0-\$14,999
 \$15,000-\$34,999
 \$35,000-\$49,999
 \$50,000-\$74,999
 \$75,000-\$99,999
 \$100,000 or more
 I choose not to share at this time

PARTICIPATION

I will be participating in Girl Scouting as: (check all that apply)
 Volunteer—I am/will be volunteering for Girl Scouts
 Parent/Family—I am a parent/guardian/family member of a Girl Scout
 Girl Scout Alumnae—I was a Girl Scout, either as a girl, adult or both

As a volunteer, I would like to participate in the following role(s):
 01—Advisor or Leader for a Group/Troop # _____
 02—Assistant Advisor or Leader for a Group/Troop Advisor/Leader
 03—Support Volunteer for a Group/Troop
 11—Service Team or Unit Volunteer
 12—Learning Facilitator
 Other (specify) _____

Representing Group(s)/Troop(s)/Service Unit Numbers:

#	#	#
_____	_____	_____
_____	_____	_____
_____	_____	_____
SU	SU	SU

GET INVOLVED

PARTICIPATE WITH GIRLS DIRECTLY: (check all that interest you)
 Camp: Help girls connect with nature during day or overnight camp.
 Events: Share your passions during half or full day events.
 Series: Share your interests in a way that fits your schedule
 Travel: Expand girls' horizons. Travel with girls across town or around the world!
 Troop: Inspire and develop a group of girls on a regular basis.
 Virtual: Interact virtually with Girl Scouts everywhere.

GET INVOLVED "BEHIND-THE-SCENES": (check all that interest you)
 Administrative: Manage, support and recognize volunteers in your community
 Council Committees: Assist in council-wide Girl Scouts operations
 Learning Facilitator: Coordinate learning opportunities
 Fund Development: Promote and advance the Girl Scout movement through family and corporate donations

ACCEPTANCE

Media Permission
 When participating in Girl Scout activities I may be photographed for print, videotaped, or electronically imaged. Images may be used in promotional materials, news releases, and other published formats for either the local Girl Scout Councils or Girl Scouts of the USA. The images will be the sole property of either the local Girl Scout Council or Girl Scouts of the USA.

I wish to opt out at this time.

The Girl Scout Law
I will do my best to be honest and fair, friendly and helpful, considerate and caring, courageous and strong, and responsible for what I say and do, and to respect myself and others, respect authority, use resources wisely, make the world a better place, and be a sister to every Girl Scout.

The Girl Scout Promise
*On my honor, I will try:
 To serve God and my country,
 To help people at all times,
 And to live by the Girl Scout Law.*

When making the Girl Scout Promise, individual members may substitute wording appropriate to their own spiritual beliefs for the word "God."

I accept and abide by the Girl Scout Promise and Law:

Signature _____ Date _____

GIRL SCOUT MISSION
 Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.

MEMBERSHIP OPTIONS:

Annual Membership
 Annual fee: \$15

Lifetime Membership
 (including permanent membership card and recognition certificate)
 One time fee of \$375: Adults 18 years of age or older
 One time fee of \$195: Girl Scout Ambassadors graduating from High School in this membership year in the month of: _____ (please submit by Sept. 1st of graduating year)

YES! I would also like to make a donation today that directly benefits girls in our area. Enclosed is my tax-deductible donation in the amount of: (check one)
 \$500 \$250 \$150
 \$100 \$50 \$25
 Other: \$ _____

PAYMENT INFORMATION:

Membership Fee: \$ 15

Annual Membership: \$ _____

Lifetime Membership: \$ _____

Donation: \$ _____

Total Attached: \$ _____

Cash Check*
 Amex Discover
 Visa MasterCard
 Other _____

Name on Credit Card _____
 Credit Card # _____
 Expiration Date _____
 Signature _____
 Date _____

*Make checks payable to Girl Scouts

THANK YOU FOR SUPPORTING GIRL SCOUTS!
 Learn more about Girl Scouts at www.girlscouts.org.
 Return this registration form, along with GSUSA annual membership fee or applicable Lifetime fee to your local council. Fees are non-refundable or transferable to another person.



HEALTH HISTORY & AUTOMOBILE INFORMATION

2015-2016

This form must be completed by parent(s) of each registering Girl Scout (please print).

Girl's Name: First _____ Middle _____ Last _____

Date of Birth _____ Group/Troop # _____

Mother/Guardian Name _____ Signature _____

Address _____ City _____ State _____ Zip Code _____
 () ()

Telephone _____ Cell Phone _____

Father/Guardian Name _____ Signature _____

Address _____ City _____ State _____ Zip Code _____
 () ()

Telephone _____ Cell Phone _____

Non-Parent Emergency Contact Name _____
 () ()

Telephone _____ Cell Phone _____

Girl Health History Information

Medical Insurance Carrier _____ Policy # _____

Is your daughter's immunization record up-to-date? Yes No Date of last tetanus shot: _____

Check all that apply: Motion Sickness Nosebleeds Sleep Disturbances Fainting Bed Wetting
 Contact Lenses ADD/ADHD Emotional Disturbances Other _____

Please list any allergies (penicillin, food, etc.): _____

Please list any additional medical/physical/emotional condition of which the leader should be aware (i.e. chronic condition, disabilities, behavioral problems, medications, etc.): _____

NOTE: All medication must be in original container, with girl's name, dosage and frequency clearly printed on the label.

Automobile Information

Any person being transported in a private vehicle shall have their own safety belt properly fastened around them. All vehicles shall be covered by no less than the minimum amount of vehicle liability insurance as required by the State of California. The driver must be an adult with a driver's license valid for the type of vehicle being driven.

- I have and will maintain current automobile insurance coverage as required by law and can provide proof upon request.
- I/we hereby give permission for our Girl Scout to ride in a vehicle driven by a licensed adult driver, or a minor licensed driver, in an emergency, in a vehicle that has at least minimum liability insurance as required by the state of California, for all Girl Scout activities.

