

Service Team Reference Guide



**Girl Scouts of Middle Tennessee
2017-2018**

TABLE OF CONTENTS

| | | |
|---|--|---------|
| "I HAVE A QUESTION.....WHO DO I CALL?" | | 5 |
| GOALS FOR 2015-2017 | | 6 |
| JURISDICTION AND CLUSTER MAPS | | 7-8 |
| REGIONAL EXECUTIVE RESPONSIBILITIES | | 9 |
| FAITH BASED INITIATIVE | | 10 |
| SERVICE CENTERS | | 11 |
| CLARKSVILLE SERVICE CENTER | | 12 |
| COLUMBIA SERVICE CENTER | | 13 |
| COOKEVILLE SERVICE CENTER | | 14 |
| LEBANON SERVICE CENTER | | 15 |
| MURFREESBORO SERVICE CENTER | | 16 |
| MANCHESTER SERVICE CENTER | | 17 |
| VOLUNTEER POSITIONS | | 19 |
| BECOMING A PART OF ADULT GIRL SCOUTING | | 21 |
| SERVICE UNIT TEAM POSITIONS | | 22 |
| BOARD VOLUNTEER POSITIONS | | 23 |
| SERVICE TEAM STRUCTURE | | 24 |
| SERVICE UNIT MANAGER | | 25 |
| SERVICE TEAM AGREEMENT | | 27-28 |
| GRADE LEVEL SPECIALIST | | 29 |
| SERVICE UNIT REGISTRAR | | 30 |
| SERVICE UNIT TREASURER | | 31 |
| MEDIA LIAISON | | 32 |
| SERVICE UNIT AWARDS COORDINATOR | | 33 |
| MEMBERSHIP RECRUITER | | 34 |
| SERVICE UNIT FALL PRODUCT COORDINATOR | | 35 |
| SERVICE UNIT COOKIE COORDINATOR | | 36 |
| READY, SET, GO FACILITATOR | | 37 |
| TROOP LEADER/ADVISOR | | 39-40 |
| TROOP CHAPERONE/DRIVER | | 41-44 |
| COUNCIL TRAINER | | 45-46 |
| IT'S TIME FOR TRAINING | | 47-48 |
| VOLUNTEER TRAINING HISTORY PROFILE | | 49 |
| ADULT AWARDS BOOKLET | | 51-74 |
| FUNDING GIRL SCOUTS | | 75 |
| SPONSORING GIRL SCOUTS | | 77 |
| FINANCES | | 78 |
| GIRL SCOUTING: WHO PAYS FOR WHAT? | | 79 |
| GIRL SCOUT PRODUCT PROGRAMS | | 80-82 |
| SERVICE UNIT EXPENSE ACCOUNT | | 83 |
| TROOP FINANCES | | 84 |
| JULIETTE LOW WORLD FRIENDSHIP FUND (JLWWF) | | 85 |
| SALES TAX EXEMPTION | | 86 |
| EFFECTIVE MEETINGS | | 87 |
| LEADERSHIP HOW TO'S | | 89 |
| TIPS ON LEADING A GROUP | | 90 |
| SERVICE UNIT MANAGER TO DO LIST | | 91-94 |
| SERVICE UNIT MEETINGS | | 95 |
| SERVICE UNIT MEETINGS – SAMPLE AGENDAS | | 96-99 |
| SEATING FORMATS | | 100 |
| MEETING PLACE RISK MANAGEMENT GUIDE | | 101 |
| MEETING PLACE RISK MANAGEMENT GUIDE FOR TROOP LEADERS | | 102-103 |
| DEALING WITH MEETING PROBLEMS | | 104 |
| DEALING WITH DIFFICULT PEOPLE | | 105 |
| PRODUCTIVE CONFRONTATION | | 106 |
| GIRL SCOUT ACCIDENT INSURANCE | | 107 |
| ADDITIONAL COVERAGE FOR TRIPS, SPECIAL EVENTS AND NON-GIRL SCOUTS | | 108 |
| FUND DEVELOPMENT POLICY | | 109-110 |

"I have a question... who do I call?"

This guide was designed to provide you with a quick reference to help address your questions and concerns.

The direct number to the Nashville Service Center is (615) 383-0490 or toll free (800) 395-5318.

For a complete staff listing by name, go to www.gsmidtn.org/staff-directory.

| Question: | Call: | Phone |
|---|--|---|
| How do I make a campsite reservation? | Council Registrar Shaniqua Berry | (615) 460-0204 sberry@gsmidtn.org |
| Who can I contact about registering for a program? | Council Registrar Eva Conwell | (615) 460-0254 econwell@gsmidtn.org |
| Who do I ask about training? | Volunteer Engagement/Training Shelia Majors | (615) 460-0252 smajors@gsmidtn.org |
| How do I get a tax-exempt number? | Volunteer Engagement/Resources Poppy Lee | (615) 460-0255 pl@gsmidtn.org |
| What are the Cabin (Shop) hours? | Director of Customer/Enrichment Engagement Sue Tims | (615) 460-0235 stims@gsmidtn.org |
| How much are patches and books? How soon will my order ship? | Director of Customer/Enrichment Engagement Sue Tims | 615) 460-0235 stims@gsmidtn.org |
| What is in the resource center? | Volunteer Engagement/Resources Poppy Lee | (615) 460-0255 plee@gsmidtn.org |
| How do I check out a flag? | Volunteer Engagement/Resources Poppy Lee | (615) 460-0255 plee@gsmidtn.org |
| I have a question about the Fall Product or Cookie Programs? | Product Programs Manager Tracy Tudder | (615) 460-0202 ttudder@gsmidtn.org |
| Who do I call about summer camp? | See Camp Director on Girl Scouts of Middle Tennessee website | www.gsmidtn.org |
| Who do I call about programs and events? | Programs department on Girl Scouts of Middle Tennessee website for list names of contact for each program. | www.gsmidtn.org |
| Who receives news/pictures from Girl Scout events? | Communications Manager | (615) 460-0240 cummunicationsdept@gsmidtn.org |
| How do I find out about program/training updates? | www.gsmidtn.org Girl Scout Connection (weekly newsletter) | "Things to Do tab" Sign up in the "Troop Leaders" tab of the website |

GIRL SCOUTS OF MIDDLE TENNESSEE GOALS FOR 2015 – 2017

We will serve the needs of girls who pursue a Girl Scout experience and provide exemplary support to those volunteers who deliver that experience.

- I. Girl Scout Volunteer Leadership: Recruit, train and sustain a diverse group of troop leadership teams, board members and other volunteers that embraces a mission focused commitment serving the needs of all girls.
- II. Girls in Girl Scouting: Recruit, serve and sustain an inclusive girl membership representative of our regional population.
- III. Girl Scout Experience: Offer diverse program experiences that are meaningful and appealing to girls. Programs will promote the three focus areas (healthy living; science, technology, engineering, arts and math (STEAM) and civic engagement; product programs and property use.
- IV. Girl Scout Stewardship: Develop and sustain relationships that will provide diverse funding sources and provide efficient stewardship of resources.

Jurisdiction Map

Cluster Map

REGIONAL EXECUTIVE RESPONSIBILITIES

Department: Membership
Reports to: Director of Membership
Position summary: Provides direct delivery of services to girls and adult volunteers through management of the membership service area. Administers the Girl Scouts of Middle Tennessee's plan of work for membership, growth and retention.

Accountabilities:

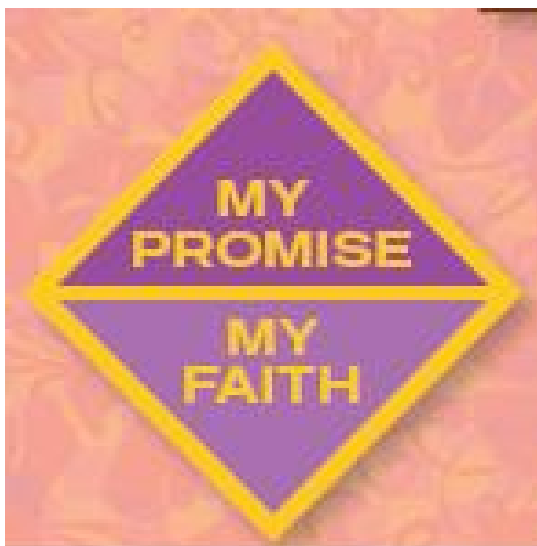
- Prioritizes goals and ensures that service area has a written membership plan based on demographics, membership trends and other market data.
- Develops long-range strategies and plans focusing on the following:
 - Increase girl membership through innovative and impact programs.
 - Increase girl and adult retention levels.
 - Increase volunteer knowledge, skills, and attitudes.
 - Build girl and adult diversity.
 - Create an atmosphere of understanding and appreciation of diversity within Girl Scouting.
- Coordinates and integrates with other departments' operations to ensure successful implementation of programs, events and delivery systems.
- Responsible for development, implementation and evaluation of innovative new ways of extending membership to all communities within the service area.
- Oversees community, volunteer, and financial support and collaborations including supporting the interface and cultivation of United Way and other funding agencies throughout the service area.
- Participates in solicitation calls/presentations to key donors.
- Develops and implements a plan to ensure Girl Scout visibility locally and cultivate community relationships and support.
- Positions Girl Scouting as a key community partner and expert in addressing girls' issues.
- Works with the Communications team to ensure that Girl Scout activities are publicized throughout the service area.
- Participates in targeted community network opportunities and takes leadership roles in the community.
- Resolves conflicts and provides advice and guidance to volunteers.

FAITH-BASED INITIATIVE

The Faith-based initiative program is designed to create partnerships between the Girl Scouts of Middle Tennessee and local faith-based organizations. The aim of the program is to have faith based organizations develop or incorporate Girl Scouts as a part of the youth ministry in their institution. The program is organized to benefit both organizations: outreach (reaching more families) for the organizations and more girls benefiting from the Girl Scout experience. As a youth ministry, the faith based organization can develop a service team to administer the program in conjunction with the church's spiritual emphasis.

Religious awards, programs created by the various religious and faith based groups, have been developed to encourage girls to grow stronger in their faith. These programs are designed by the religious groups themselves, not by the Girl Scouts. The programs are recognized by GSUSA and the recognitions may be worn on the official uniform. Each faith based organization develops and administers its own program.

Our shop stocks the pins awarded after meeting requirements for earning the My Promise My Faith awards. Requirements for other religious awards and general information can be obtained from P.R.A.Y. at www.praypub.org. For information regarding local Girl Scouts of Middle Tennessee Faith-based awards, please contact the faith based program coordinator.



GIRL SCOUTS OF MIDDLE TENNESSEE SERVICE CENTERS

Nashville – Main Office

Counties served: Davidson,
Williamson
4522 Granny White Pike
Nashville, TN 37204
Phone: (615) 383-0490
Fax: (615) 383-2288
Toll Free: (800) 395-5318

Clarksville

Counties served: Montgomery,
Stewart, Robertson, Cheatham,
Houston, Dickson, and Fort
Campbell
331 A-4 Union Street
Clarksville, TN 37040
Phone/Fax: (931) 690-7055
Toll Free: (800) 395-5318 ext. 306

Columbia

Counties served: Humphreys, Giles,
Hickman, Lawrence, Lewis, Maury,
Perry, and Wayne
1129-2 Trotwood Avenue, Suite 11,
Columbia, TN 38401
Phone: (931) 490-8660
Fax: (931) 690-7058
Toll Free: (800) 395-5318 ext.309

Cookeville

Counties served: Cannon, Clay,
Cumberland, DeKalb, Fentress,
Jackson, Overton, Pickett, Putnam,
Smith, and White
Phone: (931) 526-4925
Fax: (615) 690-7054
Toll Free: (800) 395-5318 ext. 305

Lebanon

Counties served: Macon, Sumner,
Wilson, and Trousdale
149 Public Square
Lebanon, TN 37087
Phone: (615) 453-2473
Fax: (615) 690-7052
Toll Free: (800) 395-5318 ext.

Murfreesboro

Counties Served: Rutherford, Cannon
and
Warren
2690 Memorial Blvd, Suite C-4
Murfreesboro, TN 37129
Phone: (615) 890-2451
Fax: (615) 690-7057
Toll Free: (800) 395-5318, ext. 308

Manchester

Counties served: Bedford, Coffee,
Franklin, Lincoln, Marshall, and Moore
506 Hillsboro Blvd. Suite 103
Manchester, TN 37355
Phone: 615-460-0256
Fax: (931) 954-5212
Toll Free: (800) 395-5318 ext. 256

CLARKSVILLE SERVICE CENTER

Counties served: Montgomery, Stewart, Robertson, Cheatham, Houston, Dickson, and Fort Campbell, KY

331 A-4 Union Street
Clarksville, TN 37040
Phone: (931) 648-1060
Fax: (931) 690-7055
Toll Free: (800) 395-5318

Driving directions from the Nashville Service Center:

- Start out going NORTH on GRANNY WHITE PIKE toward BILTMORE DR (1.6 miles)
- Turn LEFT onto WOODMONT BLVD/TN-155 (1.0 miles)
- Turn RIGHT onto HILLSBORO PIKE/TN-106/US-431 (0.7 miles)
- Merge onto I-440 W via the ramp on the LEFT toward MEMPHIS (2.5 miles)
- Merge onto I-40 E toward NASHVILLE (1.8 miles)
- Merge onto I-65 N via EXIT 208B on the LEFT toward LOUISVILLE (2.1 miles)
- Merge onto I-24 W via EXIT 86A on the LEFT toward CLARKSVILLE/LOUISVILLE (36.0 miles)
- Merge onto TN-76 W via EXIT 11 toward CLARKSVILLE (3.6 miles)
- Turn SLIGHT RIGHT onto MADISON ST/US-41A/TN-112 (4.8 miles)
- Turn left on Union Street (315 feet)
- End at 331 Union Street Suite A-4

Total estimated travel time: 1 hour, 4 minutes

Total estimated distance: 54.2 miles

COLUMBIA SERVICE CENTER

Counties served: Humphreys, Giles, Hickman, Lawrence, Lewis, Lawrence, Maury, Perry, and Wayne

1129-2 Trotwood Avenue, Suite 11,
Columbia, TN 38401
Phone: (931) 490-8660
Fax: (931) 690-7055
Toll Free: (800) 395-5318

Driving directions from the Nashville Service Center:

- Start out going SOUTH on GRANNY WHITE PIKE toward HARDING PL (0.1 miles)
- Turn LEFT onto BATTERY LN (1.7 miles)
- BATTERY LN becomes HARDING PL/TN-255 (0.4 miles)
- Merge onto I-65 S toward HUNTSVILLE (24.5miles)
- Merge onto SATURN PKWY/ TN-396 W via EXIT 53 toward COLUMBIA/ SPRING HILL (4.3 miles)
- Merge onto US-31 S toward COLUMBIA. (10.8 miles)
- Turn RIGHT onto W 7th St. / US 412- BR/ TN-99 (0.5 miles)
- Turn SLIGHT LEFT onto TN-243/ TROTWOOD AVE (0.5 miles)
- The office is on the left after you go across a railroad bridge.

