

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

**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.

**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.

Adults partner with girls to guide and inspire growth and achievement.  
Volunteers are essential to the strength and capacity of our Movement.<sup>1</sup>

- The Girl Scout Movement is open to all girls and adults who accept the Girl Scout Promise and Law and meet membership requirements.<sup>2</sup>
- Every person accepting the principles of the Girl Scout Movements and desiring to be a member of the Girl Scout Movement in the United States of America shall pay annual or lifetime dues to Girl Scout of the United States of America.<sup>2</sup>
- Girl Scout adults serve as role models for girls and bring special talents and experiences that enrich the Girl Scout program.<sup>3</sup>
- Girl Scouting offers volunteers important, meaningful, and satisfying work to match their interests, skills, talents and time availability.<sup>3</sup>
- Every adult volunteer...must be selected on the basis of qualifications for membership, ability to perform the job, and willingness and availability to participate in training for it.<sup>2</sup>
- There shall be no discrimination against an otherwise qualified adult volunteer by reason of disability or on the basis of age. Furthermore, there shall be no discrimination on the basis of race, color, ethnicity, sex, creed, national origin, or socioeconomic status.<sup>2</sup>

# Conduct of Volunteers

## ***Conduct of Volunteers***

When functioning in the capacity of a Girl Scout, volunteers are responsible for following the policies, standards, practices and procedures in the *Blue Book of Basic Documents, Safety- Wise* and those set by the Girl Scouts of Peninsula Waters.

The council will not sanction inappropriate conduct from volunteers or other adults present at events, which includes, but is not limited to the following:

- Smoking when in the presence of girls.
- Consumption of alcohol by volunteers or other adults present during the time they are responsible for girl members or present at girl events.
- Possession, sale or use of illegal drugs or misuse of prescribed drugs.
- Performing volunteer duties under the influence of alcohol or prescription drugs, which impair alertness or judgment.
- Abusive behavior toward girl members including failure to provide adequate health and safety measures, care or supervision; emotional maltreatment of girl members; or verbal or physical abuse or attacks.
- Sexual advances or sexual activity of any kind between volunteers and girl members. Sexually abusive behavior toward girl members including indecent contact, exhibitionism, and voyeurism. Involvement of girl members in pornographic activities or materials. Any display of sexual activity by volunteers or other adults present during the time they are responsible for girl members or present at events.
- Sexual harassment including, but not limited to, unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature that creates an intimidating, hostile or offensive environment for other volunteers or employed staff.
- Promoting religious or political preferences while functioning in the capacity of a council volunteer.
- Promoting an individual opinion or philosophy inconsistent with the Girl Scout Mission while functioning in the capacity of a council volunteer.
- Willfully or maliciously damaging council property or reputation.
- Failure to maintain confidentiality of council information.

Behaviors such as these may result in the council declining further volunteer service from the volunteer.

## ***Resignation/ Release of a Volunteer***

An operational volunteer unable to complete her/his appointment is asked to resign in writing to her/his supervisor as far in advance as possible. A policy-influencing volunteer unable to complete the term gives her/his resignation in writing to the president of the council or her/his designee.

A supervisor may end a volunteer's service prior to completion of an appointment or term. If necessary for the protection of the girls and the Girl Scout Movement, the volunteer may be immediately suspended until resolution of an issue, or she/he may be released. Release of a volunteer is the responsibility of the person who places or appoints the volunteer to the position.

Volunteers who resign or are released from a position may still continue as members of the Girl Scout Movement.

## ***Conflict Resolution***

A grievance is a complaint that policy and/ or procedures related to a volunteer's position are not being administered properly as applied to her or him. Most complaints and concerns can be resolved when they are brought to the attention of the volunteer's immediate supervisor.

If the volunteer is not able to reach a satisfactory solution with her/his immediate supervisor, the following steps should be taken.

1. Meet with the next level supervisor and the appropriate employed staff member (s) to resolve the problem.
2. In the event the grievance is not resolved, the staff member prepares a written report on the situation, including recommendations for her or his supervisor and sends a copy to the chief executive officer.
3. This supervisor and the chief executive officer decide on what additional action to take, using one or more of the following options:
  - Accept the staff member's report and recommendation
  - Meet with the volunteer and hear the grievance complaint
  - Appoint a review team to meet with the volunteer
4. Should the volunteer find the results of any of these options unacceptable, the chief executive officer will make the final decision as to the resolution of the case, and see that this decision is implemented.