Council Policies and Procedures

- The undersigned do hereby authorize the officers, leaders or agents of Girl Scouts of Greater Los Angeles, to consent to any x-ray examination, anesthetic, medical or surgical treatment and hospital care to be rendered to said minor under the general or special supervision and upon the advice of a physician or surgeon licensed under the provisions of the Medical Practice Act, or to consent to any x-ray examination, anesthetic, dental or surgical diagnosis or treatment and hospital care rendered to said minor by a dentist licensed under the provisions of the Dental Practice Act. It is further understood that permission is hereby granted to the officers, leaders or agents of Girl Scouts of Greater Los Angeles to obtain and administer such medical aid or assistance as might, in their judgment, be required for the immediate care of your daughter. In the event of such help, Girl Scouts of Greater Los Angeles, its officers, leaders and agents will not be held liable for any first aid treatment or hospital care rendered drugs, medicine or surgical procedures performed pursuant to this consent. This consent supersedes all prior authorization.
- If you do not consent to the care or treatment set forth herein, describe in detail what is or is not allowed/permitted and sign below:

Signature of Parent/Guardian

Date



GSGLA PARENT PERMISSION FORM

www.girlscoutsLA.org
EMERGENCY: (877) 423-4752

This form is REQUIRED for EVERY activity or trip,
for EACH girl, whether parents attend or not.

TOP portion is for parent information to keep. BOTTOM portion to be returned signed to Leader.

- Troop Meetings (One form yearly) Product Sales Boothing (One form yearly)
- Troop/Group Activity other than regular meeting time and location (SUM or designee notification recommended) For troop/group meetings at a different location but at the same time, advance written parent notification ONLY is required; permission form is not needed.
- Overnight Activities (SUM or designee approval required 4 weeks prior to activities)
- Extended/International Travel (attach required forms)

Activity Information

Date: _____ Time: _____ Mode of transportation (walk, van, train, etc.): _____
 Destination Address: _____ City: _____ State: _____ Zip: _____
 Drop Off Location: _____ Time: _____ Pick up Location: _____ Time: _____
 Activity Description: _____
 Troop/Group Pays: _____ Family Pays: _____ Purpose of Fee: _____
 Please Bring: _____

Troop Information Required

Troop/Group #: _____ Level(s): D B J C S A Service Unit: _____

Name of Leader or Adult in charge	Phone	E-mail Address
-----------------------------------	-------	----------------

Name of second Adult in charge	Phone	E-mail Address
--------------------------------	-------	----------------

Emergency Contact Person for this activity (Adult who is not attending event/activity)	Emergency Contact Phone
--	-------------------------

Name of Certified First Aid/CPR/AED trained Adult (attending)	Certification Expiration Date
---	-------------------------------

Check ONLY requirements needed for this activity: GS training (Please indicate date training was taken)

- Indoor Overnight: Name of Trained adult attending: _____ Date: _____
- Camping Skills: Name of Trained adult attending: _____ Date: _____
- Domestic Troop Travel: Name of Trained adult attending: _____ Date: _____
- International Travel: Name of Trained adult attending: _____ Date: _____

Other special adult training or certification needed (lifeguards, etc) Provide info:

Specialty: _____ Name of Certified Specialist: _____ Certificate Exp.: _____

- Additional Insurance Obtained The Leader has obtained Health Histories and Over the Counter information prior Activity.
- I have reviewed Girl Scout procedures for this activity and agree to comply with GSGLA Volunteer Essentials and Safety Activity Checkpoints.

Signature of Leader or Adult in charge during Activity	Date
--	------

Signature of SUM or Designee (required for Overnight Activities ONLY)	Date Approved/Reviewed
---	------------------------

✕ ✕ ✕ ✕ ✕ ✕ ✕ ✕ ✕ ✕ ✕ ✕ ✕ ✕ ✕ ✕ ✕ ✕ ✕ ✕

Parent/guardian, please complete, sign and return this bottom portion only to Leader

Activity description: _____

- My child _____ has my permission to participate with this Troop/Group in the above activity on this date and time. During the activity, I can be reached at: Phone: _____ Alternate Phone: _____

Name of alternate contact person (If I cannot be reached)	Phone	Alternate Phone
---	-------	-----------------

- My daughter cannot participate in: _____
- My child is in good health. If she has a known complicating medical problem or has had an operation, serious illness, or convulsive disorder since her last health examination, I understand that written permission from a doctor must accompany this form for my daughter to participate in water sports, horseback riding, skiing, hiking, sports, and other physically demanding activities.
- I have discussed appropriate behavior with my daughter. Also, I will make sure she does not participate if not feeling well.

Signature of Parent/Guardian	Date
------------------------------	------



Girl Scouts of Greater Los Angeles
2015 FALL PRODUCT AND 2016 COOKIE PROGRAMS
Parent/Guardian Permission & Responsibility Agreement

801 S. Grand Ave, Ste 300, Los Angeles CA 90017 T (213) 213-0123 www.girlscoutsLA.org

My Girl Scout _____, a member of Troop _____, has my permission to participate in the 2015 Fall Product Program and 2016 Cookie Program. I will see that she honors any and all rules and procedures as set by Girl Scouts of Greater Los Angeles (GSGLA) and that she has adult supervision and guidance. My signature below indicates agreement with all 12 items listed below.

- 1) My daughter must be officially registered with Girl Scouts of the USA in order to participate.
- 2) I accept personal financial responsibility for all product received and monies collected as payment from customers.
- 3) I understand that the 2015 Fall Product Program and 2016 Cookie Program proceeds are Troop & Council property and that "[t]he income from product sales does not become the property of individual girl members." (*Volunteer Essentials, Chapter 5.*)
- 4) I agree that all money collected must be given to my Girl Scout's Troop by the Council-set deadlines or any earned recognition items will be withheld until GSGLA receives the outstanding balance.
- 5) If my account is delinquent and not brought current prior to the expiration of ticketed or time-sensitive recognition items, GSGLA will not be obligated to reissue, replace, substitute, or refund the value of said recognitions.
- 6) GSGLA reserves the right to seek the services of a collection agency and/or pursue legal action for delinquent accounts.
- 7) GSGLA reserves the right to substitute recognition items of equal or greater value with or without notice and that recognition items in the form of tickets are valid only on the date printed on the tickets. The recognition items are non-transferable and not redeemable for cash; GSGLA will not be responsible for lost, stolen or damaged tickets or cards.
- 8) Any Girl Scout found to be selling before the official start dates, or through prohibited methods, will not receive recognition items or credit for those orders.
- 9) Unsold product cannot be returned to council offices or any council cupboard. Exchanges of product are permitted only during the designated days and locations, and done by or with the knowledge of the troop's product program chair or troop leader.
- 10) Adults serve in a supporting role for girls and should not assume sole responsibility for sales.
- 11) Girls or their families may not engage in selling on the Internet. Girls can use e-mail as a marketing tool to let family, friends and former customers know about the programs (*Volunteer Essentials, Chapter 5.*) and can use the online tools provided by and through the council and the product vendors.
- 12) THE COOKIE CLUB is a password protected goal-setting Web site for girls and their families to learn about safety rules, goal-setting, selling tips, and how to track progress in the Cookie Program. I will supervise my girl's use. To learn more with your girl, visit www.littlebrownie.com.