Total estimated travel time: 52 minutes

Total estimated distance: 43.10 miles

COOKEVILLE SERVICE CENTER

Counties served: Clay, Cumberland, DeKalb, Fentress, Jackson, Overton, Pickett, Putnam, Smith, and White

1435 South Jefferson Ave, Suite D
Cookeville, TN 38501
Phone: (931) 526-4925
Fax: (615) 690-7054
Toll Free: (800) 395-5318 ext. 305

Driving directions from the Nashville Service Center:

- Start out going SOUTH on GRANNY WHITE PIKE toward HARDING PL (0.1 miles)
- Turn LEFT onto BATTERY LN (1.7 miles)
- BATTERY LN becomes HARDING PL/TN-255 (.6 miles)
- Merge onto I-65 N via the ramp on the LEFT (2.0 miles)
- Merge onto I-440 E via EXIT 80 toward KNOXVILLE/CHATTANOOGA (2.7 miles)
- Merge onto I-24 W via the exit on the LEFT toward I-40 E/NASHVILLE/KNOXVILLE (1.0 miles).
- Follow I-40 E to TN-136 N/S Jefferson Ave in Cookeville. Take exit 287 from I-40 E (73.8 miles)
- Take exit 287 for TN-136 toward Cookeville/Sparta (.01 miles)
- Turn left onto TN-136 N/S Jefferson Ave (signs for Cookeville) (1.2 miles)

Total estimated travel time: 1 hour, 18 minutes

Total estimated distance: 83.6 miles

LEBANON SERVICE CENTER

Counties served: Macon, Sumner, Wilson, and Trousdale

149 Public Square
Lebanon, TN 37087
Phone: (615) 453-2473
Fax: (615) 690-7052
Toll Free: (800) 395-5318

Driving directions from the Nashville Service Center:

- Start out going SOUTH on GRANNY WHITE PIKE toward HARDING PL (0.1 miles)
- Turn LEFT onto BATTERY LN (1.7 miles)
- BATTERY LN becomes HARDING PL/TN-255 (0.4 miles)
- Merge onto I-65 N toward NASHVILLE (2.0 miles)
- Merge onto I-440 E via EXIT 80 toward KNOXVILLE/ CHATTANOOGA (2.7 miles)
- Merge onto I-24 W via the exit on the LEFT toward I-40 E/ NASHVILLE/ KNOXVILLE (1.0 miles)
- Merge onto I-40 E via EXIT 52B toward KNOXVILLE. (24.6 miles)
- Take the US -231 exit – EXIT #238_ toward LEBANON/ MURFREESBORO (0.1miles)
- Turn LEFT onto S CUMBERLAND ST/ US-231 N- TN-10 (1.8 miles)
- Enter next roundabout (<0.1 miles)
- End at 149 Public Square, Lebanon, TN 37087-2757

Total estimated travel time: 40 minutes

Total estimated distance: 35.10 miles

MURFREESBORO SERVICE CENTER

Counties Served: Rutherford, Cannon, and Warren

2690 Memorial Blvd, Suite C-4

Murfreesboro, TN 37129

Phone: (615)890-2451

Fax: (615) 690-7057

Toll Free: (800) 395-5318, ext. 308

Driving directions from the Nashville Service Center:

- Start out going SOUTH on GRANNY WHITE PIKE toward HARDING PL (0.1 miles)
- Turn LEFT onto BATTERY LN (1.7 miles)
- BATTERY LN becomes HARDING PL/TN-255 (4.1 miles)
- Merge onto I-24 E toward CHATTANOOGA (22.3 miles)
- Merge onto TN-96 E via EXIT 78B toward MURFREESBORO (2.4 miles)
- Continue on Lebanon Rd./MEMORIAL Blvd./US-231 Scenic N (2.5)
- Destination will be on your right.
- End at 2690 Memorial Blvd., Suite E6 Murfreesboro, TN. 37129

Total estimated travel time: 44 minutes

Total estimated distance: 34.2 miles

MANCHESTER SERVICE CENTER

Counties served: Bedford, Coffee, Franklin, Lincoln, Marshall, and Moore

506 Hillsboro Blvd. Suite 103
Manchester, TN 37355
Phone: 615-460-0256
Fax: (931) 954-5212
Toll Free: (800) 395-5318 ext. 256

Driving directions from the Nashville Service Center:

- Start out going south on Granny White Pike towards Harding Place (0.1miles)
- Take the 1st left onto Battery Lane (1.8 miles)
- Battery Lane becomes TN-255/Harding Place (4.2 miles)
- Merge onto I-24 E towards Chattanooga (54.4 miles)
- Take the TN-53 exit, EXIT 110, toward Manchester/Woodbury. (0.2 miles)
- Keep right to take the ramp toward Manchester. (0.07 miles)
- Merge onto Woodbury Hwy/TN-53 (0.8)
- Turn left onto Murfreesboro Hwy/Us-41 S/TN-2. Continue to follow US-41 S/TN-2 (0.9 miles)
- 506 Hillsboro Blvd. (is just past College St. If you are on US-41 S and reach TN 55 you've gone about 0.1 miles too far)

Total estimated travel time: 70 minutes

Total estimated distance: 62.4 miles

Volunteer Positions

BECOMING A PART OF ADULT GIRL SCOUTING

Girl Scouting is for girls, but it is also a wonderful opportunity for adults to learn and grow as they share in the world of Girl Scouting. Many of the adult volunteer opportunities available through Girl Scouting are listed below.

Episodic Volunteers

For adults interested in volunteering who don't fit into the traditional role of troop leader, don't forget that we have other opportunities for them. They may be able to lend their time and talents in many ways to help the service unit, a troop or the council. Such opportunities might include: event coordinators, camp assistants, outdoor facilitators, facilitating workshops for adults or girls, communications, and much more.

Troop Volunteer Positions

A troop functions best when a group of adults are involved in the leadership. There must be a person designated as the Troop Leader (01) for registration purposes, but the responsibilities should be broken down between several adults. These are some examples of troop positions:

- **Girl Scout Troop Leader** - troop leaders serve as mentors and role models for the girls in their troop. While participating in Girl Scout programming, leaders help girls learn skills that they can apply to their lives now and in the future. Girl Scout troop leaders receive training and have the support of troop members' parents, who may choose to serve as assistant leaders or on a troop leadership team.
- **Girl Scout Assistant or Co-Leaders** - assistant/ co- leaders also serve as mentors and role models for the girls in their troop. Assistant leaders should also take an active role working with the girls to plan and implement activities. The same training is provided for assistant leaders.
- **Cookie Volunteer** - trustworthy volunteer who is good with details. The responsibilities include coordinating the cookie program for the troop.
- **Fall Product Program Volunteer** - trustworthy volunteer who is good with details. The responsibilities include coordinating the fall product program for the troop
- **Camping Volunteer** - a volunteer who enjoys camping with the troop and has taken the appropriate level of camping training. This person would assist the girls with planning the trip as well as accompanying the troop on the camping trip.
- **First Aid Volunteer** - a volunteer who is currently certified in First Aid and CPR and is present when the girls are doing activities where there is a chance of injury. First Aid volunteers would accompany the troop on camping trips and field trip as well as be present at other troop events where there is a risk of injury.
- **Chaperone/Driver** - a volunteer who will serve as an additional adult when needed to accompany the troop on events and/or travel. The chaperone may also serve as a driver when needed to transport girls from regular troop meeting site to program events or approved troop travel destinations.

Service Unit Volunteer Positions

A service unit is a grouping of troops within a single geographic area. Each service unit is led by a service unit manager (an operational volunteer), and supported by a regional executive from the Girl Scout staff. Each service unit has a team of volunteers composed of membership recruiters, grade-level specialists, a registrar, a treasurer, an event coordinator, a cookie program manager and a fall product program manager. Through service units, troops learn how to participate in area-wide programs and meet other troops during shared events and activities. The service unit is the best way for troop leaders to gain support and information.

- **Service Unit Manager** – Appointed by the regional executive. Keeps everything running smoothly within the service unit. The service unit manager appoints the rest of the team.
- **Membership Recruiter** – Seeks out and enrolls girls and adults who want to become part of a Girl Scout troop.
- **Registrar** – Ensures that all troop registration forms are filled out properly and sent to the Regional Executive.
- **Treasurer** - Maintains accurate records of financial transactions and manages the service unit's finances
- **Grade-level Specialist** – A volunteer who provides leaders with program support.
- **Volunteer Coach** – A volunteer who provides a sounding board for leaders to help them develop in their role. The coach needs to be a good listener and advisor who is familiar with the philosophies of Girl Scouts, but is not expected to be a specialist with particular age level materials or programs.
- **Media Liaison** – Promotes Girl Scouting through public speaking and in the media. The media liaison works closely with the Girl Scouts' communications department.
- **Event Coordinator** – Organizes service unit events such as Thinking Day ceremonies, Girl Scout Week activities and camporees.
- **Service Unit Cookie Coordinator** - Responsible for implementing and supervising operation of the annual cookie program within a service unit.
- **Service Unit Fall Product Coordinator** - Responsible for implementing and supervising operation of the annual fall product program within a service unit.
- **Gift to Girls Chair** – Responsible for promoting the family giving program to troop leaders, and parents at the troop level.

Board Volunteer Positions

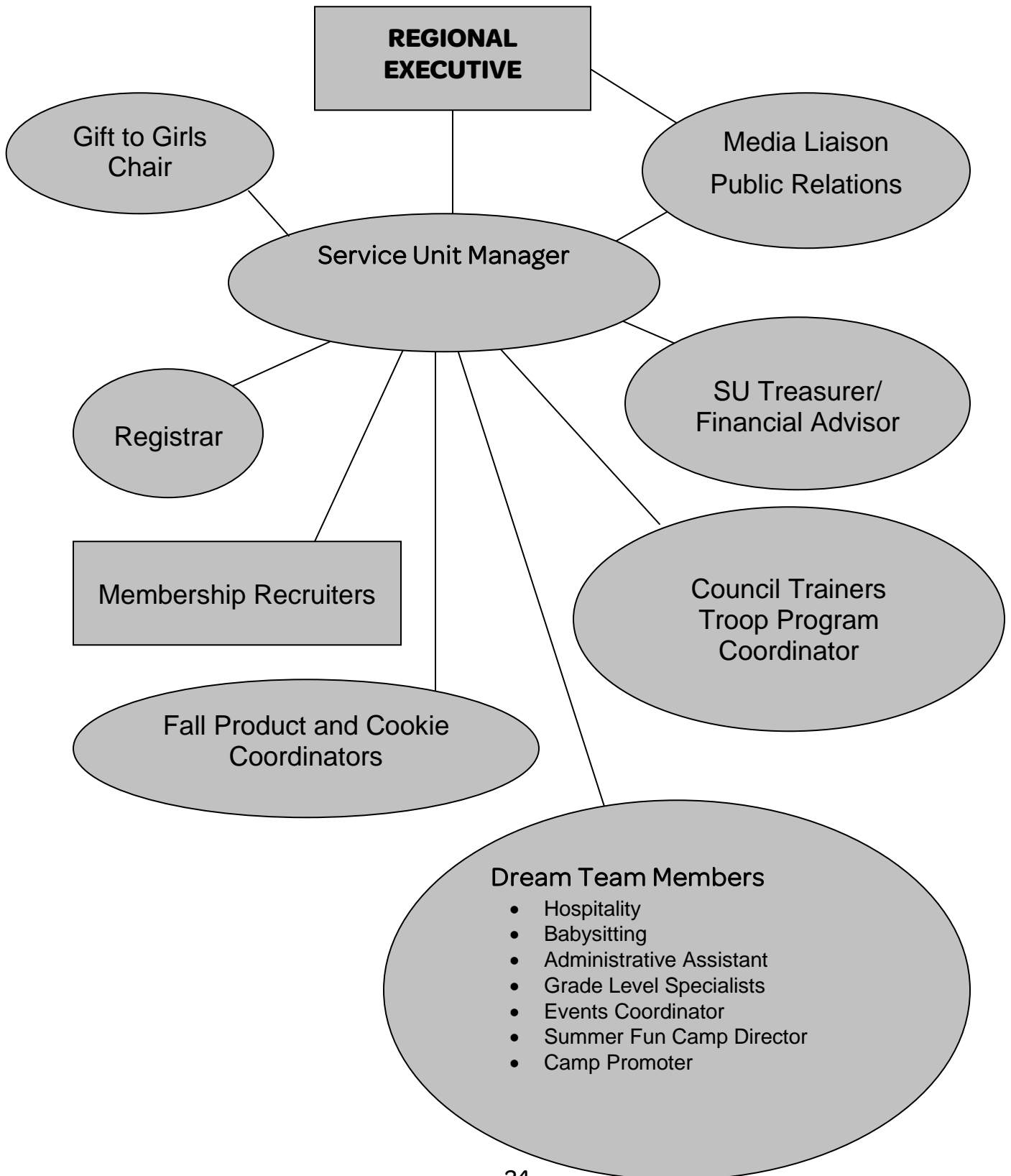
The Girl Scouts of Middle Tennessee's board of directors is made up of civic minded business and community leaders from within the region. This body helps guide the work of the staff by creating policy and assessing finances.

- **Board Members** – Nominated by the board nominating committee as the Girl Scouts of Middle Tennessee's chief policy-setting body.
- **Board Cluster Directors** -- three directors representing the three geographical regions of our jurisdiction. This board position comes with the full authority, commitments and responsibilities of a member-at-large on the board of directors. Board cluster directors are responsible for hosting town hall meetings that include reporting to the volunteers on upcoming matters before the board and securing input and recommendations from volunteers before voting on board-related matters. They assure that cluster volunteers serve on board committees such as finance, property, human resources, programs, strategic planning, product sales and fund development.
- **Board Committees** – Appointed by the board chair to focus on key issues and make recommendations to the board for action.
- **Task Groups** – Appointed by the board chair to review a specific concern and make recommendations for action by the board. The work of a task group is short term.

Other Volunteer Opportunities Include:

- **Program Volunteer** – Plans, organizes and/or conducts organizational events so that troops can participate in events outside their service unit.
- **Summer Fun Camp Coordinator and Staff** – Conducts day camp or twilight camp within their geographic area. The fun camp coordinator appoints and trains the director and the director appoints the staff.
- **Council Trainers** – Upon completion of facilitators' workshops which teach adult education philosophy, facilitators conduct a variety of workshops and classes, outdoor education and First Aid courses and special workshops throughout the organization. Appointments are made by the training department.
- **Community Fund Drive Worker** – Chairs a committee and/or solicits money from the community as a part of the annual giving campaign.

SERVICE UNIT TEAM STRUCTURE



POSITION DESCRIPTION

SERVICE UNIT MANAGER

Title: **Service Unit Manager**

Purpose: To develop and maintain Girl Scouting in the service unit

Accountability: Appointed by and accountable to regional executive.

Term of Office: 3 years (May serve consecutive terms with approval of the membership director.)

Principle duties and responsibilities:

- Support GSUSA and GSMIDTN policies, standards, and procedures. Promote all Council goals including Gift to Girls, product sales, registration, and training requirements.
- Work with regional executive to recruit and appoint members for the service team and other volunteers to promote the efficient functioning of the service unit.
- Using the appointment process, appoint and release (when necessary) troop leaders/advisors and service team members in consultation and agreement with the regional executive.
- Respond to all communications from volunteers and staff in a timely
- Supervise and manage the service unit team and ensure that all members are fulfilling the responsibilities of their positions. Provide support and encouragement to the members of the service team.
- With the team, evaluate the progress of the service team and the leadership teams.
- Ensure that all troop and service unit financial reports are completed and submitted in May.
- Ensure that all new leaders complete Girl Scouts 101, Youth Protection and grade level appropriate training. The training department will be happy to assist with reports reflecting the trainings that volunteers have taken.
- Support the work of cluster directors by promoting attendance at meetings and responses to calls for information.
- Direct volunteers on where to locate forms, publications and other resources.
- Provide a welcoming and supportive environment for all volunteers.
- Be a registered adult member of Girl Scouts.

I have read and understand and accept the Girl Scout service unit manager position as defined above.

Signed – volunteer

Date

I appoint the volunteer named to be a service unit manager.

Signed – regional executive

Date

Term: _____ to _____

Re-appointed: _____

to _____
to _____

SERVICE TEAM AGREEMENT

Position Title: _____

Term of office: 1 year (may serve consecutive terms with approval of service unit manager)

Service Unit Number: _____

Name: _____

General responsibility: To ensure that membership and program opportunities are extended to all girls and adults within assigned geographic areas.

Accountability: Appointed by and accountable to service unit manager (SUM).