# Volunteer Support

Adult volunteers experience the benefits of personal growth in addition to helping girls.

## Orientation and Training

Comprehensive training is provided by council volunteer trainers and paid staff to help you gain the skills and knowledge to do your job well. Day, evening and weekend classes are offered in a wide variety of locations. A small fee is required to register for many training options. The cost to a troop leader or co-leader or other troop volunteer may be covered by troop funds. Basic Orientation and some age level training is available on CD. Completion of the home study test included is required to receive credit for the training. Please refer to training requirements in the council publication *All Abouts*.

## Supervision

Each volunteer is given on-going support and supervision. The supervision and support is given to help volunteers do their job successfully. The supervisor may be a volunteer or employed staff member.

## Recognition

You will get the recognition you deserve for a job well done, whether it is a formal recognition from your service area or the council, or the equally important recognition and appreciation from the girls and adults with whom you work.

## Advancement

Many volunteers have been able to use their experiences in Girl Scouting to help develop skills and gain confidence which they can use in other areas of their lives. Whether you're looking to advance in your current career, change careers or practice new skills, Girl Scouting can help. Educational or employment referrals based on job performance are available upon request.

## Leader Resources

If you volunteer as a leader with the Girl Scouts of Peninsula Waters, you do not have to do it on your own! These resources are here to help you:

- Service area volunteers. Volunteers in your service area are available to answer questions, provide support and make sure you have everything you need to successfully run your troop/ group.
- Written materials. Materials such as leader guides, *Safety-Wise*, the council publication *All Abouts*, and any of the books and songbooks in the council library are available for your use. Many of these are provided at no cost. Others can be purchased with troop funds.
- The council web site [www.gspw.org](http://www.gspw.org) will provide you with forms, council program information and other items of interest. Other sites to visit include [www.girlscouts.org](http://www.girlscouts.org).
- Some equipment such as compasses, sports equipment, tug-o-war ropes, flag sets, parachute activity kits and more are available through our office at no cost. Reserve these items well in advance of your program.
- Council Programs. GSPW offers a wide variety of indoor and outdoor day and overnight programs to supplement the troop/group experience. Most programs are low cost or may be covered with troop funds or partial scholarships (based on financial need).
- Council facilities. We have 3 council camps available for your troop to use upon request and application. Fees for camp and equipment use can be found in *All Abouts*. These camps are:
  - Camp Pow Low in Gwinn
  - Camp Hy-da-Way in Manistique
  - Camp Blueberry Knoll in Houghton

# The Volunteer Screening Process

**Thank You** for giving your time and talent to be a volunteer for the Girl Scouts of Peninsula Waters. To ensure that volunteers are well qualified for the position they seek, we appreciate your willingness to complete the following steps.

- Complete the volunteer application and return it to Girl Scouts of Peninsula Waters, Inc. All of the information is important and necessary to complete a reference and criminal history background check.
- Review the volunteer position description.
- Attend a Basic Orientation session in your Service Area. Generally this training takes 3 hours. This session is required for all troop/group leaders and assistant or co-leaders. Basic Orientation may also be completed on the council web site or from a CD. If you chose CD training, complete the home-study forms and give them to your Field Executive or send to Girl Scouts of Peninsula Waters to register your training hours.
- Attend an age level training to prepare you to work with the girls in that age level. This session is required for troop/group leaders and assistant or co-leaders. It generally takes 3 hours to complete this course. Some age level training is available on CD. If you chose CD training, complete the home-study forms and give them to your Field Executive or send to Girl Scouts of Peninsula Waters to register your training hours
- Sign a volunteer agreement provided by your supervisor. (Service Area Manager for most volunteers)
- Register as a member of GSUSA by completing an adult membership application and paying the annual \$10.00 membership dues.
- As a troop leader, please register your troop before regular meetings begin to take place. Once the troop is initially registered, more members may be added throughout the membership year.

Your Service Area Manager or other supervisor will assist you in being placed in the volunteer position most suitable for your volunteer objectives.

**Girl Scouts of Peninsula Waters, Inc.**

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