***** Please turn this form in to your Troop Leader with your registration. *****

Parent/Guardian Name (print)

E-mail Address (print)

Home Address

City, Zip

Home Phone

Cell Phone

Signature

Date

Rev. 3/16/15

Troop/Service Unit #:

Troop/Service Unit Finance Ledger

Income

	Membership Registration Received	Jubilee Low WF Fund Received	Troop/Group Dues	Cookie Program	Full Products	Family Partnership Received	ADFL's collected (camping, events), Earnings	Other
1	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
2	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
3	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
6	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
7	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
11	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
12	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
13	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
14	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
15	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
16	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
17	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
18	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
19	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
20	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
21	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
22	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
23	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
24	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
25	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
26	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
27	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
28	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
29	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
30	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
31	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
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48	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
49	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

As of 6/18/2015

Troop/Service Unit #:

Troop/Service Unit Finance Ledger

Expenses

	Membership Registration Paid	Jubilee Low WF Fund Paid	Family Partnership Paid	Equipment	Program Activities	Service Projects	Program Supplies	Other Expenses	Cookie Paid	Full Products Paid	Bank Statement (Date)
1	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
2	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
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4	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
5	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
6	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
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28	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
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42	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
43	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
44	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
45	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
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As of 6/18/2015



TROOP/GROUP FINANCE REPORT

MBR001
Revised 1/5/15

Mid-Year Report June 1 - Dec 31 Year-End Report January 1 - May 31 Troop Disband Report Previous Report Date to Closing Date

BANK ACCOUNT INFORMATION - Use "Tab" key to advance to next blank space.

SU # _____ Troop # _____ Total # of Girls _____ Membership Year _____
Troop Level: _____ Daisy _____ Brownie _____ Junior _____ Cadette _____ Senior _____ Ambassador _____
Bank Name/Branch: _____ Account #:

Attach ALL bank statements for reporting period.

Authorized Signers - Minimum of 3 non-related adults required. Please print:

1. _____
2. _____
3. _____
4. _____

NOTE: The account must be in the name: **Girl Scouts of Greater Los Angeles, Troop XXXXX** (replace the "X"s with your Troop number).

TROOP FUNDS - Use "Tab" key to advance to next blank space.

A. BEGINNING BALANCE
Checking Acct \$ 0.00 + Checking Acct #2 \$ 0.00 = \$ 0.00 **Notes**

INCOME

Membership Registration Dues	\$0.00
Juliette Low World Friendship Fund	\$0.00
Troop/Group Dues	\$0.00
Cookie Program <u>NET</u> proceeds (deposits-debits = net)	\$0.00
Fall Products <u>NET</u> proceeds (deposits-debits = net)	\$0.00
Family Partnership - Troop/group Credit	\$0.00
Additional money collected (trips, camping, events, etc.)	\$0.00
Other money earning projects <u>NET</u> proceeds (deposits-debits = net)	\$0.00
Other contributions or donation (Sponsorship, family, product sales, etc.)	\$0.00
B. TOTAL INCOME	\$0.00

C. TOTAL MONEY AVAILABLE (A+B)

EXPENSES

Membership Registration Dues	\$0.00
Juliette Low World Friendship Fund	\$0.00
Family Partnership - Troop/group Credit	\$0.00
Equipment (non-consumable assets, i.e. flags, books, etc.)	\$0.00
Program Activities (trips, workshops, parties, etc.)	\$0.00
Service Projects	\$0.00
Program supplies (crafts, badges, patches, pins, etc.)	\$0.00
Other expenses (bank fees, insurance, uniforms, etc.)	\$0.00
D. TOTAL EXPENSES	\$0.00

E. ENDING BALANCE (C-D)

Checking Acct balance on May Statement (should match ending balance) _____
Balance is to be used for: _____

Signature of Troop Leader / Date _____ Signature of Troop Treasurer / Date _____ Signature of Service Unit Manager / Date _____
Submit electronic copy to <https://www.gslavolunteerapps.org/gslafinancereportsubmittal/> January 15th & June 15th. Thank you!



BEHAVIOR CONTRACT FOR GIRL SCOUT FAMILIES

We the girls, parent/guardians, and Girl Scout troop leaders of Girl Scout troop _____ united by the belief in the Girl Scout Promise and Law, do hereby agree to the following:

Girl members of Girl Scout troop _____ are expected to:

- Live by the Girl Scout Promise and Law.
- Attend and actively participate in Girl Scout troop meetings.
- Bring dues, required paperwork and other items needed for our Girl Scout troop meetings or other Girl Scout activities as requested.
- Follow our Girl Scout troop's behavior management plan.

Parent/Guardians are expected to:

- Support their Girl Scout's active involvement in the troop by ensuring the Girl Scout attends troop meetings; arrives and is picked-up on time.
- Read any and all communication from the Girl Scout Troop Leader and the Girl Scout Service Unit; contact the appropriate adult volunteer for clarification if needed.
- Communicate with your Girl Scout Troop Leader if your Girl Scout is unable to attend meetings or other Girl Scout functions.
- Ensure your Girl Scout has the needed items (paperwork, permission slips, dues, snack, program materials) as requested by the Girl Scout troop leader for all Girl Scout activities.
- Support the Girl Scout troop behavior management plan for the girls in the troop
- Be a role-model for all Girl Scouts.

Girl Scout Troop Leaders are expected to:

- Live by the Girl Scout Promise and Law.
- Take training for the position held.
- Celebrate diversity.
- Be a positive role model for all Girl Scouts.
- Follow the published Girl Scout calendar for the troop.
- Communicate with Girl Scout families in a timely manner.
- Attend or send a Girl Scout troop representative to the monthly Girl Scout Service Unit leader meetings.
- Support the Girl Scout families through consistent application of the Girl Scout troop behavior management plan.