Knowledge and skills:

- Be a registered adult member of Girl Scouts
- Ability to recruit volunteer personnel
- Knowledge of the Girl Scout program
- Familiarity with your community and its resources
- Knowledge of Girl Scouts of Middle Tennessee
- Ability to maintain accurate records

Responsibilities: (check all appropriate items)

- Recruit troop leadership teams and organize troops.
- Conduct orientation for new leaders.
- Maintain troops by giving support to leaders.
- Confer with and report to SUM on progress, needs and problems.
- Attend meetings for service team, service unit and association.
- Participate in training, conference and learning experiences relative to this position.
- Conduct special event(s).
- Increase visibility of Girl Scouts in the community.
- Process registration forms.
- Serve as day camp director.
- Maintain financial records.
- Recognitions
- Childcare coordinator
- Grade level specific
- Learning specialist
- Maintain records of adult development and recognition
- Participate in training, conferences and learning experiences relative to this position.
- Other: _____

Service Team members are entitled to receive:

- A position description with related training
- Resources (booklets, forms, etc.) to aid in performance
- Direct staff support
- Performance review

I accept the service team position as defined:

Signed Date

I appoint the volunteer named to be a:

_____. (Service team position)

Signed Date

Term: _____ to _____

Performance evaluation date: _____

Reviewed by service unit manager:

Re-appointed: _____ to _____

Re-appointed: _____ to _____

Submit copies to service unit manager and regional executive

POSITION DESCRIPTION

GRADE LEVEL SPECIALIST

Purpose: To support troop leaders by being available to help them with the challenges of leadership.

Appointed by and accountable to: service unit manager

Why your service unit needs you:

You create the conditions that foster the leaders' growth and success, making it possible for them to enjoy their role and find satisfaction in their work.

Principle duties and responsibilities:

- To new leaders:
 - Make certain they are familiar with resources – printed, in the community and within the Girl Scout organization.
 - Assist with the first few meetings if needed.
- To “bridging” leaders:
 - Provide networking opportunities among leaders of the same grade level.
- To experienced leaders:
 - Offer help, ideas and support as appropriate, especially with bridging activities for the girls.
- To everyone:
 - Schedule regular meetings with individuals and the group for encouragement, problem solving and celebration.
 - Maintain a list of helpful community resources.
 - Inform leaders about helpful learning experiences and encourage them to attend.
 - Make leaders aware of Girl Scout opportunities beyond troop activities.

- Be a registered adult member of Girl Scouts.

I have read and understand and accept the Girl Scout service unit grade level specialist position as defined above.

Signed – volunteer

Date

I appoint the volunteer named to be a service unit grade level specialist.

Signed – service unit manager

Date

Term: _____ to _____

Re-appointed: _____

to _____
to _____

POSITION DESCRIPTION

SERVICE UNIT REGISTRAR

Purpose: Perform the technical tasks needed to process and transmit the membership registrations from a service unit to the Girl Scout office.

Appointed by: service unit manager

Accountable to: service unit manager and regional executive

Required knowledge and experience:

- Good human relations skills
- Attention to detail and good accuracy
- Willingness to attend service unit meetings and take trainings when requested

Principle duties and responsibilities:

- Promote On-time and Spring registration of troops, groups, and individually registered girls and adults.
- Process all Girl Scout annual membership registrations in accordance with guidelines for the current membership year. Throughout the year process additions to troops.
- Receive membership registration packets from troop leaders and membership forms from members registering individually within the service unit. Check each troop packet for completeness and accuracy, preferably with the troop leader present. Ensure missing information is inserted and mistakes are corrected. Verify that correct membership dues are included. Follow up with leaders to complete packets that cannot be corrected by the Girl Scouts of Middle Tennessee registrar. Examples include missing girl or adult forms, missing completed and signed family contribution forms, discrepancies in the amount of money collected and the amount enclosed in the packet.
- Advise the service team of any problems or concerns in regards to registration.
- Notify the service unit manager or regional executive of changes of address, transfers of members, or other corrections in membership information.
- Works with Fall Product and Cookie Coordinators to ensure that all girls participating in these activities are registered.
- Attends service team and service unit meetings as needed.
- Performs other related duties as assigned.
- Be a registered adult member of Girl Scouts.

I have read and understand and accept the Girl Scout registrar position as defined above.

Signed - volunteer

Date

I appoint the volunteer named to be a service unit registrar.

Signed – service unit manager

Date

Term: _____ to _____

Re-appointed: _____ to _____
_____ to _____

POSITION DESCRIPTION

SERVICE UNIT TREASURER

Purpose: To support service team and leaders by managing service unit funds.

Appointed by and accountable to: service unit manager

Why your service unit needs you:

You maintain accurate records of financial transactions and manage the service unit's finances, making it possible for the service unit to fund activities.

Required knowledge and experience:

- Excellent accounting skills
- Good human relations skills
- Willingness to attend service unit meetings when requested

Principle duties and responsibilities:

- Make payments and manage financial transactions in collaboration with service unit manager or designated service team members.
- Reconcile service unit checking accounts.
- Monitor and assist troop leaders in the efficient management of troop checking accounts.
- Ensure *Troop Financial Record* forms are complete and turned in May of each membership year.
- When a troop disbands, see that form is completed, check book is turned in, accounts are closed and funds are returned to Girl Scouts of Middle Tennessee.
- Be a registered adult member of Girl Scouts.

I have read and understand and accept the Girl Scout service unit treasurer as defined above.

Signed – volunteer

Date

I appoint the volunteer named to be a service unit manager.

Signed – service unit manager

Date

Term: _____ to _____

Re-appointed: _____

to _____
to _____

POSITION DESCRIPTION

MEDIA LIAISON

Purpose: To promote and publicize Girl Scouting in communities within the service unit.

Appointed by: service unit manager

Accountable to: service unit manager and regional executive

Required knowledge and experience:

- Experience or interest in the media and public relations
- Understanding of the Girl Scout program

Principle duties and responsibilities:

- Establish and maintain contacts with news directors, editors and other media representatives.
- Obtain newsworthy material from service unit managers and troop leaders.
- Submit story copy and arrange photo opportunities for designated media.
- Attend periodic media liaison workshops and service unit meetings as needed.

Explore alternative methods of promoting Girl Scouting:

- Assist service units and troops with planning and carrying out displays at public gatherings such as fairs, school meetings, special events, etc.
- Assist service units and troops with planning and carrying out displays.
- Assist in promoting Girl Scouting through non-media channels such as church bulletins, school newspapers, corporate newsletters, marquees, etc.
- Record publicity received in your service unit.
- Provide copies of Girl Scout articles from newspapers to the Girl Scout office’s communications staff.
- Be a registered adult member of Girl Scouts.

I have read and understand and accept the Girl Scout service unit media liaison as defined above.

Signed – volunteer

Date

I appoint the volunteer named to be a service unit manager.

Signed – service unit manager

Date

Term: _____ to _____

Re-appointed: _____

to _____
to _____

POSITION DESCRIPTION

SERVICE UNIT AWARDS COORDINATOR

Purpose: To ensure that service units recognize those individuals who meet the criteria for service unit level and/or organization-wide awards.

Appointed by and accountable to: service unit manager

Why your service unit needs you:

Anyone whose efforts are sincerely focused on making the Girl Scout experience good for girls is someone we appreciate.

Who deserves recognition?

Anyone whose service goes above and beyond, who exceeds expectations, whose contributions are significant; who is a model of outstanding performance deserves recognition.

Principle duties and responsibilities:

- Ensure that information regarding adult awards, nomination procedures, applications and criteria is available throughout the service unit.
- With the service team review and approve nominations for the Service Unit awards
- Send recommendations for organization-wide awards (Appreciation Pin, Honor Pin, Thanks Badge, Thanks Badge II and Presidents Award) prior to the February 15 deadline for each award.
- Submit recipient award forms requesting service unit level recognitions to the volunteer engagement coordinator a minimum of two weeks prior to presentation date.
- Assist in the maintaining of Volunteer History Profile sheets for your service unit.
- Be a registered adult member of Girl Scouts.

I have read and understand and accept the Girl Scout service unit awards coordinator as defined above.

Signed – volunteer

Date

I appoint the volunteer named to be a service unit manager.

Signed – service unit manager

Date

Term: _____ to _____

Re-appointed: _____

to _____
to _____

POSITION DESCRIPTION

MEMBERSHIP RECRUITER

Purpose: To organize troops through recruitment of girls and adults.

Appointed by and accountable to: service unit manager

Why your service unit needs you:

Membership recruiters play an important role in seeing that troops are organized and continue to be strong and stable from year to year. The position is an exciting and challenging one. It is rewarding to know that your efforts will result in Girl Scouting opportunities for all girls in your community.

Principle duties and responsibilities:

- Attend training.
- Set recruitment meetings at schools, churches and other places where girls or adults meet.
- Recruit a team to help with recruitment meetings (e.g., leaders, co-leaders, and registrar).
- Organize and facilitate parent sign-up at each recruitment meeting.
- Follow-up with prospective volunteers, serving as a bridge between new volunteers and the service team.
- Place girls in troops.
- Provide information about adult development.
- Be a registered adult member of Girl Scouts.

I have read and understand and accept the Girl Scout service unit recruiter as defined above.

Signed – volunteer

Date

I appoint the volunteer named to be a service unit manager.

Signed – service unit manager

Date

Term: _____ to _____

Re-appointed: _____

to _____
to _____

POSITION DESCRIPTION

SERVICE UNIT FALL PRODUCT COORDINATOR

Purpose: To oversee the operations of the fall product program for the respective service unit.

Appointed by and accountable to: regional executive and/or product programs manager.

Required knowledge and experience:

- Knowledgeable computer skills
- Experience in prior fall product program
- Willingness to attend service unit meetings throughout program
- Enthusiasm for leading volunteers
- Attention to detail

Principle duties and responsibilities:

- Verify troop fall product coordinators are registered Girl Scout.
- Attend fall product kick-off training.
- Schedule service unit meeting(s) to provide information about the fall product program and train troop fall product coordinators.
- Verify troop orders for magazines and nuts/candy in computer program.
- Arrange candy/nut delivery for SU as required by Product Programs.
- Receive and distribute candy and nut products for your area.
- Collect from and submit Authorization for Draft (ACH) from troops to Girl Scouts of Middle Tennessee on date specified.
- Report collection issues to Council.
- Be available by email or phone to answer questions from troops.
- Attend service unit meetings August through October.
- Distribute rewards to troop leaders no later than December service unit meeting.
- Report reward discrepancies to Product Programs within 14 days after receipt to Trophy Nut Company.
- Performs other related duties as assigned.
- Be a registered adult member of Girl Scouts.

Agreement forms will be provided and signed at service unit fall product coordinator training.

POSITION DESCRIPTION

SERVICE UNIT COOKIE COORDINATOR

Purpose: To oversee the operations of the cookie program for the respective service unit.

Appointed by and accountable to: regional executive and/or product programs manager.

Required knowledge and experience:

- Knowledgeable computer skills
- Experience in prior cookie program
- Willingness to attend service unit meetings throughout program
- Enthusiasm for leading volunteers
- Attention to details

Principle duties and responsibilities:

- Verify troop cookie coordinators are registered members
- Attend cookie kick-off/training in November provided by the Product Programs Department.
- Schedule service unit meeting(s) to provide information about program and train troop cookie coordinators.
- Input troop data into cookie software module.
- Distribute and collect program materials.
- Verify troop orders on eBudde.
- Arrange cookie delivery for service unit as required by Product Programs.
- Collect Authorization for Drafts (ACH) forms and submit to Girl Scouts of Middle Tennessee.
- Report collection issues to Council.
- Be available by email or phone to answer troop questions.
- Attend service team and service unit meetings November through April.
- Distribute rewards to troop leaders within two weeks of receipt.
- Report reward discrepancies to Product Programs within 14 days of receipt from Little Brownie Bakers.
- Performs other related duties as assigned.
- Be a registered adult member of Girl Scouts.

Agreement forms will be provided and signed at service unit cookie coordinator training.

POSITION DESCRIPTION

READY SET GO FACILITATOR

Purpose: To welcome new leaders to Girl Scouts and their local service unit and to provide new leaders with training to start their troops.

Appointed by and accountable to: service unit manager and/or regional executive

Why your service unit needs you:

To introduce new leaders to Girl Scouts, help them prepare for their first meetings to include registration as well as be a resource to new leaders.

Required knowledge and experience:

- Have an understanding of requirements to start a troop
- Good human relations skills
- Willingness to attend service unit meetings when requested

Principle duties and responsibilities:

- Facilitate the Ready, Set, Go! Meetings with new leaders.
- Be available to new leaders to answer questions
- Work with regional executive, service unit manager, recruiter, registrar to coordinate the meetings with new leaders

Support and resources available to you:

- regional executive
- service unit manager
- registrar
- volunteer engagement coordinator/training
- volunteer engagement coordinator/resources

Training will be provided for this position

I have read and understand and accept the Girl Scout service unit Ready Set Go facilitator as defined above.

Signed – volunteer

Date

I appoint the volunteer named to be a service unit manager.

Signed – service unit manager

Date

Term: _____ to _____

Re-appointed: _____

to _____
to _____

POSITION DESCRIPTION

TROOP LEADER /ADVISOR POSITION DESCRIPTION10N

Name: _____ Troop# _____ SU# _____

Purpose: Works directly with girls, helping them to develop their leadership skills on an individual or group basis. The volunteer will have the enthusiasm and ability to generate girls' interests and curiosities about the ways that they can discover themselves, connect with others, and take action to make the world a better place through the Girl Scout Leadership Experience.

Appointed by and accountable to: service unit manager

Principle duties and responsibilities:

- Shares knowledge, experience and skills with a positive and flexible approach.
- Works in a partnership with girls and adults.
- Manages the troop/group funds, ensuring that the handling of the funds meet the policies and procedures of Girl Scouts of the USA and Girl Scouts of Middle Tennessee.
- Processes and completes all registrations and other paperwork, ensuring that the handling of the paperwork meets policies and procedures.
- Organizes fun, interactive, girl-led, thematic activities that address girls' interests and needs.
- Communicates effectively and delivers clear, organized and vibrant presentations or information to the individual or group.
- Takes appropriate trainings and participates in workshops as defined by Girl Scouts of Middle Tennessee policies and procedures.
- Completes a leader self-assessment and meets with a member of the service team for reappointment annually.
- Provides guidance and information regarding events and meetings with girls' parents or guardians on a regular and ongoing basis through a variety of tools including email, phone calls, newsletters and blogs.
- Attends or ensures representation at service unit meetings.
- Doesn't use illegal drugs. Doesn't consume alcohol, smoke or use foul language in the presence of girls. Does not carry ammunition or firearms in the presence of girls unless special permission has been given by Girl Scouts of Middle Tennessee for group marksmanship activities.

Core competencies:

- **Girl Focus:** helps girls set realistic, clearly defined goals/objectives to experience the Girl Scout Leadership experience and achieve outcomes via Discover, Connect, and Take Action.
- **Adaptability:** Adjusts and modifies own behavior, and remains flexible and tolerant in response to changing situations and environments.
- **Fostering Diversity:** Understands and embraces differences.
- **Oral Communication:** Expresses ideas clearly and concisely.
- **Personal Integrity:** Demonstrates honesty, credibility and dependability.

POSITION DESCRIPTION

Troop Chaperone/Driver

Name: _____ Troop #: _____ SU #: _____

Purpose: A chaperone is 18 years old or older and accompanies the troop on events and/or travel. A chaperone may also serve as a driver (if they are 21 year of age, have a good driving record with proof of insurance and a valid driver's license) for planned Girl Scout field trips and other activities (outside of regularly scheduled meeting times and places) in which a group will be transported in private vehicles. If a chaperone spends more than six hours with direct supervision of children, they must have a cleared background check.

Appointed By and Accountable To: Troop leader

Chaperone Principal Duties and Responsibilities:

- Follows directions and works with the troop, group or event leader to ensure that the meeting, event or trip operates as planned.
- Is a positive role model and uses positive reinforcement and redirection behavior management techniques.
- Respects all girls and adults equally with no preferential treatment.
- Creates a safe space for girls.
- Prioritizes the safety of all girls.
- Supports and reinforces the group agreement.
- Handles pressure and stress by modeling flexibility and a sense of humor.
- Creates a positive experience for and with girls.
- Reviews and follows the 12 Girl Scout Safety Guidelines (available in the Quick-Start Guide in the "Safety-Wise" chapter of Volunteer Essentials).

Driver Principal Duties and Responsibilities:

- Have a good driving record, a valid license and registration and proof of insurance for vehicle.
- Must be at least 21 years old and hold a valid operator's license appropriate to the vehicle.
- If driving a vehicle with more than twelve passengers, a commercial driver's license (CDL) is required.
- Check your lights, signals, tires, windshield wipers, horns and fluid levels before each trip and check them periodically on long trips.
- Keep all necessary papers up-to-date such as your driver's license, vehicle registration, any state or local inspections, insurance coverage and any other necessary documents.
- Wear your seat belt at all times and insist that all passengers do the same. Keep girls under twelve in the back seats.

Additional information for the approved driver should be completed below.

ONE YEAR APPOINTMENT FOR TROOP CHAPERONE

I have read and understand the volunteer policies and practices and I accept the Girl Scout troop Chaperone position as defined.

Signed: Volunteer

Date

I appoint the volunteer named to be a chaperone for troop program events and trips.

Signed: Service Unit Manager

Date

Council Trainer Position Description and Agreement Form

Name _____ SU # _____

Purpose: The purpose of a council trainer is to provide leaders and operational volunteers with:

- a) A positive, meaningful training program that promotes confidence and insures implementation of the Girl Scout program.
- b) A consistent training message to all geographic areas within the Council
- c) A positive attitude that will foster retention in both the girls an adults
- d) Courses delivered in a timely and accessible manner.

Authority and Accountability: The Council Trainer works under the direction of the customer engagement coordinator.

Principle Duties

- Participates in conferences, meetings and learning experiences relative to the position.
- Conducts specific training events based on council training materials
- Coordinates all trainings through the customer engagement coordinator.
- Prepares the site for the event, or insures that it is prepared (i.e., equipment, training aids and materials). Returns materials and supplies to the council office and/or regional executive within five days following the course.

Trainer Competencies

- Ability to transfer knowledge to others in a positive, creative and enthusiastic manner
- Ability to interpret and represent Girl Scout philosophy and ideals.
- Willingness to satisfactorily complete required training to perform the position of council trainer as defined in the qualifications for trainer.

Qualifications

1. The candidate maintains a belief in the aims of the Girl Scout organization and subscribes to the principles expressed in the Promise and Law.
2. The candidate has the ability to interpret and support the Council's policies, standards and ways of work.
3. The candidate possesses leadership ability and inspires confidence in others.
4. The candidate satisfactorily completes required training to perform the position of trainer as defined in the requirements of trainers.
5. The candidate facilitates a minimum of two workshops annually.
6. The candidate is willing to travel to **at least** the next county to conduct trainings.

Agreement Statement

A designated volunteer or council staff person has reviewed this position description with me. I agree to carry out the responsibilities in this position as well as maintain my registration as a current adult member in Girl Scouts of Middle Tennessee. I acknowledge that as a volunteer with a child-serving organization, I am required by state law to report suspected child abuse.

Volunteer Signature _____ Date _____
Staff Signature _____ Date _____

(Please Print)

Name _____
Address _____
City _____ State _____ Zip _____
Home Phone _____ Cell Phone _____
Email address _____

Re-appointment

Signature _____ Date _____
Staff Signature _____ Date _____

Re-appointment

Signature _____ Date _____
Staff Signature _____ Date _____

Re-appointment

Signature _____ Date _____
Staff Signature _____ Date _____

IT'S TIME FOR TRAINING

Prepare yourself and your leaders with the skills and knowledge to be a success.

The Girl Scouts of Middle Tennessee provides learning opportunities for adult volunteers to assist them in fulfilling their commitment. Girl Scout volunteer training provides leadership teams and other adults with the knowledge and skills necessary for working with girls of all age levels. The courses are designed to enrich both the girls' and adults' experience. To find course options, training schedules, and course locations, check availability and register, go to our website, www.gsmdtn.org, click on the Volunteer Playbook tab, Trainings

Mandatory Online Courses

- Girl Scouting 101 is a 45 minute, self-paced online orientation to Girl Scouting.
- Youth Protection
(This is a required course for any adult who works regularly with girls.)

Home Study Courses

The courses may be mailed to volunteers who do not have internet access. Contact the training department at (615) 383-0252 or 1(800) for more information.

Instructor Led Courses

Training opportunities are held at various locations in communities throughout the area. Volunteers register in advance for instructor led training courses. The courses are staffed by volunteer training facilitators who have a wealth of Girl Scout experience to share. Registration is available through E Council on the website.

Outdoor Training Courses

Mandatory training that must be taken prior to traveling with your troop or taking your troop camping at any Girl Scout Camp or public camping sites.

- Camp Ready (online training)
- Camp Prep (online training)
- Camp Information and Procedures (online training)
- Outdoor Skills: to be completed after the three online courses listed above. This face-to-face class prepares leaders to camp with their girls. It is designed to be taken after completing three online courses above (Camp Information and Procedures, Camp Prep and Camp Ready). In this class, you will have a hands-on opportunity to learn about the following: knot tying, fire building, propane stove, knife safety, pitching tents and cooking over an open flame. After completion of this course, you would be able to camp in any Girl Scouts of Middle Tennessee cabins, tent units or pitch tents. Full participation in Outdoor Skills will meet requirements to earn a leaf for the Trained Volunteer Pin.

Leaders should plan in advance to take the appropriate classes at least 90 days prior to planning a camping trip.

Please encourage troop leaders or other registered adults to plan in advance for training needs.

First Aid/CPR/AED

First Aiders are needed for physically demanding activities and other activities involving a potential for injury. The courses offered by Girl Scouts are through American Red Cross. Full participation will meet requirements to earn a leaf for the Trained Volunteer Pin. Course offerings are listed on E Council.

Grade Level JAM Sessions

These in person training will cover working with in the Girl Scout Journeys, earning awards, and tips on managing girl behavior and troop funds. Leaders will learn ways to make Girl Scouts a fun and meaningful experience for the girls in the troop.

Volunteer Enrichment Weekend (V.E.W.)

This is an annual Girl Scouts of Middle Tennessee event. Experience a weekend of leader enrichment activities that include workshops designed to enhance your skills in working with girls. Full participation will meet requirements to earn a leaf for the Trained Volunteer Pin. Information will be available on the website and announcements will be made through the GSC (Girl Scout Connections weekly email).

Adult Adventure Weekend

ADVENTURE....There's no APP for that!

Have you ever wanted to participate in the adventure programming that your girls get to enjoy? Now is your chance to play. Adult Adventure Weekend is an opportunity to try adventure programs and Campivities offered at Camp Sycamore Hills as well as participate in an adventurous camporee planned just for adults. Full participation will meet requirements to earn a leaf for the Trained Volunteer Pin.

Registration Procedures

Registration is important because most training courses have limited spaces available. If the minimum number of attendees is not met for any scheduled training course it will be canceled. Encourage leaders and co-leaders to register following these simple steps:

- Register online through the website. If you or your leaders have difficulty registering, please contact the training department at smajors@gsmidtn.org or (615) 460-0252.
- If you need to cancel your reservation for a course please notify the training department as soon as possible. Some of our classes have waiting lists, and if you will not be able to attend someone could be placed in the course. Notification also helps the volunteer trainer to better prepare the facilities and materials for the correct number of people.
- Registration is a commitment to attend the class, and payment will be required unless cancellation is made more than 21 days in advance. Until payment is received, you will be unable to enroll in future trainings or programs.
- If the schools or training sites in your area are closed due to inclement weather, the training will also be cancelled. Call the training hotline at (615) 383-0490 or 1(800) 395-5318, ext. 352 for specific information.

**GIRL SCOUTS OF MIDDLE TENNESSEE
VOLUNTEER TRAINING HISTORY PROFILE**

Today's Date: _____

Name: _____ Troop #: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone (Day): _____ (Evening): _____ Email: _____

Service Unit #: _____ Member I.D. #: _____

Total # of years as a Girl Member: _____ Adult Member: _____ = Total GS Membership: _____

Current Volunteer Position(s): _____

Training Record: Please mark courses when completed with location and number of hours. This record is to be updated annually.

| Training Course | Check when Complete | Training Date | Hours |
|--------------------------------------|----------------------------|----------------------|--------------|
| Girl Scouting 101 (online) | | | |
| Youth Protection (online) | | | |
| Ready, Set, Go | | | |
| Volunteer Essentials (read document) | | | |
| Grade Level JAM Session | | | |
| First Aid / CPR/AED | | | |
| Camp Ready (online) | | | |
| Camp Prep (online) | | | |
| Camp Info and Procedures (online) | | | |
| Outdoor Skills | | | |
| Adult Adventure Weekend | | | |
| Other: | | | |
| | | | |

Girl Scouts of Middle Tennessee Adult Awards Booklet

Revised June 2016



Table of Contents

- Ways to Recognize Exceptional Performance
- Guidelines for Adult Awards
- Adult Awards at a Glance
- Descriptions of Awards
- Guidelines for Trained Volunteer Pin / Leaves
- Guidelines for Letter of Endorsement
- Sample Letter of Endorsement
- Application Form for Official Adult Awards
- Service Unit Authorization for Purchase of GSUSA & Council Awards

A special thank you to the Girl Scouts of Central & Southern New Jersey, Inc.
for their help in creating this booklet.

Ways to Recognize Exceptional Performance

Bringing Girl Scouting to every girl everywhere is a huge task. Public recognition is a great way to acknowledge one's outstanding contributions. The Volunteer Awards Committee of Girl Scouts of Middle Tennessee accepts its mission to provide a fair and judicious process for recognizing outstanding adult Girl Scouts.

This resource booklet contains information regarding the adult recognitions awards provided by the Girl Scouts of the USA. Both the individual service units and Girl Scouts of Middle Tennessee determine and present specific awards for exceptional performance. Refer to the guidelines on the following pages for the detailed criteria requested on each application. Make sure to follow all instructions.

Finally, there will be times when someone has contributed in an exceptional manner, but she or he does not meet all the criteria to receive an award. In those instances, there are other ways in which a dedicated and hardworking adult Girl Scout can be recognized by peers in a kind and supporting environment. The Nashville Girl Scout Shop carries a variety of thank you items. The following list provides some ideas for ways to recognize the selfless efforts of others.

- Take the time to mention a person's service and express thanks for a job well done.
- Send someone a bouquet of flowers with a thank you note.
- Treat a special person with a gift certificate to their favorite store.
- Have a song on the radio dedicated to a special leader on Leader's Day.
- Invite a staff member to a service unit event and give them a token of appreciation made by a troop of girls.
- Have a troop put together cookie mixes and deliver them to persons who have made a positive impact on the troop.
- Write a thank you article for publication, detailing what was done, when and by whom.
- A Girl Scout troop can perform a special service for someone.
- Recommend a person for special training or participation in a special event.

The sky is the limit – what are some of your creative ideas?

Some appropriate times to recognize individuals may include:

- | | |
|---|--|
| <input type="checkbox"/> February 22 – World Thinking Day | <input type="checkbox"/> Service Unit Events |
| <input type="checkbox"/> March 12 – Girl Scouting in the USA Birthday | <input type="checkbox"/> Board or Club meeting of an outside group rendering a service |
| <input type="checkbox"/> April 22 – Leader's Day | <input type="checkbox"/> Community or county recognition event |
| <input type="checkbox"/> National Volunteers Week – The last full week of April | <input type="checkbox"/> School or church event |
| <input type="checkbox"/> October 31 – Juliette Gordon Low's Birthday | <input type="checkbox"/> Year-end troop ceremony |
| | <input type="checkbox"/> Immediately following the service rendered |
| | <input type="checkbox"/> Service Unit Meeting |

Guidelines for Adult Awards

1. The Volunteer Awards Committee is responsible for accepting applications for National and Council Awards, reviewing these applications in the most non-biased way possible, ensuring that the application requirements have been met and deciding whether or not the nominee meets the criteria to receive the Council Award.
2. Prior to submitting a nominee's application the Sponsor must read the criteria very carefully and critically determine whether or not the individual is worthy of the award.
3. The Volunteer Awards Committee does not generally present an award to an individual in consecutive years unless extenuating conditions exist. In this instance, a detailed explanation, included in an additional letter, must be provided with the nominee's application.
4. The Volunteer Awards Committee makes every effort to appropriately match an award with the nominee's performance. At times the award history, award criteria, letter of endorsement and other information indicate that a different award is appropriate. In this situation, rather than deny the entire nomination, the Committee would contact the Sponsor of the nominee and explain the change.
5. Every nomination should be kept confidential until both the SUM and the Sponsor are notified by the Volunteer Awards Committee that the nomination has been approved. A **Sponsor** is the individual requesting the award. The **Endorser** writes and endorsement letter (letter of support) at the Sponsor's request.
6. Letters of endorsement may be written by anyone with knowledge of an adult's service in Girl Scouting. It is the Committee's desire to recognize any individual who is giving worthy service to Girl Scouts of Middle Tennessee and its members. At times, appropriate referrals come from outside the individual's own service unit.
7. Each service unit needs to keep records of volunteer activities, positions and dates. In addition, the service unit must retain copies of all award applications submitted to the committee. The Volunteer Awards Committee will communicate their actions and decisions to each service unit. Results of committee action(s) should be added to forms kept on file.
8. This packet is available on the Girl Scouts of Middle Tennessee Website. Search for "Adult Awards Booklet".
9. Please complete the forms with as much information as can be found about the applicant. A narrative of the applicant's work or letter of endorsement is always helpful and appropriate. For National and Council Awards, three (3) letters of support must be attached. Complete, detailed information makes it easier for the Committee to make a decision.
10. All required forms which require council Volunteer Awards Committee approval and Board of Directors approval should be submitted no later than **February 15**. Deadlines for Service Unit Level awards are set by individual Service Units.
11. Each Service Unit Award Committee determines when "Service Unit Awards" are granted, the award deadline date, the process for determining the award recipient, and the presentation at the service unit function.

Deadlines are important!

All applications forms and required endorsement letters must be submitted to the Volunteer Awards Committee by the identified due date. Applications received after the due date will be considered for the next year's ceremony.

Adult Awards at a Glance

| Award | Deadline | Area Benefited by Service | Items Needed |
|---|-------------|---|-----------------------------------|
| Recognitions Awarded at the Service Unit Level | | | |
| Years of Service Pin (5, 10, 15, 25, etc.) | Set by SU | Includes Adult Years Only | Contact your service unit manager |
| Years of Membership Pin (5, 10, 15, 25, etc.) | Set by SU | Includes Girl & Adult Years | Contact your service unit manager |
| Outstanding Volunteer Award | Set by SU | Beyond Troop Level | Application & 2 endorsements |
| Outstanding Leader Award | Set by SU | Troop | Application & 2 endorsements |
| Trained Volunteer Pin | Set by SU | Volunteer Enrichment | Application |
| Green, Silver and Gold Leaves for Trained Volunteer Pin | Set by SU | Volunteer Enrichment | Application |
| Volunteer of Excellence Award | Set by SU | Service Unit | Application & 2 endorsements |
| Rookie of the Year | Set by SU | Troop | Application & 2 endorsements |
| Recognitions Awarded at the Council Level | | | |
| Appreciation Pin | February 15 | One geographic area & meeting council goals | Application & 2 endorsements |
| Honor Pin | February 15 | Two or more geographic areas & meeting council goals | Application & 2 endorsements |
| Thanks Badge | February 15 | Total council or entire Girl Scout movement | Application & 3 endorsements |
| Thanks Badge II | February 15 | Thanks Badge recipient, total council or entire Girl Scout movement | Application & 3 endorsements |
| President's Award | February 15 | Total council or entire Girl Scout movement | Application & Signatures |

Descriptions of Adult Recognition Awards

Service Unit Adult Awards

Each Service Unit Awards Committee is charged with setting the deadline dates and presenting these awards at a Service Unit Event. Please use the appropriate forms and include letters of recommendation as required. Include as much information about the applicant to make the review of the application easier to process.

Trained Volunteer Pin

This pin is a recognition earned by an active registered adult volunteer who has completed the required training courses, and participated in at least two meetings or events beyond the troop level.