Signatures:

Girl Scout

Girl Scout Parent/Guardian

Girl Scout Troop Leader



Parent Permission for Sensitive Issues

Sensitive Issues Description

For all planned programs discussing sensitive issues within the troop, there will be a parental/guardian permission slip sent home explaining the details of the content of the program and qualifications of the experts presenting. If a girl or her parent/guardian wishes to opt-out of a discussion or presentation, the leader/advisor will acknowledge the girl's right and parent/guardian wishes to opt-out of a discussion or presentation, the leader/advisor will acknowledge the girl's right and be sensitive to her feelings. If the activity is being done to fulfill recognition requirement, the leader/advisor and girl should discuss an alternate activity that can be done to allow the completion of the requirement.

Many topics are often brought up in a very casual manner while on the way to or at a Girl Scout activity. By obtaining your permission to discuss these types of sensitive topics with your daughter (only when her or another girl begins a discussion) you will be allowing a healthy interaction. A trained leader/advisor may need to answer questions or facilitate conversations as they arise informally. In all cases, the leader/advisor will follow GSUSA and GSGLA guidelines, policies, and standards. This guideline affirms the responsibility of all adults to foster an environment of trust, be sensitive to differing attitudes and strong emotions, ensure age-appropriateness of material and be non-judgmental.

If the leader/advisor feels that immediate parent/guardian intervention is needed for the safety and well-being of your daughter, you will be personally advised of the discussion and topic and contents. If the leader/advisor feels that it was a discussion of general knowledge, you will be notified that a discussion has taken place on a topic, but not of the specific conversation or its participants.

Troop # _____ Leader/Advisor's Name _____ Phone (____) _____

Parent Permission (return to troop leader/advisor)

As a parent/guardian we want and ask for your input. Please, initial or add any topic you do NOT want leaders/advisors to discuss with your daughter.

_____ Political Issues _____ Sexuality _____ Abuse (Child or Substance)

_____ Religion

Other topics _____

Other than topics marked or added, by me, above, my daughter, _____, has my permission to participate in sensitive issues discussions and informal conversations within the troop setting at any time a topic arises during the current Girl Scout year. I understand that I will be notified of general topics, so I can further the conversation at home with my daughter. If an intervention is needed for her personal safety, I will be contacted personally by the leader/advisor. I understand my daughter, the girls of her troop and the leaders/advisors are building a safe environment which is built upon trust.

Parent/Guardian Name _____ Date _____

Parent/Guardian Signature _____ Date _____

Revised: September 6, 2012



TROOP ROSTER

Troop # _____

Leader: _____ Email: _____ Phone: _____

Leader: _____ Email: _____ Phone: _____

Leader: _____ Email: _____ Phone: _____

GIRLS:

Name	Parent	Email	Phone	Address
1	_____	_____	_____	_____
2	_____	_____	_____	_____
3	_____	_____	_____	_____
4	_____	_____	_____	_____
5	_____	_____	_____	_____
6	_____	_____	_____	_____
7	_____	_____	_____	_____
8	_____	_____	_____	_____
9	_____	_____	_____	_____
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14	_____	_____	_____	_____
15	_____	_____	_____	_____
16	_____	_____	_____	_____
17	_____	_____	_____	_____
18	_____	_____	_____	_____
19	_____	_____	_____	_____
20	_____	_____	_____	_____



Troop/Group Attendance/Dues Record

This record is kept by the troop leader, group coordinator, or by a troop/group member.
You may duplicate this form if you need more space due to size of troop or number of meeting.

Meeting Type Key:
Troop Meeting
Field Trip
Other

Troop Number: _____ Grade Level: _____ Membership Year: _____



Meeting Dates:												
Meeting Type:												
Names	Dues	Attend	Dues	Attend	Dues	Attend	Dues	Attend	Dues	Attend	Dues	Attend
1.												
2.												
3.												
4.												
5.												
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19.												
20.												
21.												
22.												



Troop Driver Information

Note: Leader should provide a copy of the *Guidelines for Drivers* below to all drivers

Driver Information:

Full Name _____ Telephone _____

Drivers License Number _____ Expiration Date _____

Year and Make of Car _____ License Plate # _____ No. of Passenger Seatbelts _____

Name of Insurance Co. _____ Policy # _____ Expiration Date _____

I understand that my own automobile insurance is primary and the Girl Scouts of Greater Los Angeles does not provide any additional coverage for my automobile. I understand Activity Accident insurance coverage (Plan 1) provides coverage through GSUSA's group policy with Mutual of Omaha for the registered Girl Scout Members. Additionally, I have read the guidelines below and agree to adhere to them during all Girl Scout Events and Trips.

Signature: _____ Date _____

For Troop Leader Use

Current	Date	Initials
<input type="checkbox"/>	_____	_____
<input type="checkbox"/>	_____	_____
<input type="checkbox"/>	_____	_____
<input type="checkbox"/>	_____	_____
<input type="checkbox"/>	_____	_____
<input type="checkbox"/>	_____	_____
<input type="checkbox"/>	_____	_____

All vehicles shall be covered by no less than the minimum amount of vehicle liability insurance as required by the State of California. The driver must be an adult (21 years of age) with a driver's license valid for the type of vehicle being driven.

Note: All Drivers of planned Girl Scout field trips and other activities- outside the normal time and place- in which a group will be transported in private vehicles must be a registered Girl Scout and have completed the volunteer screening process.

Guidelines for Drivers:

Every driver for Girl Scout activities must be a cleared adult volunteer with a good driving record, a valid driver's license, and a registered/insured vehicle.

Girl Scouts like to take trips and adults who drive them should have a good time too! You'll enjoy your turn at driving, and the parents of the girls will be comfortable about having their girls ride with you, knowing you will follow these guidelines carefully:

- Be sure your car is in safe condition-- with good brakes and tires (including the spare), lights, signals, windshield wipers, horn, and fluid levels; and that you have enough gasoline. Vehicles should also carry a first aid kit, directions, a road map, and a flashlight.
- The Troop Leader is ultimately responsible for the safety of girls. A driver needs to be prepared to show proof of insurance, car registration, and driver's license.
- Never transport girls in a flatbed or panel truck, in the bed of a pickup, or in a camper-trailer.
- All drivers must comply with California requirements for age and weight, as well as the use of infant/child safety seats. All vehicles must have one seat belt for each passenger, and the seat belts must be used. Drivers should always set the example by wearing their seat belt and insisting that their passengers do the same. Keep girls under 12 in the back seats.
- Passenger vans used to carry Girl Scouts should be designed to carry 12 passengers or less. If a volunteer plans to use a 12 passenger van for Council business, each driver is required to view a safety video produced by Travelers. A link and/or CD-Rom can be provided by program staff prior to each trip.
- Follow the established rules of the road in your state (following the speed limit, keeping a two-car length between you and the car ahead of you, not talking or texting on a cell phone or other electronic device, etc.)
- Avoid driving for extended periods at night, when tired, or when taking medications that make you drowsy. Additionally, plan rest stops every few hours. If driving with others, prearrange stopping places along the way. When planning longer trips, arrange for relief drivers.
- The use, distribution, or possession of illegal drugs or alcoholic beverages is not permitted at Girl Scout events or activities where minor girls are the focus of the event, i.e. troop meetings, outings, or activities, camps, council programs, etc.
- As role models to Girl Scouts, leaders and volunteers are prohibited from smoking at Girl Scout events or activities where minor girls are the focus of the event, i.e. troop meetings, outings, or activities, camps, council programs, etc.
- Leaders will provide drivers with:
 - A complete and current troop roster
 - A copy of the Girl Health History form for ALL girls in attendance
 - Adults attending/staying at the activity should carry the green Adult Emergency & Authorization for Treatment card.
 - A copy of the GSGLA emergency procedures including phone numbers (pink card)
 - A copy of an Accident/Incident report
 - Change for parking meters and pay phone (in case of no cell service)
 - Parent permission forms signed by parents for each girl in attendance
 - Itinerary for the current trip
 - Driving directions for the current trip

Troop Leader Should Retain this form. **Do Not** forward to Council.



Over-the-Counter (OTC) Form

First Aider should customize their troop First Aid Kit to fit the group.

Child's name: _____ AGE _____ WEIGHT _____

Child ALLERGIES: _____ TROOP# _____

Please help us keep your child safe by informing us of what you do not want your daughter to be given and include unmentioned medicines we should avoid.

***All medication must be in its original container with a readable label and clear expiration date.**

MEDICINE NOT to be used: _____

Medication	Dosage according to the mfr. label	Usage	Can be used	Do not use
Acetaminophen, Tylenol	1 or 2 tab 250mg each	minor aches, pains, cramps, fever	YES	NO
Antacid, Tums, Rolaids Under 12 years INITIALS needed: _____	According to label	indigestion, gas	YES	NO
Antihistamine, Benadryl topical & oral, Caladryl/ Calamine lotion	According to label	stings, bites, colds, allergies, itch relief	YES	NO
Burn gel		burn relief	YES	NO
Hand Sanitizer		hand sanitation	YES	NO
Ibuprofen, Advil, Motrin (NON aspirin)	1 or 2 tabs 200mg each	minor aches, pains, cramps, fever	YES	NO
Midol, Pamprin, Aleve	1 or 2 tabs various	minor aches, pains, cramps	YES	NO
Petroleum jelly, Chapstick		dry skin, dry nose	YES	NO
Neosporin foam, wound cleaner	Small dab to area	wound cleaning treatment	YES	NO
Sunscreen PBA FREE, Aloe Vera gel/lotion, Insect Repellent	8 SPF, 15 SPF, 30 SPF, or 50 SPF NON DEET	sun protection, sun burn relief, insect repellent	YES	NO
Throat lozenges / Cough drops	According to label	sore throat	YES	NO
Triple antibiotic/ Polysporin/Neosporin		wound care	YES	NO

I give permission for my daughter (named above) to receive products listed on an as needed basis. I understand that our troop isn't expected to carry all the following items in their First Aid kit _____ (Initials). To the best of my knowledge she is not allergic to any of the items she has been authorized to use. Unless otherwise directed, the medications will be administered as directed by package labeling.

When going on Overnight trips with a group, your child may bring their own OTC medications from home. You must provide written permission to the first aider, for any medications you may send with your child.

Parent Signature _____ **Date** _____

Parent Print Name: _____ Number to reach a parent: _____

Parents are required to fill out a NEW OTC Form if anything changes throughout the year.

RECOGNITIONS

ADULTS

There are many ways to recognize volunteers for their time and dedication. Whether in the form of a simple “thank you” for a small job well done or a formal commendation for years of faithful service in a key position, acknowledgment is a signal to the recipient that she/he is noticed and appreciated.

You can honor any Girl Scout leader, Service Unit Team member or adult volunteer by nominating her/him for an official Service Unit or Council Level Award or by making a special recognition of your own! GSGLA’s Pinterest page has some good ideas for informal recognitions

<https://www.pinterest.com/girlscoutsla/thank-you-volunteers>

Awards may be presented at a special Service Unit ceremony, Girl Scout meeting, or recognition event such as the GSGLA Recognitions Ceremony, held in conjunction with the annual meeting.

It is important to let your leaders, Service Unit Team members, and other volunteers know the information about Service Unit and Council Level awards in a timely manner. Nominations and requests for Council Level awards are due the second Friday in January. Information about the awards is posted on the GSGLA website.

A few of the awards are below.



Volunteer
of Excellence



Thanks
Badge



Platinum
of Service



Appreciation
Pin



Honor
Pin



First Year
Leader Award



Years of
Service

GIRLS

The Bronze, Silver, and Gold Awards are the highest awards a girl can earn as a Girl Scout. These are national awards with significant standards that must be met, representing a girl’s skills, leadership, creativity, values, and efforts contributed to make the world a better place. Requirements for these awards can be found in the Girl’s Guide to Girl Scouting and on the GSGLA website. Girls must rely on GSGLA forms and requirements.

It’s important to let your leaders, Service Unit Team members, and other volunteers know about these awards and recognize the girls who have earned them. Gold Awardees are recognized annually at a Council-wide event; recognitions for Silver and Bronze awardees can be done on a regional, Service Unit, or troop level.



Bronze Award
Juniors



Silver Award
Cadettes



Gold Award
Seniors & Ambassadors

Resources

Sharing your knowledge and experience by answering questions and clarifying information helps leaders become successful in Girl Scouting and gain a sense of pride. Here are some tools to share with the leaders.