Leaves for Volunteer Pin

Leaves can be earned for this pin when additional enrichment trainings are completed (see recognition of additional training on the guidelines for Trained Volunteer Pin page.)



Years of Service Pin

This pin is given to adults in Girl Scouting in recognition of her or this adult years of service at five-year intervals. Service Units recognize those individuals receiving 5, 10, 15, etc., year pins. Please submit the self-reporting form to your service unit manager. It can be found at the end of this booklet or on the GSMIDTN website.



Years of Membership Pin

The numerals show the total number of years (not necessarily continuous or consecutive) of registered membership, both as a girl and an adult, in any Girl Scout/Girl Guide organization. Numeral Guards are attached to the Official Girl Scout Membership Pins (regular or miniature size), and are placed to the right of the pin on clothing or on the insignia tab. The five-year numeral guard replaces five membership stars; a ten-year guard replaces ten membership stars, etc. Numeral Guards are available in increments of 5 years. Service Units recognize those individuals receiving 5, 10, 15, etc., year pins. Please submit the self-reporting form to your service unit manager. It can be found at the end of this booklet or on the GSMIDTN website.



Green Angel or Green Knight Poem and Certificate

Presented to registered Girl Scout leaders, co-leaders, Fall Product/Cookie chairs Service Team members at the end of their first year of service.





Green Angel or Green Knight Pin

Presented to registered Girl Scout leaders, co-leaders, Fall Product/Cookie chairs Service Team members at the end of their second year of service.



Green Angel or Green Knight Patch:

Presented to registered Girl Scout leaders, co-leaders, Fall Product/Cookie chairs, Service Team members at the end of their third year of service.

Outstanding Volunteer Award*

This award is given only once to an adult in a position other than a troop leader for service to a geographic area or program delivery audience that is beyond the expectations for the position. *GSUSA has retired these pins. Girl Scouts of Middle Tennessee has a limited quantity of each pin currently available and will be given out on a first come first serve basis.*



Outstanding Leader Award*

This award is given only once to recognize outstanding troop leadership in the delivery of Girl Scout program to girls, meriting recognition by geographic/service team. *GSUSA has retired these pins. Girl Scouts of Middle Tennessee has a limited quantity of each pin currently available and will be given out on a first come first serve basis.*



Volunteer of Excellence

The Volunteer of Excellence Award recognizes those volunteers who have contributed outstanding service while partnering directly with girls in any pathway to implement the Girl Scout Leadership Experience through use of the national program portfolio or who have contributed outstanding service in support of the council's mission delivery to girl and adult members.



Rookie of the Year

The Rookie of the year recognizes the time, effort, and dedication put forth by leaders and/or assistant leaders during their first year of service. (This is a Certificate)

***Please note GSUSA has retired these Adult Recognition Awards. Girl Scouts of Middle Tennessee has created our own version of each of and these pins are currently available to volunteers.**

Council Adult Awards

Appreciation Pin

This pin is given only once to recognize outstanding service to a geographic area or program delivery audience that furthers the council's goals. The Appreciation Pin recognizes an individual's exemplary service in support of delivering the Girl Scout Leadership Experience. This service, which has had measureable impact on one geographic area of service, helps reach and surpass the mission-delivery goals of the area.



Honor Pin

This award is given only once to recognize outstanding service to two or more geographic areas or program delivery audiences. The Honor Pin recognizes an individual's exemplary service in support of delivering the Girl Scout Leadership Experience, which has had measurable impact on two or more geographic areas of service, allowing the council to reach and surpass its mission-delivery goals.



Thanks Badge

This award is given only once per year to recognize exceptional service that benefits the total council or the entire Girl Scout movement. The Thanks Badge honors an individual whose ongoing commitment, leadership and service have had an exceptional, measureable impact on meeting the mission-delivery goals and priorities of the entire council or the entire Girl Scout Movement.



Thanks Badge II

The Thanks Badge II - for Continuing Service - is similar to the Thanks Badge but recognizes continued outstanding service given by a Thanks Badge recipient that benefits the total council or the entire Girl Scout movement. The Thanks Badge II honors a previous Thanks Badge award recipient who has continued to provide exemplary service in a leadership role, resulting in a measureable impact that benefits the entire Girl Scout Movement.



President's Award

The President's Award recognizes the efforts of a service-delivery team or committee whose exemplary service in support of delivering the Girl Scout Leadership Experience surpassed team goals and resulted in significant, measurable impact toward reaching the council's overall goals. Please complete the application found at <http://www.gsmidtn.org/> (search President's Award).

Guidelines for Trained Volunteer Pin

Trained Volunteer Pin is a recognition earned by an active registered adult volunteer who has completed the following criteria:

- *Completed these training courses:* Girl Scouting 101, Youth Protection and Online Camp Trainings: Camp Ready, Camp Prep and Camp Information and Procedures.
- Participated in at least two meetings or events beyond the troop level (service unit meeting, cluster meeting, service unit event, or Council event).

Procedure:

- Submit the Trained Volunteer Pin Application to the service team member who confirms the record.
- Service unit manager or service team member submits Recipient Award Form to Girl Scouts of Middle Tennessee, 4522 Granny White Pike, Nashville, TN, 37204, Attn: Volunteer Engagement Coordinator at least two weeks prior to presentation.

Description:

The trained Volunteer Pin shows a tree on a blue and white background w/a trefoil at the base of the tree. Leaves may be attached in recognition of enrichment trainings.

Recognition of Additional Training:

Volunteers are encouraged to take additional training that will increase their skills in working with the girls. Completion of “in depth” training will be recognized in the form of small green leaves which can be attached to the trained Volunteer Pin. Outdoor Skills, Volunteer Enrichment Weekend (VEW), Adult Adventure Weekend (AAW), First Aid CPR/AED trainings will each qualify for one Green Leaf.

Each green leaf represents one course of study with a minimum of at least 10 contact hours of training. The course may be given by Girl Scouts (completing one of the green leaf tracks offered by your local service unit) at the local or national level, a college, another organization, or a community adult education group. This in-depth training tends to apply to a small percentage of leaders, therefore making it a more meaningful recognition.

After receiving five green leaves (each leaf represents 10 hours of training), the recipient may replace them with one silver leaf; five silver leaves may be replaced with one gold leaf.

To receive a green, silver or gold leaves submit the Leaves for Trained Volunteer Pin Application to the service team member who confirms the record. The service unit manager or service team member submits the Recipient Award Form to Girl Scouts of Middle Tennessee, 4522 Granny White Pike, Nashville, 37204. Attn: Customer Engagement Coordinator.

Guidelines for Letter of Endorsement

The Sponsor fills in the Application form for the Official Adult Recognitions in this packet. It is the responsibility of the Sponsor to solicit and secure the required number of letters of endorsement. These guidelines may be duplicated and should be given to persons preparing letters of endorsement.

Letters of endorsement are used to support a nomination. They should reflect the total audience served and the variety of service given. Endorsement Letters which refer to different types of service are far more useful than multiple letters that speak about the same single instance of service. Extra letters (beyond the required amount) are helpful only if they provide further documentation of service. Quality is more important than quantity.

Letters should come from people throughout that area served. Endorsement Letters in support of a nominee for the Thanks Badge, for instance, should come from people throughout the council, reflecting council-wide service. When choosing letter-writers, consider what aspect for the candidate's service they can endorse and ask them to write specifically about that. Examples and supporting details of achievements should set your candidate apart from many other adults who are carrying out the same responsibilities.

Examples of Letters of Endorsements:

#1 –

- A. "In addition to working with her Cadette troop, Josephine Holloway took over as Service Unit Cookie Manager when Juliette Low resigned. It was a very successful sale."
- B. "In addition to working with her Cadette troop, Josephine Holloway volunteered to help. Although she had not worked with cookies for several years, she processed 17,750 boxes of cookies with no errors. Through skillful management techniques she enabled her service unit to achieve 100% participation and increase cookie sales by 40%."

#2 –

- A. "Amazing Daisy is a dedicated Leader and an inspired to all of us."
- B. "When her daughter bridged to Cadettes, Amazing Daisy formed a new Cadette troop whose membership rapidly grew to 30 girls. She enlisted the aid of several parents and trained them in girl-led techniques. Under her leadership they divided the group into interest groups which included gardening, working with a Junior troop with girls using wheelchairs, canoeing and camping. Girl retention has increased to 95% for the past two years."

Note that in each choice B, the Volunteer Awards Committee can see the specific results of the volunteer's actions.

Sample Letter of Endorsement

Your Name:

Your Complete Address:

Date:

Volunteer Awards Committee
Girl Scouts of Middle Tennessee, SU (list your SU here)
4522 Granny White Pike
Nashville, TN 37204

Dear Committee Member:

This letter is to endorse (nominee's name) as a recipient of the (name of recognition). (Nominee's name) has provided excellent service in (her/his) capacity as (position title).

This deserving volunteer went above and beyond the requirements of this position when (she/he) (write at least one paragraph detailing one or several examples. You may choose to detail programs or projects this person has coordinated or perhaps something that enriched the girls where this person provided the necessary leadership for implementation).

As a result of the selfless efforts of (nominee's name, insert who or what benefited from the service of the nominee) benefited in the following ways. (Write at least one paragraph addressing this component).

Note: This paragraph is an opportunity for you to include any personal stories and comments that would highlight the character and contributions of this nominee.

Thank you for your consideration. Should you have any further question, I can be reached at (please list a day time or cell number).

Sincerely,

(Your Signature)

How to Request Awards

For Service Unit Awards:

1. The Service Unit Awards Committee will approve the service unit awards; fill in the “Service Unit Authorization for GSUSA and Council Awards Recognitions” form. Return this form to Girl Scouts of Middle Tennessee, Volunteer Resource Manager, at least *two weeks* prior to your presentation ceremony to allow time for delivery.

For National and Council Awards:

These awards require Girl Scouts of Middle Tennessee Volunteer Awards Committee and Board of Directors approval. Application(s), found on the following pages, may only be submitted in the following ways:

Email:

volunteerresources@gsmidtn.org

Mail:

Girl Scouts of Middle Tennessee Awards Committee
4522 Granny White Pike
Nashville, TN 37204

Fax:

615.460.0255

National and Council Awards paperwork must be received by **February 15**.

The Girl Scouts of Middle Tennessee Volunteer Awards Committee’s staff liaison is Poppy Lee, Volunteer Engagement Coordinator. She can be reached at 615.460.0255 or plee@gsmidtn.org.

TRAINED VOLUNTEER PIN APPLICATION

Name: _____ Troop #: _____ Service Unit #: _____

Address: _____

Phone (day): _____ (evening): _____

Girl Scout Volunteer position: _____

Applicant has completed the following training:

| Training Course | Date |
|---|-------------|
| Girl Scouting 101 | |
| Online Camp Ready | |
| Online Camp Prep | |
| Online Camp Information & Procedures | |
| Youth Protection | |

At least two meetings (Service Unit, Council, and Cluster.) beyond the troop have been attended:

| Type of Meeting | Location | Date |
|------------------------|-----------------|-------------|
| 1. | | |
| 2. | | |

RETURN APPLICATION TO SERVICE UNIT MANAGER OR SERVICE TEAM MEMBER FOR APPROVAL

Upon verification, the appropriate person will sign, date and file this application with service unit records.

Service Team Member _____
Date

**Send to: Girl Scouts of Middle Tennessee
Attn: Volunteer Engagement Coordinator
4522 Granny White Pike
Nashville, Tennessee 37204**

Leaves for Trained Volunteer Pin Application

Name _____ Troop# _____ SU# _____
 Address _____
 City _____ State _____ Zip _____
 Telephone: (Day) _____ (Evening) _____
 Girl Scout Volunteer position: _____

| Previous Awards | Indicate Number of Each | Date |
|-----------------------|-------------------------|------|
| Trained Volunteer Pin | | |
| Green Leaves | | |
| Silver Leaves | | |
| Gold Leaves | | |

The applicant has completed training in subject area(s) that have increased her/his skills in working with girls. (Do not include courses needed for Trained Volunteer Pin). Minimum instruction time for each course is 10 hours.

Name of course: _____

How course is used with girls/adults: _____

Location: _____ Date: _____ # of hours instruction: _____

Name of course: _____

How course is used with girls/adults: _____

Location: _____ Date: _____ # of hours instruction: _____

Name of course: _____

How course is used with girls/adults: _____

Location: _____ Date: _____ # of hours instruction: _____

RETURN APPLICATION TO SERVICE TEAM

Upon verification, the appropriate service team member will sign, date and file a copy of this form with service unit records.

 Service Team Member

 Date

Send to: Girl Scouts of Middle Tennessee
Attn: Volunteer Engagement Coordinator
4522 Granny White Pike
Nashville, Tennessee 37204

Council Adult Recognition Award Recipient Form Girl Scouts of Middle Tennessee

Instructions:

1. *Sponsor* is to complete this form for submission of the following Council Adult Recognitions: Appreciation, Honor Pin, Thanks Badge, and Thanks Badge II.
2. Make a copy of this form and retain with Service Unit records
3. Return this form to Girl Scouts of Middle Tennessee, Volunteer Relations, by February 15th.

Date of Submission: _____

Sponsor Name: _____

Sponsor Address: _____ City: _____

State: _____ Zip: _____ Phone: _____

Mark which of the following recognitions you are nominating:

- _____ Appreciation Pin
- _____ Honor Pin
- _____ Thanks Badge
- _____ Thanks Badge II

Nominee Name: _____

Nominee Address: _____ City: _____

State: _____ Zip: _____ Phone: _____

Position in Girl Scouting: _____

Girl Scouts of Middle Tennessee Nominee Adult Service and Previous Awards

Please complete the following to the best of your knowledge. If unknown, leave blank or write unknown.

| Adult Position | Years of Service | Training Received |
|---------------------------------------|------------------|-------------------|
| Leader/Assistant Leader | | |
| Troop Committee Member | | |
| Troop Cookie Manager | | |
| Troop Fall Product Program Manager | | |
| Service Unit Manager | | |
| Service Unit Fall Product Coordinator | | |
| Service Unit Cookie Coordinator | | |
| Special Event Director | | |
| Day Camp Director | | |
| Day Camp Staff | | |
| Cluster Director | | |
| Trainer | | |
| Board Member | | |
| National Council Delegate | | |
| National Council Alternate Delegate | | |
| Board Committee Member | | |

Council Adult Recognition Award Recipient Form

Girl Scouts of Middle Tennessee

Girl Scouts of Middle Tennessee Nominee Adult Service and Previous Awards

Please complete the following to the best of your knowledge. If unknown, leave blank or write unknown.

| Award Received | Year Awarded |
|---------------------------|--------------|
| Outstanding Leader | |
| Outstanding Volunteer | |
| Trained Volunteer Pin | |
| Green Leaf (number) | |
| Silver Leaf (number) | |
| Gold Leaf (number) | |
| Numeral Guard (year) | |
| Appreciation Pin | |
| Honor Pin | |
| Thanks Badge | |
| Thanks Badge II | |
| Other: | |
| Other: | |
| Other: | |

For adult service and previous awards refer to the service unit records for most current information.



Membership Year Pin and Volunteer Years of Service Pin

Requests for Membership Year Pins and Volunteer Years of Service Pins must be submitted to your Service Unit Manager by _____.

Please complete form in its entirety and pay close attention to the pin you are requesting.

| | | | |
|----------------|-------------|-----------------|------|
| Name: | | Service Unit #: | |
| Address: | | | |
| City: | | State: | Zip: |
| Home Phone: | Work Phone: | Cell Phone: | |
| Email Address: | | | |

Membership Year Pin: For **currently registered adult members** to recognize the **total number of years of Girl Scout membership**. This includes years as a girl and adult member that a person has been a registered member of Girl Scouts of the USA. Pins are available in 5-year intervals: 5, 10, 15, etc.

Please check the appropriate box for the pin you are requesting:

5 years
 10 years
 15 years
 20 years
 25 years
 30 years
 35 years
 40 years
 45 years
 50 years
 55 years
 60 years

Other: _____

Membership Year Pins will not be sent through the mail.