GSGLA WEBSITE

There is a wealth of information accessible to all volunteers at a given time on the GSGLA website.—

<http://girlscoutsla.org>

- Adult Learning
- Become a Leader or Volunteer
- Family Partnership
- Forms
- On-line Event Calendar
- Personify/eBiz
- Pixie List – GSGLA classifieds
- Registration Information
- Resource Page
- Safety Activity Checkpoints
- Volunteer Essentials
- Volunteer of The Month

DISCIPLINE APPROACHES

A common problem with girls in a group setting is misbehavior. Leaders ask for guidance on handling behavioral situations. The following are some tips for resolving behavior:

- Work with the girls to create a troop/group agreement – they will better abide by what they help create
 - Girls, depending on age, create the troop/group agreement
 - Include consequences
 - Girls tend to be hard on themselves when creating consequences
 - Be sure all situations are addressed
 - Share troop/group agreement with parents
- Respond consistently
 - Try nonverbal cues to improve behavior
 - Use gentle verbal reminders
 - Redirect to the activity if not responding to the reminder
- Explore the reason for the behavior
 - If for attention: respond with positive choices
 - If for power: give responsibility or choices
 - If for belonging: structure activities to help them feel a part of the group
- Teach positive behaviors
 - Discuss and role play positive behaviors
 - Notice when behaviors are positive
 - Ratio should be 3 positives to 1 negative comment
- If misbehavior continues
 - Remove from the activity
 - Discuss with parent/guardian

WORKING WITH LEADERS AND VOLUNTEERS

One of the most important goals is to set the expectation of leaders/volunteers to be active and engaged participants. Your key responsibility in this area is to work with the leaders/volunteers and to maintain frequent contact. You should also encourage the leaders to develop a troop support committee – parents who have specific, assigned tasks, such as cookie mom, treasurer, program assistant, and driver. It is very important that those relationships are built early on.

Most leaders/volunteers are helpful and supportive and sincerely appreciate your time and effort on behalf of Girl Scouts. And you almost always have the same goal, which is to make Girl Scouting an enriching experience for girls.

Perhaps the most important tip for communicating with leaders/volunteers is to use “I” statements instead of “you” statements. You want to clearly communicate what you observe or need and how they can help.

- “You” statements may make a person feel defensive. Here are examples of “you” statements:
 - “Your daughter just isn’t responsible.”
 - “You’re not doing your share.”
- “I” statements tell someone what you need from her/him. Here are examples of “I” statements:
 - “I’d like to help your daughter learn to take more responsibility.”
 - “I’d really appreciate your help with registration.”

Here are some specific situations:

If a parent/caregiver...	You can say...
Is uninvolved and asks how she can help but seems to have no idea of how to follow through or take leadership of even the smallest activity.	“I do need your help. Here are some written guidelines on how you could help me prepare for our camping trip.”
Constantly talks about all the ways you could make the group better.	“I need your leadership. Project ideas you would like to develop and lead can fit in well with our plan. Could you write out your suggestion so we can see how to fit it into the girls’ program?”
Tells you things like, “Denise’s mother is on welfare, and Denise really doesn’t belong in this group.”	“I appreciate your letting me know. Girl Scouting is for all girls. Denise probably needs our support more than many. I could use your help to teach the girls to be sensitive to others’ feelings.”
Shifts parental responsibilities to you and is so busy with her own life that she allows no time to help.	“I love volunteering for Girl Scouts and want to make a difference. Could you take a few moments from your busy schedule to let me know what you value about what we’re doing, I’d appreciate it. It would keep me going for another year.”

DISPUTE RESOLUTION TECHNIQUES

In your role as service unit team member, you may sometimes be called to mediate a troop conflict. You may be asked to address them as the first-line, or you may work as a team with your service unit manager. Regardless, be sure your service unit manager is kept informed of all issues.

General Considerations:

- Maintain confidentiality at all times. Do not discuss problems among other participants
- Notify the service unit manager and keep her updated on the conflict.
- Handle problems when you are not angry.
- Be sensitive to situations that could become problems and handle them before they get out of hand.
- Use “I” messages as much as possible.
- Gather information and identify key issues without making accusations.
- Focus on what the issues are, not who did what.
- Do not accuse, find fault or call names.
- If the conflict cannot be resolved at the service unit level notify your mission delivery specialist, membership.

Girl Conflicts:

Whenever a group of girls get together, conflicts can occur. Leaders find there are times when getting a group of girls to agree on an activity or trip seems to be an impossible task. The following are some tips for resolving these types of conflicts:

- Girls need to feel secure and accepted by the group. When they do, conflicts occur less often.
- When girls feel accepted, they are more likely to empathize with others and understand a different point of view.
- When girls feel they are actively making decisions and setting the goals for their activities, then they are less likely to jeopardize those activities through misbehavior.

Other types of conflicts:

- Tattling – Once the practice of tattling is established, it can become an ever increasing problem.
 - Discuss with the troop – Why do we tattle? Who are we hurting? Who are we helping? How do you feel when you tattle? How do you feel when someone tattles on you? What are the alternatives?
 - Discuss with the troop – Is Telling always tattling? Ask the girls to indicate if situations are telling or tattling.
- Hurt feelings – Helping girls become sensitive to each other's feelings.
 - Discuss with the troop – Ways we sometimes hurt other people (i.e.: laughing at them, talking behind their backs, not including them in the group).
 - Discuss with the troop – How they would feel if they were on the receiving end of these actions.

When a problem does arise, use one of the following approaches:

- Mediation – a third person just listens without deciding who is right or wrong. Each person gets a chance to tell her story without any interruptions. Then the mediator helps the girls think of several possible solutions to the problem, and help them choose one.
- Time Out – Ask the girls to go to a quiet spot and give them a set time period in which you expect them to return with a solution. If they cannot come up with one, then you might need to appoint a mediator.
- Role Reversal – This is a form of role-playing in which the participants reverse their roles. This can increase empathy and problem-solving skills.
- Contracts – For a continuing problem, help the girls make a contract. Work out a compromise, decide on a solution, and write up a contract the participants sign. Make sure the contract is realistic. Remember, contracts can also always be renegotiated.



How to Create an eBiz Account

Overview

Creating Your eBiz Account

Questions?

Overview

To use the G5GLA online registration system (eBiz), you must first create an online account which allows you to create a Username and Password that you will use to login for all subsequent visits to eBiz.

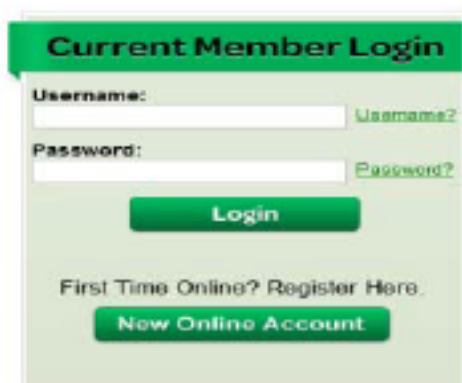
If this is your first time accessing the eBiz system after August 10th 2013, you will need to complete this process even if you have created an account in the past.

As of August 10th, parents of girl members under the age of 18 will no longer need to access their daughter's individual eBiz accounts.

- Adults who are designated as the Guardian 1 for their daughter(s) will have access to the Family Management areas from their own individual accounts. As a Family Manager, Guardian 1's will now have the same access and capabilities that were previously only available to Troop Leaders.
- Designated 01 Troop Leaders will continue to have access to Troop Management.
- Adults who are both Guardian 1's and Troop Leaders will have access to both areas of management.

Creating Your eBiz Account

1. Using a supported browser (Internet Explorer 8,9 & 10, Firefox, Safari or Chrome), access the GSGLA website: www.girlscoutsla.org
2. Scroll to the far right and click on the eBiz tab, click on Log-in. This will open the eBiz webpage.
3. Below you will see the screen; you will see an area title **Current Member Login**. Click on the button that reads **New Online Account**.



Current Member Login

Username: [Username?](#)

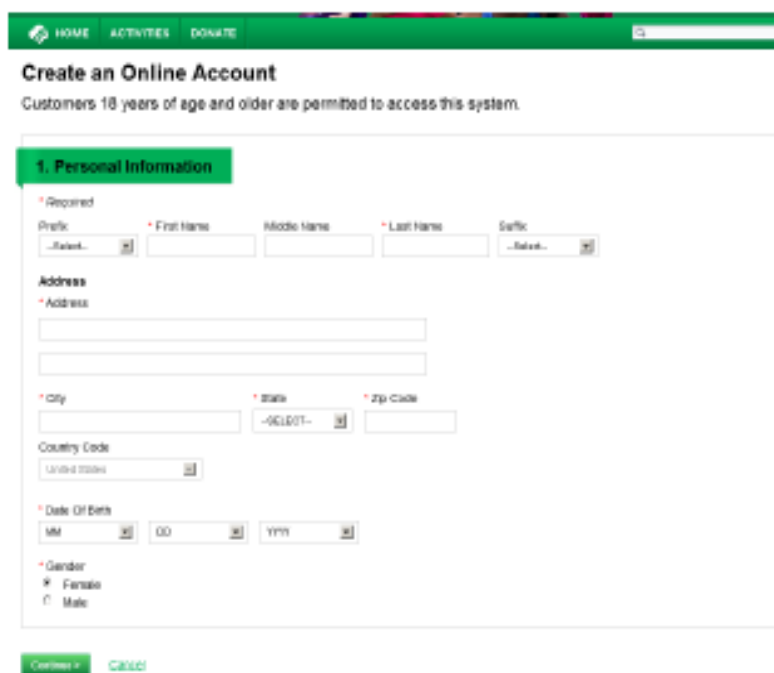
Password: [Password?](#)

Login

First Time Online? Register Here.

New Online Account

4. The screen should show the form below. Fill in all required fields marked with a red asterisk.



HOME ACTIVITIES DONATE

Create an Online Account

Customers 18 years of age and older are permitted to access this system.

1. Personal Information

* Required

Prefix * First Name Middle Name * Last Name Suffix

Address

* Address

* City * State * Zip Code

Country Code

* Date Of Birth

* Gender
 Female
 Male

Continue **Cancel**

5. When you click **Continue** the system will attempt to match the data entered into the form with a record in GSGLA's database. If a match is found and you are able to create a login, you will receive the message below, if so, skip to [step 6](#).



6. If a match is found but there is a complication in creating your login, you will receive the message below:



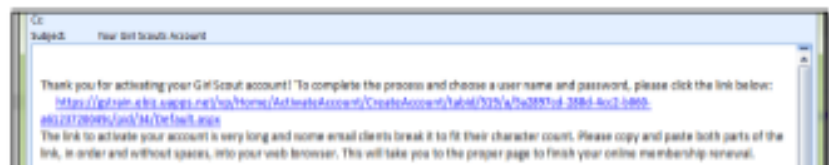
In this case, please email helpdesk@girlscoutsla.org for assistance. A Help Desk staff member will need to research the problem before you can make another attempt creating your account.

7. If you are new to GSGLA or if the system does not identify your information with a record in the system, you will see the below screen:

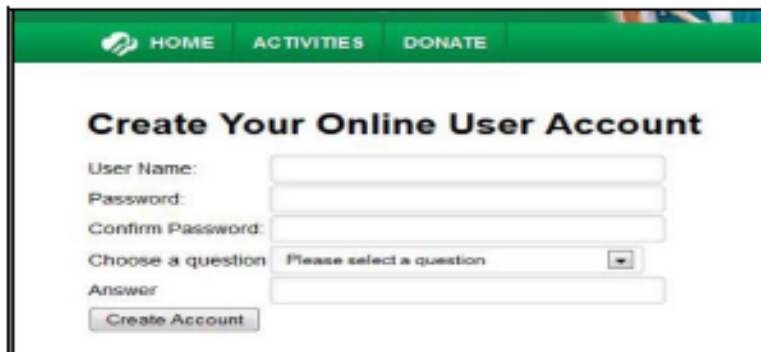
If you are certain that you are a new member who has not previously participated with GSGLA, you can fill out the online form to create a new account.

If you have participated with GSGLA in the past, or if your daughter has been a Girl Scout with GSGLA in previous years, please contact the Help Desk helpdesk@girlscoutsla.org for assistance. A Help Desk member will need to research your account to determine why the system has not recognized you. Please do not continue to create a new account.

8. If you have received the "successful" message in step 5, then the system has sent you an email from noreply@uspps.net that will contain a link for you to access and create your login. Go to your email account to access the email:



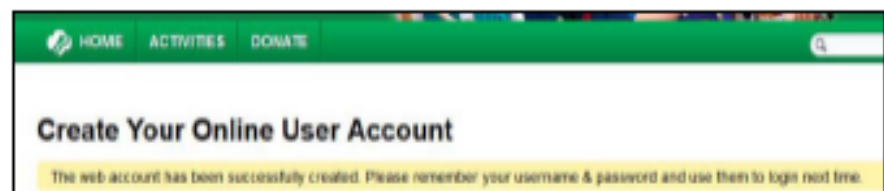
9. Click on the link, or copy the whole link and paste it into your web browser. The below page should load:



The screenshot shows a web page with a green header containing 'HOME', 'ACTIVITIES', and 'DONATE' links. The main heading is 'Create Your Online User Account'. Below the heading are five input fields: 'User Name:', 'Password:', 'Confirm Password:', 'Choose a question' (with a dropdown menu showing 'Please select a question'), and 'Answer'. A 'Create Account' button is located at the bottom left of the form area.