Volunteer Years of Service Pin: For **currently registered adult members** to recognize the **total number of years of volunteer service to Girl Scouting**. Pins are available in 5-year intervals: 5, 10, 15, etc.

Please check the appropriate box for the pin you are requesting:

5 years
 10 years
 15 years
 20 years
 25 years
 30 years
 35 years
 40 years
 45 years
 50 years
 55 years
 60 years

Other: _____

Volunteer Years of Service Pins will not be sent through the mail.

Return pin request form to your Service Unit Manager by _____.

A separate form must be completed for each individual person receiving a pin. For accuracy, please **print neatly** all information requested. Membership Year Pin and Volunteer Years of Service Pin request forms may be collected and sent in by the service unit. If you are completing the form for someone else, please make sure the years are correct. The pins will be sent to the service unit by your Regional Executive or may be picked up by your Service Unit Manager at the Nashville Service Center after ____.



President's Award

The President's Award recognizes the efforts of a service unit team in moving its service unit toward the attainment of Girl Scouts of Middle Tennessee goals and objectives during a membership year (October 1 - September 30).

Criteria for selection:

1. All leaders and co-leaders, and service unit team members must be registered adult Girl Scouts.
2. Each member of the service unit has taken training appropriate for the position held:
 - a. Troop leadership (01 & 02): Ready, Set, Go, Girl Scouting 101 and Youth Protection.
 - b. Service Team members: service unit training.
 - c. Day camp directors and day camp staff: day camp training as well as Youth Protection.
 - d. Product Program Coordinators: SU Cookie Coordinator and/or SU Fall Product Coordinator.
3. One or more of the following criteria must have been completed within the past membership year:
 - a. Delivery of Girl Scout program is effective and resulting in the retention of 60% or more of troop leaders from the previous membership year or 60% or more troops are reregistered.
 - b. Girl membership: girl membership for the service unit has reached its membership goal.
 - c. Overall Gift-to-Girls goal for the service unit has been reached.
4. Community contacts - the service team maintains community contacts such as: sponsorship agreements, community service projects and/or participating in community events.
5. Reports required by Girl Scouts of Middle Tennessee have been submitted on time:
 - a. Final service unit fall product and cookie program report and validated deposit tickets have turned in by the due date to the product sales office.
 - b. Service unit and troop financial reports have been submitted by the due date.
6. Service team communications: the service team maintains ongoing communications with each troop and with girls registered as individual Girl Scouts in the service unit. The service team has developed and implemented a plan to maintain contact with representatives of each troop unable to attend service unit meetings.
7. Service unit team encourages volunteer recognition at the service unit and Girl Scout of Middle Tennessee levels.
8. The service unit achieved 100% participation in either the fall product or cookie program from all eligible troops.

Nomination and approval procedures:

1. Service unit teams who meet the criteria may apply for the President's Award at the end of any membership year (September 30).
2. Upon completion of the criteria, the service unit manager (or appointed service team member) completes the application. The application is signed by service unit manager and regional executive then submitted to the volunteer engagement coordinator by February 15. If approved, a recommendation will be submitted to the board of directors for final approval. Notification of the decision will be mailed to the service unit manager.

Recognition and Presentation: the service unit team will be presented with a service unit Girl Scout honor flag with pole and stand. This will be presented to the service unit manager at Girl Scouts of Middle Tennessee Salute to Outstanding Leadership Awards (SOLA) ceremony. Once a service unit has been awarded the Honor Flag and meets criteria again, they will receive an Honor Tassel to hang on their Honor Flag.

Submit application to:
Girl Scouts of Middle Tennessee
Volunteer Awards Committee
President's Award Application
4522 Granny White Pike
Nashville, TN 37204

President's Award Application

Service unit: _____ Membership year to be recognized: 20____/20____
 Service unit manager: _____
 E-mail: _____
 Phone (day): _____ (evening): _____

| | Previous year's statistics | Membership year to be recognized statistics |
|---------------------------------------|----------------------------|---|
| # of troops | | |
| # of service team members | | |
| # of girls registered in service unit | | |
| # of leaders/co-leaders | | |

Please mark criteria service unit completed for designated membership year: Yes or No

| | Yes | No | | | | | | | | | | | | | |
|--|--------------------------|------------------------------------|--|--------|------|--------|------|--|--|------------------------------------|--|-------------------------|--|-------------------------------|--|
| 1 | <input type="checkbox"/> | <input type="checkbox"/> | All leaders, co-leaders and service team members are registered adults. | | | | | | | | | | | | |
| 2 | <input type="checkbox"/> | <input type="checkbox"/> | Each member of the service unit has completed appropriate training for volunteer position held. | | | | | | | | | | | | |
| 3 | <input type="checkbox"/> | <input type="checkbox"/> | One or more of the following criteria has been met (mark criteria met): <ul style="list-style-type: none"> ○ Delivery of Girl Scout program is effective and resulting in the retention of 60% or more of troop leaders from the previous membership year or 60% or more of troop's re-registered (use chart at top of sheet). ○ Girl membership - Girl membership for the service unit has reached its membership goal. ○ Gift-to-Girls goal for the service unit has been reached. | | | | | | | | | | | | |
| 4 | <input type="checkbox"/> | <input type="checkbox"/> | Service unit has maintained community contacts. List examples: 1. _____ 2. _____ 3. _____ | | | | | | | | | | | | |
| 5 | <input type="checkbox"/> | <input type="checkbox"/> | Reports required by Girl Scouts of Middle Tennessee have been submitted on time: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 30%;">Report</th> <th style="width: 15%;">Date</th> <th style="width: 30%;">Report</th> <th style="width: 25%;">Date</th> </tr> </thead> <tbody> <tr> <td>Service unit fall product program report</td> <td></td> <td>Service unit cookie program report</td> <td></td> </tr> <tr> <td>Troop financial reports</td> <td></td> <td>Service unit financial report</td> <td></td> </tr> </tbody> </table> | Report | Date | Report | Date | Service unit fall product program report | | Service unit cookie program report | | Troop financial reports | | Service unit financial report | |
| Report | Date | Report | Date | | | | | | | | | | | | |
| Service unit fall product program report | | Service unit cookie program report | | | | | | | | | | | | | |
| Troop financial reports | | Service unit financial report | | | | | | | | | | | | | |
| 6 | <input type="checkbox"/> | <input type="checkbox"/> | Service team communications: list methods service team maintained ongoing communications with each troop and with girls registered as individual Girl Scouts in the service unit (meetings, mail, email, telephone): List methods the service team maintained contact with representatives from each troop unable to attend service unit meetings: | | | | | | | | | | | | |

President's Award Application (cont'd)

| | Yes | No | |
|---|--------------------------|--------------------------|---|
| 7 | <input type="checkbox"/> | <input type="checkbox"/> | Service team encourages volunteer recognition at the service team and Girl Scouts of Middle Tennessee levels. Please list ways in which the service team recognizes volunteers: _____ _____ _____ _____ _____ _____ |
| 8 | <input type="checkbox"/> | <input type="checkbox"/> | All eligible troops participated in the fall and/or cookie program: <input type="checkbox"/> Fall Product Program <input type="checkbox"/> Cookie Program |
| | | | |

Service unit manager signature: _____ Date: _____

Regional Executive signature: _____ Date: _____

Application due by February 15

Submit application to: Girl Scouts of Middle Tennessee
 Volunteer Awards Committee
 President's Award Application
 4522 Granny White Pike
 Nashville, TN 37204

| |
|--|
| <p>Girl Scouts of Middle Tennessee use only</p> <p>Volunteer Engagement Coordinator Approved <input type="checkbox"/> Unapproved <input type="checkbox"/></p> <p>Criteria not met: _____ _____ _____</p> <p>Girl Scouts of Middle Tennessee Board of Directors Approved <input type="checkbox"/> Unapproved <input type="checkbox"/></p> <p>Criteria not met: _____ _____ _____</p> <p style="text-align: center;">70</p> |
|--|

volunteer appreciation

“The Work of today is the history of tomorrow and we are all its makers.” – Juliette Gordon Low

By this time your daughter has enjoyed fun troop meetings, perhaps an overnight with her Girl Scout friends and various outings. These are all made possible by your troop leader, service unit manager and many other Girl Scout volunteers.

April 22 is Girl Scout Leader Appreciation day but appreciation can also be shown throughout the year. Take a few moments and thank the volunteer in your life.

We have found that the most appreciated recognitions are the thanks received from the girls and parents. The following are a few examples of how girls can show their appreciation to the adult volunteer in their lives (with the help of parents if need be):

- Surprise her/him with a gift card (such as a craft store, coffee shop or maybe even a Girl Scout Shop gift card).
- Have the girls make a handmade card with all of their favorite Girl Scout activities.
- Make a video of favorite Girl Scout songs learned through various Girl Scout activities.
- Make a scrapbook of the troop's past year(s).
- Older girls may want to write an article for the newspaper about the volunteer in their lives.
- E-cards or traditional thank-you notes
- Girl Scout thank you patches
- Computer-generated cards or letters
- Video tributes (online, or in CD/DVD format)
- Bouquets of flowers, balloons and edible bouquets
- Parents and/or older girls may nominate a volunteer for a Girl Scouts of Middle Tennessee adult recognition award.

Girl Scouts of Middle Tennessee Adult Recognition Awards

Service Unit level recognitions are nominated, submitted, approved and presented at the service unit or regional level.

There are many Girl Scout volunteers who have given their time and service on a wider scale, whether it be at the service unit level, all of middle Tennessee or even nationally. These recognitions are approved by a volunteer awards committee comprised of staff and volunteers. Those nominated are recognized at the Girl Scouts of Middle Tennessee council level (nomination deadline is February 1).

Nomination packets with criteria for each award are available at <http://gsmidtn.org/resources/category/adult-awards/>.

Girl Scouts of Middle Tennessee
615.383.0940 or 800.395.5318

Funding Girl Scouts

FUND DEVELOPMENT POLICY

TROOP MONEY EARNING ACTIVITIES AND TROOP SPONSORSHIPS

****Read *Volunteer Essentials* Chapter 5: Managing Group Finances**

I. Introduction

It is important that all troops and leaders read and understand Volunteer Essentials (Chapter 5) regulations concerning troop fundraising before beginning any money-earning activity. Girl Scout troops/groups are financed by dues, a share of money earned through Girl Scout-sponsored product sales, and money-earning activities that the group plans.

Sponsorship

The highest priority money-earning activities for all Girl Scout troops are the product sales, both the Fall Product Program and the Cookie Program. In order to earn the most troop income and support Girl Scout programming provided by our organization for ALL Girl Scouts, it is strongly recommended that troops put these two money-earning events at the top of their troop budgeting plans, before seeking other means of support.

Girl Scouts wants to develop and maintain strong relationships in the communities where our members reside. Sponsorship is a means for Girl Scouts to connect with members of the community and to establish good relationships and a support structure for an individual Girl Scout troop/group. Community organizations, businesses, or individuals can be in-kind sponsors and may provide group meeting places, volunteer time, activity materials or equipment for a local Girl Scout troop/group. However, a troop/group's **major financial support should come from the sources listed in the above paragraph and should not be wholly dependent upon sponsorships of any kind.**

How can the fund development department help my troop/group with sponsorship?

The fund development department's major responsibility is raising operating and capital funds from individuals, corporations, foundations, and other resources in order to support the overall operation of Girl Scouts of Middle Tennessee. The fund development department is continually building and expanding relationships with a wide variety of companies, foundations, and individuals across our region.

If a troop/group wants to develop a sponsorship relationship in its own community and has questions about how to do so or whether it is an appropriate relationship, they may:

- Contact a member of the fund development team to discuss the potential sponsorship. Fund development staff members can provide guidance to the troop on developed relationships with the prospect, troop responsibilities, and policies or practices **that must be followed before** the troop/group's plans are confirmed. Most supporters do not want to be contacted for gifts multiple times by multiple people, so it is to the advantage of all to streamline the process as much as possible.
- The fund development department will be glad to assist you at anytime. They can be reached at: (615) 460.0235

II. Sources of Income

- A troop/group **must** participate in the Fall Product Program and Cookie Program, if available at the time of group formation, in order to conduct any other money-earning projects.
- Troops/groups needing additional funds after conducting the Fall Product Program and/or the Cookie Program, may conduct a troop money-earning project. If a proposed troop money-

earning project is on the approved list (see www.gsmidtn.org), the troop should submit an approval application to their service unit manager at least **two weeks** prior to the project. All other troop money-earning projects **must** be submitted to the volunteer engagement coordinator for approval.

- Troops/groups should always choose money-earning activities that have program value for girls and that are consistent with Girl Scout program standards and policies. Troops/groups must provide a service or product in order to earn money.
- **Troop and service units should not solicit cash donations or gift cards from individuals or businesses, as a rule.** If a troop has a relationship/connection with a corporation that has a volunteer incentive program that gives cash donations to a not-for-profit organization in honor of an employee who volunteers with a troop/group, the donation must be made to Girl Scouts of Middle Tennessee, **in order for the donating organization to receive tax deductibility.** There will be times when a donor specifically wants to make a gift to a troop, but the gift, whether in-kind or cash, should not have a value of more than \$250. Please refer to Section III of this policy.

III. Tax Letter to Donors

Regarding gifts of any kind: inform Girl Scout adults that a **troop/group leader cannot validate any gift as a charitable deduction.** Solicitations of businesses, organizations, or individuals for cash contributions are part of the overall fund development plan of Girl Scouts. Only donations made to a 501(c) (3) organization as determined by the IRS are tax-deductible according to law. Girl Scouts of Middle Tennessee is the possessor of the 501(c) (3) determination from the IRS for Girl Scouts, not individual troops. **If it is the intention of a donor to get a tax-deduction for a gift to Girl Scouts, this gift needs to be given directly to Girl Scouts of Middle Tennessee and not to individual troops/groups.**

IV. Recognition of Troop/Group Sponsorship

It is vital for both the donor and Girl Scouts of Middle Tennessee to provide proper recognition and acknowledgement. While thank you cards from troops/groups are always recommended and appropriate, in order for a donor to be included in the annual report and to be officially recognized by Girl Scouts of Middle Tennessee, the contribution needs to come directly to Girl Scouts of Middle Tennessee.

V. Project Planning and Budget Development

A. Troop/group money – earning projects

- The amount of money needed in a troop treasury should be determined by plans **set by the girls** in the troop (after planning their calendar of activities.) The troop should develop a budget and be able to describe when and how they will use the money. All girls in the troop should participate in the decision making and goal setting. The amount of money raised **may not** exceed the amount needed to support group activities.
- Girl Scout troops/groups should be realistic about the scale of their projects and trips and choose activities that can be funded by their participation in Girl Scouts sponsored product sales and other money-earning activities permitted by Girl Scout policies and practices.
- Money that is earned through the methods described above should be spent in order to benefit the girls who helped earn it.
- Money in a group account belongs to the group and not to any individual girl(s). It is to be used for Girl Scout activities only.

- Money should generally be used within the year that it was earned to cover the costs of activities for that year. It should only be carried over to the next year when a group is planning for a large event or trip.
- Girls may contribute a portion of their group treasury to organizations or projects they consider worthwhile. (For example, local or international community service organizations and/or environmental projects.)

B. Service unit expenses

Service unit managers are encouraged to spend the majority of the money collected during a membership year in the same year in order to benefit current Girl Scouts. Service units may need money for copies, meeting refreshments, postage and possible meeting space rental. The largest expenses are often awards that are given during the leader banquets each spring.

FINANCES

The Girl Scouts of Middle Tennessee exists to organize troops and to provide you with services such as training, staff support at local service centers and free resources such *Girl Scout Connection, On My Honor, Volunteer Essentials* and the website. We also maintain four camp facilities and fund scholarships for programs and outdoor activities. The Girl Scouts of Middle Tennessee underwrites many programs not fully covered by girl fees.

Sources of Income

- Annual Giving and Special Events: annual giving and special events include contributions from parents, friends, businesses and foundations.
- Gift to Girls Campaign – Girl Scouts of Middle Tennessee’s family giving program
- Program Fees: program fees help cover direct expenses. Example: Camp Sycamore Hills resident camp fee helps to cover a camper’s food, salaries of camp staff, program supplies and insurance. The camper’s fee does not cover other costs incurred by the Girl Scouts of Middle Tennessee such as maintenance expenses, tent and equipment purchases, or administrative work such as registering campers.
- Investment Income: Investment income is money invested until needed.
- United Way: United Way agencies provide partial funding for Girl Scouts of Middle Tennessee services.
- Product Sale Programs: This includes the Girl Scout Cookie and Fall Product programs.

Financial Assistance

Money is set aside by the Girl Scouts of Middle Tennessee for individuals and troops/groups of Girl Scouts who qualify. This helps girls attend resident camp, program events and national program opportunities. We are committed to extending Girl Scout opportunities to all girls, regardless of race, religion, neighborhood or income. We do ask for a \$3 minimum fee for financial assistance.

The \$25 national membership fee will be paid by the Girl Scouts of Middle Tennessee for any girl who cannot afford it. Financial assistance requests for membership fees and program fees should be submitted to regional executive by the troop leader.

Returned Checks

The normal process is as follows:

1. Check returns from individual or troop are re-deposited twice. If it comes back a third time the troop/individual will have to pay the face value of the check plus \$35 processing fee in cash, money order or cashier’s check.
2. E Council will be flagged for these returns until the check has cleared. E Council enrollments for programs, etc. will not be allowed until this is resolved.

A check cannot be re-deposited if the check requires two signatures. In this case, it will be returned to the signer to complete. If the check is returned for account closed or payment stopped it cannot be re-deposited.

The regional executive will be contacted to follow up with the troop leader/treasurer if the check issue has not been resolved by re-deposit.

GIRL SCOUTING: WHO PAYS FOR WHAT?

Girls

- Potential expenses: uniform/handbook, camp fees, national membership fees, troop dues, badges and insignia, program fees, personal equipment
- Source of funds: parents, personal allowance

Troops

- Potential expenses: program activities, supplies, special events, leadership tools and booklets, troop camping
- Source of funds: troop dues, Girl Scout Cookie program, Fall Product program, money-earning projects for special events. (No troop may hold a money earning project without first participating in both the Fall Product and Girl Scout Cookie programs.)

Girl Scouts of Middle Tennessee

- Potential expenses: development and delivery of program events, membership extension activities, service to existing troops, leader training, camp maintenance, registration services, scholarships for girls
- Source of funds: annual giving, special events, Girl Scout Cookie and Fall Product programs, investment income, United Way, Gift to Girls Campaign

Girl Scouts of the USA

- Potential expenses: assistance to local councils, program research and development, activity insurance
- Source of funds: national membership dues, national equipment sales, grants and trusts

GIRL SCOUT PRODUCT PROGRAMS

The Girl Scout Cookie Program and Fall Product Program provide the means to support troop operations as well as the operations of the Girl Scouts of Middle Tennessee.

Everything girls do in Girl Scouting is designed to help them grow into leaders of **Courage, Confidence, and Character**. The 5 Skills girls learn through the Girl Scout Cookie and Fall Product Programs are an important ingredient in the Girl Scout Leadership Experience.

Participating in the Cookie and Fall Product Programs teaches Girl Scouts skills that will help them grow into leaders in their own lives, leaders in business and leaders in the world:

The 5 Skills – Leadership Benefits in Girl Scouting and Beyond

- **Goal Setting:** A Girl Scout sets cookie and fall product sales goals individually and, with her team, creates a plan to reach them. She develops *Cooperation* and *Team Building* skills all along the way!
- **Decision Making:** A Girl Scout helps decide how her team will spend their fall product and/or cookie money, furthering her *Critical thinking* and *Problem Solving* skills that will help her in many aspects of her life.
- **Money Management:** A Girl Scout takes magazine/nut/candy and cookie orders, handles customers' money and gains valuable and *Practical Life Skills* around financial literacy.
- **People Skills:** A Girl Scout learns how to talk to, listen to and work with all kinds of people while selling fall products and cookies. These experiences help her develop *Healthy Relationship* and *Conflict Resolution* skills she can use throughout her life.
- **Business Ethics:** A Girl Scout is honest and responsible at every step of the fall product and cookie sale. Her business ethics reinforce the *Positive Values* she is developing as a Girl Scout.

Fall Product Program

Girl Scout troops use Fall Product Program proceeds to start or replenish troop treasuries for the coming year. Girls sell magazines, nuts and candy door to door and through an internet email sales program to earn money for patches and activities as they begin their year's adventure.

The local service unit fall product program coordinator coordinates the Fall Product Program. They will receive training from the Product Programs department. In turn, they will train the troop fall product program coordinators.

Magazines – M2 Program:

- Girls send emails to family and friends.
- Family and friends receive emails with an encrypted link to the private E-Connect magazine store to support the Girl Scout

- When they make their purchases, they pay with their credit card and enter their shipping address. There is no delivery or collection on the part of the girl.

Care to Share - Customers make donations to support our military soldiers by adding their donation in the appropriate column on the nut/candy order card. Girl Scouts of Middle Tennessee will deliver the products to Ft. Campbell on behalf of the Girl Scout troops to Hugs for Our Soldiers (HUGS)

Candy/Nut Sale: Direct orders and online sales.

- Girls take orders and collect money.
 - The troop fall product program coordinator collects the orders and enters the information into the Trophy Nut Order System (TNOS).
 - Girls send emails to family and friends to make purchases; supporters pay with a credit card and enter their shipping address. There is no delivery or collection on the part of the girl.
 - Customers may place an online nut order promise and the girl delivers product and receives payment upon delivery.
- Candy/nut orders will be delivered to the service unit fall product program coordinator who will in turn distribute to the troops.
- Troop fall product program coordinator will distribute products to the girls.
- Girls deliver their orders and collect any money that is still owed.

TROOPS WILL RETAIN 20 PERCENT OF THE MONEY COLLECTED FOR THEIR TROOP TREASURIES.

GIRL SCOUT COOKIE PROGRAM

Girl Scouts of the USA is the premier leadership organization for girls. The \$700 million Girl Scouts Cookie Program is the largest girl-led business in the country and generates immeasurable benefits for girls, their councils and communities nationwide.

All of the proceeds generated from cookie activities stay in our local Girl Scout council to support Girl Scouting in your area. Individual girl members are also eligible to participate in the cookie program.

Remember that the Girl Scout Cookie Program is a part of the Girl Scout Leadership Experience, which is girl driven. Let the girls take the lead in selling cookies and reaching goals. Your encouragement, coaching and guidance will be key ingredients to a successful Cookie Program experience for her.

The program has several elements including the initial order phase by girls going door to door taking pre-orders and through direct sales either door to door or at booth sales. Service unit cookie coordinators are responsible for managing the troop cookie coordinators as well as:

- Attend service unit cookie coordinator cookie program training at council.
- Enter troop data into Ebudde system.
- Train troop cookie coordinators.
- Distribute cookie materials by deadline.
- Secure the *signed* troop cookie coordinator appointment letter.
- Attend service unit meetings during the cookie program.
- Coordinate and ensure troop orders are correct in eBudde prior to check-in. If necessary, enter troop data.
- Develop a plan to coordinate the service unit booth sales, or assign someone else to be the booth coordinator in the service unit to secure date and booth locations.
- Keep the receipts to account for all cookies received and distributed.
- Review troop final reports on Ebudde. Verify amount due to Girl Scouts. Verify incentives.
- Distribute girl awards to troops within two weeks of receipt.
- If necessary, assist in securing completed reports for outstanding money due to the Girl Scouts of Middle Tennessee by troop(s) and/or parent(s). Forward necessary reports/forms with signatures to the product sales department.

Gift of Caring

Troops also have the opportunity to participate in the Gift of Caring service project. This is an opportunity for the girls to combine the valuable lessons the Girl Scout Cookie Program teaches with the timeless value of giving to those who are less fortunate. The Gift of Caring program is an outstanding service project for the girls and troops. Our council designee for the Gift of Caring program is Hugs for our Soldiers (HUGS) which benefits the soldiers at Fort Campbell, Kentucky.

Banking Guidelines

Troop Account Activity

- Volunteers in Davidson and Rutherford Counties must use Pinnacle Bank. Volunteers in outlying areas are assigned a bank by their Regional Executive (R.E.).
- Three signers are needed for each account. Preferably signers should be the leader and co-leader or treasurer and the R.E.
- REs will send a letter to the bank to authorize each troop account. Volunteers must sign their paperwork at the bank within two weeks.
- Once an account is opened, any changes of name, address, signer, etc. must be approved by the R.E.
- Accounts are opened, closed, and/or frozen only with approval of the R.E.
- The signer who does the majority of the banking for each troop should carry the debit card. The other signer should carry the check book.
- Signers may also have online access and/or hard-copy statements as long as no additional fees are assessed by the banks.
- Multiple users can request online access.
- REs conduct regular reviews of all accounts. If receipts are requested from a troop, signers must provide that information to the R.E. within 14 days.
- If a troop has a need for limits to be increased, the signer should request the increase at least five days in advance. (Requests may be sent to Accounting Manager James Bosworth at jbosworth@gsmidtn.org or to your R.E.)
- When troops disband, troop leaders should contact R.E. Final funds should be spent on/with the girls. The leader must then submit disbandment form and remaining funds to Council.
- As a reminder, no personal funds should ever be mixed with troop funds.
- If a check is submitted for insufficient funds the troop leader is responsible for any overdraft fees owed back to the bank and/or troop.
- Please refer to Volunteer Essentials and/or the Service Unit Reference Guide for more specific troop and service unit guidelines.

Service Unit Account Activity

- Service Unit (SU) Managers will have only view access to troop accounts. A SU Manager will be a signer on the SU checking account and can be signer on his/her own troop account.
- Service Units should maintain a balance in accordance to the number of girls in the service unit. (number of girls X \$5.00 = permitted balance)
- Summer Fun Camp accounts may also be reviewed by RE's but are managed by the Adventure/Day Camp Manager.

Account Limits

- All accounts will be opened with only the GSMT tax ID number.
- Each troop will be permitted to have only one debit card.
- ATM daily limit is \$110.00.
- Debit card transaction limit is \$500.00
- There is no daily limit and no check total limit.
- No electronic transfers are permitted

SERVICE UNIT EXPENSE ACCOUNT

Purpose: To provide a sound management system to secure and disperse money in the name of Girl Scouting at the service unit level.

Accountability: service unit manager to regional executive

Use of Funds:

- Service unit events for girls
- Supplemental adult recognitions
- Rental and janitorial fees
- Refreshments for service unit meeting and events
- Administrative supplies (paper, copies, postage, etc.)

Sources of Funding: Since contributions have been solicited from the community for Annual Giving and troop sponsorship, it is appropriate for service unit funds to come from other sources. These may include:

- Fees charged for service unit program events. Fees charged for girl events should be carefully planned and budgeted to cover all expenses related to that particular event. Should there be a slight gain or loss, it may be absorbed by the service unit account.

Service Unit Events

When local service unit events are held a small additional per girl admission charge can benefit the service unit in many ways. This amount, as little as \$0.25, can keep an event in the black. If a profit is made it can help provide money for new troops, scholarships for girls to attend local events and books for the local service unit library. At the end of the year you might use these funds to help supplement leader recognitions in your service unit.

Procedures: The service unit manager must maintain an accurate record of expenditures. Canceled checks, receipts, tickets, monthly bank statements etc. must be retained for three years and transferred to new service unit managers. A Service Unit Financial Record form is to be submitted to the regional executive each year by May 1, for auditing purposes. This is for the protection of volunteers involved in accounting procedures. Girl Scouts' finance officer will request a sample of service unit financial records, along with all documentation, to review as part of the Girl Scouts' annual audit.

Managers are encouraged to spend most of the money collected during the year so that those who participated would benefit from the efforts made.

Service unit funds must be deposited in a bank account. To comply with policy, the account must be in the name of Service Unit #_____, Girl Scouts of Middle Tennessee, and the Girl Scouts of Middle Tennessee's federal I.D. number should be given to the bank. You will need at least two authorized signatures for the account. Signers should include the service unit manager, and a member of the service team and regional executive. Check signers must be registered members of Girl Scouts. Your account should always have current signatures on record with the bank.

A copy of the Troop and Service Unit Financial Record Forms are attached separately. This form is also available electronically.

TROOP FINANCES

Financial literacy is one of the most important lessons girls learn as they participate in Girl Scouting. Girl Scout leaders act as a guide by showing girls how to plan, carry out and evaluate money-earning activities. The troop budget, created from dues and profits from Girl Scouts-sponsored product program activities, should cover most activity expenses. Helping girls estimate costs and learn how to budget their money will lead to good money management skills.

Troop Bank Account

Responsibility for troop money is shared by leaders and girls. Signatures on the account should include at least two adults from the troop and the service team or the regional executive.

Troop Income

- Troop Dues: The amount of troop dues is established by girls in consultation with their leaders. Dues are collected at troop meetings and are recorded on the Troop/Group Dues Record form.
- Product Programs: By participating in the Fall Product Program and the Girl Scout Cookie Program, troops can earn funds for troop activities. All proceeds from the Girl Scout Cookie Program benefit local Girl Scouts.
- Troop Money-Earning Projects: A troop must have participated in the most recent Fall Product Program and Girl Scout Cookie Program (for which they were eligible) in order to conduct other money earning projects. Should troops need additional funds after participating in the Fall Product Program and the Girl Scout Cookie Program, they may conduct a troop money-earning project. (Refer to money earning guidelines in Volunteer Essentials.) Troops should determine their budget from the income sources already stated, and then plan their activities. Permission must be obtained prior to conducting a troop money-earning project other than a Girl Scouts of Middle Tennessee product program. Check Volunteer Essentials for a list of projects that can be approved by the service unit manager. All other money-earning projects must be submitted to the volunteer engagement coordinator for approval at least one month before the date of the project and before any final plans are made.

Fundraising to support Girl Scouts is the responsibility of adults and should not be placed with girls. (See Volunteer Essentials) Troops must provide a service or product to earn money for their troop. Troops or their leaders may not ask for or take a direct monetary contribution for their troop treasuries, see sponsorship.

Reporting Troop Income:

The Troop Financial Record is provided for every troop to use in keeping records of income and expenses during the school year. This form is to be completed throughout the year and submitted along with a current bank statement to the service unit manager by May 1.

JULIETTE LOW WORLD FRIENDSHIP FUND (JLWFF)

The Juliette Low World Friendship Fund helps extend Girl Scouting and Girl Guiding in many parts of the world. The fund supports programs that foster international friendships among Girl Scouts and Girl Guides from more than 145 nations. If your troop would like to donate to the Juliette Low World Friendship Fund, send your troop checks to:

Girl Scouts of Middle Tennessee
ATTN: JLWFF
4522 Granny White Pike
Nashville, TN 37204

SALES TAX EXEMPTION

All materials and food purchased in Tennessee by the troop will be exempt from sales tax if you obtain a sales tax exemption number for your troop and pay for your purchases with a troop check or debit card. The application for tax-exempt registration must be completed exactly as instructed. The state will notify you when you need to reapply. Any blank spaces or incorrect information will delay your application. *(Applying in person at the downtown address can be done to expedite the process. Please call ahead to the tax-exempt office to inquire about wait times and turn-around availability.)* The mailing address is:

Tennessee Department of Revenue
Taxpayer Services Division
500 Deaderick Street
Nashville, TN 37242

Once you have received your tax-exempt certificate, make several copies and put the original in a safe place. You must present a copy of your certificate to a business the first time you want to use your exempt status. The business must keep a copy of your certificate on file. Some businesses do not require you to show a copy each time you visit; however, some businesses do require a copy each time you make a purchase.

Send a copy of your tax exempt certificate to the Girl Scout Cabin (Shop) in Nashville. A copy must be on file to receive tax-exempt status.

If you receive a notification from the state that you need to verify the information regarding your troop, respond immediately. Do not ignore this request. You may invalidate your tax-exempt status. The tax-exempt status applies only to troop purchases. You may not make personal purchases. Only adults who are listed on the tax-exempt application may use the number. Do not ask businesses to exempt you from tax without providing a copy of your certificate or having a certificate on file with that business. The business is subject to a \$1,000 fine per incident if they do not have a copy of your certificate.