10. Fill in the username and password of your choice. It will need to be unique in the system and your password must meet security requirements (needs to be at least 7 characters long and include at least one number). You will receive a message if you need to revise your login credentials.
11. Choose a security questions and provide the answer. Click **Create Account**
12. You may wish to record this information for future use as you will be using this username and password each time you login to eBiz. Should you forget your username or password, you can click on the **Username? Or Password?** Links next to the fields in the **Current Member Login** area, shown on [page 2](#) of these instructions. This will allow you to retrieve your login credentials using your provided security question.

13. When you've successfully completed the account creation process, you will receive the below success message and an email will be sent to confirm the creation of your account.



The screenshot shows the same 'Create Your Online User Account' page, but with a yellow success message box at the top. The message reads: 'The web account has been successfully created. Please remember your username & password and use them to login next time.'

14. Congratulations! You have successfully created your eBiz account. You are now logged into your account and can begin using the online registration system.

Questions?

If you need help or have questions during the process, email our Help Desk at:

helpdesk@girlscoutsla.org

Help Desk tickets are answered in the order they are received.

WHAT YOU NEED FOR YOUR GIRLS TO....

Getting the girls out to explore their world and experience new activities is fundamental to Girl Scouting and developing leadership qualities in the girls, whether it is taking a hike, planting new flowers at the local assisted living facility, camping, or traveling to Sea World, Savannah, Georgia, or Our Chalet in Switzerland. It is often confusing for leaders to know exactly what training they need, forms to fill out, or equipment to bring. The GSGLA Adult Educators team has created a handy chart reduce the mystery!

On the following page, you will find "What I Need for My Girls to Attend A..." Please feel free to share it with the leaders and volunteers in your Service Unit. It will be found in the workbook for each GSGLA Adult Education course and on our Council website. On the website, it will have interactive links so adults can immediately download the proper form or register for the necessary class! This chart will be updated periodically, so have your volunteers confirm all requirements in the online version.

What I Need For My Girls to Attend A...

Activity	# Forms/Equipment	Approval/Notification/Insurance	\$ Training/Certification	Review
Troop Meeting	▶ Parent Permission Form	Notify – Service Unit Manager/Designee		Drivers/Chaperones: • Registered • Online Vol. App.
Troop Meeting - Location Change		Notify – Parents, in writing		• Background Screening (print copy for 01)
Meeting Time Trip	▶ Parent Permission Form	Notify – Service Unit Manager/Designee		Adult-to-girl Ratio
Day Trip	▶ Parent Permission Form	Notify - Service Unit Manager/Designee & Insurance – for non-registered attendees	▶ First Aider/CPR/AED	Safety Activity Checkpoints
± 1-2 Night – Indoor (homes; buildings)	▶ Parent Permission Form	Approval – Service Unit Manager/Designee & Insurance – for non-registered attendees	Indoor Overnight (IO) ▶ First Aider/CPR/AED	Volunteer Essentials
± 1-2 Night - Indoor (hotels; hostels)	▶ Parent Permission Form Overnight Travel &/or High Risk App	Approval – Service Unit Manager/Designee & Insurance – for non-registered attendees	IO, Domestic Travel (DTT) ▶ First Aider/CPR/AED	IO = Indoor Overnight
± 1-2 Night - Outdoor (tents - backyard)	▶ Parent Permission Form	Approval – Service Unit Manager/Designee & Insurance – for non-registered attendees	IO, Camping Skills ▶ First Aider/CPR/AED	DTT = Domestic Troop Travel
\$ 2+ Nights – Outdoor (tents - campground)	▶ Parent Permission Form Overnight Travel &/or High Risk App Additional Insurance	Approval – Service Unit Manager and Council 6 weeks in advance & Insurance – for extended trips	IO, DTT, Camping Skills ▶ First Aider/CPR/AED	
\$ 2+ Nights - Indoor (hotels; hostels)	▶ Parent Permission Form Overnight Travel &/or High Risk App Additional Insurance	Approval – Service Unit Manager and Council 6 weeks in advance & Insurance – for extended trips	IO, DTT, ▶ First Aider/CPR/AED	
International Travel	▶ Parent Permission Form Overnight Travel &/or High Risk App Additional Insurance	International Approval – Service Unit Manager and Council 18 mo. in advance & Insurance – for international trips	IO, DTT, International Travel ▶ First Aider/CPR/AED	
Group Money Earning	▶ Parent Permission Form Special Event & Money Earning App	Applications submitted online no less than 6 weeks before the event. Approval - Service Unit Manager/Designee	Special Events and Money-Earning	
Run an Event	▶ Parent Permission Form Overnight Travel &/or High Risk App Additional Insurance	Applications submitted online no less than 6 weeks before the event. Approval - Service Unit Manager/Designee	Special Events and Money-Earning ▶ First Aider/CPR/AED	
Product Sales	Product Program Agreement Form		Product Sale Training	
Product Sales Boothing	▶ Parent Permission Form Product Program Agreement Form	Notify – Service Unit Manager/Designee		
<p># Health History and First Aid Kit are required for every Girl Scout activity. Check all applicable Safety Activity Checkpoints</p> <p>\$ Council Orientation is required for all troop leaders, co-leaders, and assistant leaders. High Risk as defined by Volunteer Essentials 2014-2015</p> <p>▶ Required for every activity/ trip for every girl, whether parents attend or not.</p> <p>& Purchase additional insurance from council at least 4-6 weeks in advance of activity</p>				
<p>± Including Federal Holidays \$ Excluding Federal Holidays</p>				
<p>Federal Holidays: New Year's Day; Martin Luther King Day; President's Day; Memorial Day; Independence Day; Labor Day; Columbus Day; Veterans' Day; Thanksgiving Day; Christmas Day.</p>				
		Access to EMS	Minimum Level of First Aid Required	
		30 min. or less	First Aid/CPR/AED Adult & child (Some health care providers may also serve)	
		30 min. or more	Wilderness First Aider or Wilderness First Responder or Higher	