If you move or resign as a leader/co-leader, please return your troop information to your service unit manager so the troop number and tax number can be reassigned. It is the leader's responsibility to contact all businesses that have the troop's tax-exempt letter to update the information or pull the form should the troop disband.

A troop cannot use a service unit tax exempt number or another troop's tax exempt number, nor can a service unit use a troop's number.

Every troop should have a checking account. The tax identification number used to open a bank account is not a tax-exempt number. You must apply for the tax-exempt number with the state.

Updating tax exempt information: If there are any changes in the troop status, you must notify the tax office in writing. Status changes include change of leader, change of address, or change of troop number.

Remember to include your completed tax-exempt form and a copy of your current council charter and 501c(3).

Effective Meetings

LEADERSHIP HOW TO'S

How to understand yourself:

- Be honest with yourself. Admit there's always room for improvement.
- Maintain a positive attitude. An open mind finds many paths of self-development.
- Search for new ways to grow.
- Accept criticism as a way of learning from others' feedback.
- Place yourself in the overall picture of the organization. What are the objectives? What is everybody doing? How do you connect?

How to anticipate/envision:

- Update yourself on the organization's goals/plan for the future. Will this future affect you and those you lead? Find out how prepared you are to work toward meeting those goals/plans. What are your assets?
- Know your community/audience. Can you give them what they want or need? Are there underserved or unserved sectors of the population/group that the organization is not reaching? What would they like or dislike about Girl Scouting.
- Keep people informed about the progress of projects and about all changes in plans.
- Be an active listener and observer so you can study and diagnose problems.
- Step forward and initiate changes. Make suggestions that help others see and understand your vision and revisions.
- Set goals for yourself and for those you lead.

How to communicate effectively:

- Listen to people's ideas, suggestions, criticism and complaints before you respond.
- Paraphrase the person's words and make sure your paraphrase is acceptable to the person.
- Offer a clear idea of the desired outcomes when you delegate responsibilities. Paint pictures with your words.
- Be tactful when offering criticism. Keep it constructive.
- Verbalize praise, but also create written records for those who improve.

TIPS ON LEADING A GROUP

- Prepare in advance. Don't lose your credibility because you are not prepared.
- Pick appropriate activities for the place, number of participants and available time.
- Have equipment ready. People lose interest if they have to wait.
- Start and end the meeting on time. Keep the meetings moving. Prepare an agenda in advance so that you can clearly see where you are headed and how much time you have to get there.
- Make instructions clear and brief. If in doubt, ask if they have questions.
- Show how an activity is done. Don't just talk about it.
- Set a good example. Follow instructions, try hard, take the initiative, act mature and know your job.
- Control your group by watching them closely, helping them when necessary, examining the completed work, and reacting to the quality of the work.
- Use the quiet sign to gain everyone's attention.
- Develop leadership by giving others in the group a chance to learn to lead.
- Take all the training you can.
- Be on time and look sharp. Wear your Girl Scout pins and uniform when appropriate.
- Encourage participation. Use plenty of honest praise.
- Use positive reinforcement. For particularly difficult problems, consider consulting your regional executive before you act.
- Be patient and keep your sense of humor.

SERVICE UNIT MANAGER TO DO LIST

Spring/Summer: May - July

- Identify your service unit team: membership recruiter, grade-level specialist, registrar, treasurer and others needed for your team
- Find out which leaders are not returning. Find out if leaders know of parents or others to replace them and contact them as soon as possible.
- Complete the service unit manager self-assessment and meet with the regional executive for your area
- Promote resident and summer fun camp
- Attend Service Team Summit - *Very Important!*

Late July

Ensure that a service team member contacts all troop leaders for the upcoming service unit meeting. Encourage 100% attendance!

Conduct service unit meeting. Possible agenda items (Remember to delegate appropriate topics to service team members):

- Secure location for your monthly service unit meetings
- Send out notice of August meeting for materials pick up and service unit business
- Announce dates of fall activities and meetings
- Determine schedule of regular service unit meetings
- Distribute registration packets and other materials
- Promote the new membership recruitment
- Distribute fall product information in late August/early September
- Announce cluster meeting dates and places and encourage attendance
- Follow-up with service team members during the initial stages of the registration process
- Announce dates for fall product and cookie programs

Optional: Prepare for the service unit registration party, recruiting service team members to assist.

August

Conduct regularly scheduled service unit meeting. Possible agenda items:

- Introduce service team and have each member describe their role
- Promote on time registration
- Fall Product training for service unit fall product coordinators
- Distribute registration packets to troops that did not participate in Spring Registration
- Distribute beginning of the year materials to all troops
- Ask returning leaders to update roster information including current email, phone numbers and addresses
- Work in partnership with your regional executive and recruiter to make sure each school in your service unit is recruited
- Appoint leadership teams upon recommendation of service team members
- See that all new troop leadership team members fulfill application requirements before they begin troop meetings
- See that leadership team members complete Ready Set Go, Girl Scouting 101 and Youth Protection training
- Support membership recruiters by attending parent meetings as needed

- After on-time registration, evaluate membership and Gift to Girls progress. Make plans to attain goal
- Assist regional executive in the recruitment of a day camp director
- Support media liaison to ensure adequate publicity
- Have a sign up for committee members to conduct planned program events for the year
Appoint a chairperson

September:

Conduct service team meeting. Possible agenda:

- Collaborate with SUM and Ready, Set, Go Trainer to schedule trainings
- Plan end of year service unit awards ceremony to recognize accomplishments and/or Investiture and Rededication ceremony to welcome new leaders
- Appoint award committee (see Adult Awards section)
- Evaluate progress toward membership and Gift to Girls Campaign goals
- Determine closure on all waiting list girls

Conduct service unit meetings. Possible agenda items:

- Fall Product Coordinator schedule Fall Product training for leaders in your service unit
- Promote Fall Product Program participation at your service unit meeting
- Send notice of your SU meeting to each troop
- Conduct service unit meeting
- Continue recruitment and troop organization. Make sure you have the names and contact information for all new leaders
- Check on progress of troop registration
- Update your SU mailing list, phone lists, and email list. (Share changes with Fall Product Coordinator)
- Get bank account information from all troops
- Remind leaders of necessary trainings. Promote use of E Council, website calendar and program calendar

October

- Provide membership opportunities for girls in underserved areas
- Send notice of your SU meeting to each troop, conduct service unit meeting
- Complete troop disbanded forms and remind service unit treasurer to close out troop bank accounts of troops not registered
- Encourage SU treasurer to have mini training on troop financial record-keeping
- When you receive a service unit troop roster, compare it to your list. Contact troops who do not appear to follow up on their registrations. Encourage them to register immediately.
- Check on girls needing to be placed in troops and share information with regional executive. Continue to work on placement
- Think ahead about how World Thinking Day will be celebrated and begin planning
- Review training information and ask everyone to update as needed. Follow up with those not in attendance.
- Learn membership longevity (both girl and adult years) for your volunteers.
- Encourage registration for training (First Aid/CPR/AED and Outdoor Skills classes follow up on online courses: Girl Scouting 101, Youth Protection, Camp Ready, Camp Prep and Camp Information and Procedures)
- Make sure your leaders have had follow up

November

- Service unit cookie coordinator schedule Cookie Training in late November or early December for leaders in the service unit
- Make sure SU cookie coordinator has a current SU roster with email addresses, etc.
- Send out reminders of cookie trainings - date, time, place etc.
- If you are having a December service unit meeting or holiday event, send out notices and invitations.

December

- Service Unit Cookie Coordinator plans Cookie training to inform both leaders and troop cookie managers about the sale procedures. Be prepared to distribute troop materials that have not been picked up.
- Double check that all troops who will sell cookies are registered and have their bank account in place and information submitted to service unit treasurer.
- Promote your Cookie Kick-off event.
- Check to make sure all leaders have had training
- Celebrate the Holiday's with leaders in your service unit with a social event.
- Begin thinking about awards nominations, particularly the Council level awards.
- Cookie Program: initial orders begin!!

January

- Cookie Booth planning, make sure troops know how to sign up for cookie booth dates and locations.
- Ask SU Cookie Coordinator to follow up with leaders whose troops are selling cookies for the first time to answer questions that have arisen.
- Send notice of the service unit meeting to each troop.
- Confirm plans for SU Thinking Day events.
- Promote your area summer fun camp or camporee. Encourage volunteering time and getting training to be prepared
- Resident camp promotion; camp scholarship information

February

- Cookie Delivery
- Celebrate Thinking Day
- Conduct service unit meeting
- Hold a mini training on topic of interest
- Promote cookie booth sales. Ensure leaders know how to sign up for additional booths if that is possible.
- Make sure Gift to Girls Chairs have conducted training at your SU meeting. Promote participation and an event.
- Awards deadline is February 15.

March

- Send notice of your service unit meeting to each troop.
- Conduct service unit meeting
- Girl Scout Week and Girl Scout Sunday activities
- List people who are due to receive year pins for both total years of membership and adult volunteer years. Give this list to your awards chair for approval and submit to the volunteer resource manager to receive these pins.

April

- April 1- Camporee chair to make reservations for Girl Scouts of Middle Tennessee owned campsites, if needed for fall camporee
- Send notice of your service unit meeting to each troop.
- Conduct service unit meeting
- Celebrate Girl Scout Leaders' Day. Personally thank each leader for the time and effort given.
- Plan a Bridging Event
- Promote Spring Registration
- Promote Resident camp, day camp, and fall reservations for troop camping.
- Day camp general announcements.
- Promote the leader self-assessment and schedule time to review the year with the troop leaders.

May

- Follow-up with media liaison to ensure adequate publicity for Girl Scout Week, Leader Appreciation Day, volunteer recognitions .Include celebration of Stellar Sellers, highest troop achievers for Fall Product and Cookie Programs
- Plan and carry out an end of the year service unit leaders' event. Use this event for planning, evaluation and fun!
- Collect Troop Financial Reports.
- Complete Service Unit Financial Record Form.
- Collect resource materials (individual girl records) from all volunteers who will not be continuing with the troop in the fall.
- Fill service team positions as needed and report to regional executive.

June

- REJOICE AND GIVE YOURSELF A PAT ON THE BACK!!!
- Plan to attend Service Team Summit

SERVICE UNIT MEETINGS

The number of meetings a service unit manager holds for all registered adults in the service unit varies from service unit to service unit. Frequency depends upon the needs, interests, and time availability of the adult members.

Many service unit managers decide to hold a minimum of two meetings of the total membership of the service unit.

One meeting is held at the beginning of the membership year, in order to:

- Welcome new members
- Build a feeling of unity
- Introduce Girl Scouts of Middle Tennessee and service unit goals, objectives, plans and events
- Share troop and group plans for the coming year
- Promote the Fall Product and Cookie programs
- Distribute Girl Scouts of Middle Tennessee or service unit materials

The other meeting is held in the spring, in order to:

- Give recognition and thanks to Girl Scout volunteers
- Share troop and group successes and needs
- Distribute cookie program incentives and troop bonus checks
- Discuss services needed for the next membership year
- Promote Girl Scouts of Middle Tennessee and service unit summer programs for girls

Service unit meetings are often used as the vehicle for offering additional services to leaders and others working with girls. After a short business session, mini workshops are offered on a variety of subjects to meet the expressed needs of the group. These workshops may be conducted for the total group or in groupings organized by grade level or interest. Typical subjects for these workshops are:

- Songs, games and ceremonies
- Thinking Day, camporee or nature activities
- Grade level round-tables
- Camping skills or Camporee
- Girl/adult planning for community service projects
- Troop budgeting
- New program activities

The effectiveness of service unit meetings depends to a large extent on the skill of the manager in planning the meeting. Creating an atmosphere that is friendly yet businesslike promotes participation, encourages pro and con discussion on issues and promotes enthusiasm, pride, and unity of purpose.

After the meeting it is the responsibility of the service unit manager to see that decisions reached are executed quickly and that reports are routed to the regional executive and other appropriate personnel.

SERVICE UNIT MEETINGS – SAMPLE AGENDAS

Ensure that ALL troop leaders and co-leaders are contacted and promote enrichments BEFORE the scheduled meeting. At the meeting, give each leader an agenda. Have a question and answer period for specific amount of time, i.e. 5 – 10 minutes.

August Meeting

- Welcome - introductions, get-acquainted games
- Girl Scouts of Middle Tennessee business - upcoming events, announcements, etc.
- Service unit business, which can include:
 - Recruitment discussion
 - Upcoming service unit events
 - Distribute the year's regular service unit meeting dates
 - Fall Product Program - distribute materials, discuss dates, promote participation
- If not already discussed in service unit business, troop recruitment and new information.
- If not already distributed- registrar may pass out registration packets and explain the paperwork process. (Can also be done in September).

September Meeting

- Welcome - introductions (make any new leaders who may be present feel welcome, pair them with a strong, friendly current leader so she may help “translate”)
- Girl Scouts of Middle Tennessee business - upcoming events, announcements, etc.
- Service unit business, which may include:
 - Fall Product Program- continue to distribute materials and promote participation
 - Troop recruitment - girl placement, ongoing recruitment plans
 - Any other service unit business – i.e. fall events/camporees or have a sign-up for committee members to conduct planned program events for the year.
- Enrichment/sharing time, which may include:
 - Investiture/rededication ceremonies
 - Or this can be a time to let current leaders go and have a scheduled enrichment workshop for new leaders, way to encourage new leaders to attend service unit meetings.
- Ask troop leaders to appoint troop cookie managers

October Meeting

- Welcome - introductions (can either keep the new leaders paired with who they were paired with last meeting or pair with new partners and do the same for any new leaders who did not attend in September)
- Girl Scouts of Middle Tennessee business - upcoming events, announcements, etc.)
- Service unit business, which may include:
 - Service unit events
- Enrichment/sharing time
- Have a Juliette Gordon Low Birthday Party (Birthday is October 31) where leaders can learn about Girl Scout History in a fun way.
- Encourage registration for training; go over the training calendar and classes available.
- Encourage troops to participate in next month's enrichment.
- Distribute fall product incentives and discuss cookie program kick-off and dates.

November Meeting

- Welcome - can start the welcome by reciting the Girl Scout Promise
- Girl Scouts of Middle Tennessee business - upcoming events, announcements, etc.
- Service unit business
 - Encourage leaders to participate in upcoming Girl Scout Cookie Program!
 - Distribute cookie program materials
 - Troop leaders to submit names of troop cookie manager to SU Cookie Manager
 - Any other Service Unit Business
- Enrichment/sharing time
- Hold a round table discussion with each grade level of girls and troop leaders to discuss troop/service unit program

December Meeting

- Welcome
- Girl Scouts of Middle Tennessee business - may be replaced with cookie training, any handouts/announcements from the GSW may be passed out to leaders with out any discussion
- Service unit business
- This meeting will focus on cookie training for the troop leaders/troop cookie managers. Keep the energy upbeat and excited and show full support of the cookie program and the service unit cookie manager.
- Enrichment/sharing time
- If have time after the cookie training, this could be a great opportunity to have a discussion about finances, how to collect money from parents and what to do with troop cookie profits and how setting a troop goal helps.

January Meeting

- Welcome
- Girl Scouts of Middle Tennessee business
- Service unit business
 - Girl Scout Cookie Program– booth sale sign-ups, confirm delivery site and coordinate cookie pick-up schedule
 - Any other service unit business, i.e. Thinking Day event
- Enrichment/sharing time
- Thinking Day – If not doing a Thinking Day event, have a sharing session about Thinking Day – which is February 22. Go to www.girlscouts.org in the Girls section to learn more about Thinking Day or contact volunteer engagement coordinator for ideas and materials
- A great time to educate leaders on local patches available, requirements on website

February Meeting

- Welcome
- Girl Scouts of Middle Tennessee business
- Service unit business
 - Girl Scout Cookie Program– revisit goals and ways to achieve them
 - Girl Scout Week – discuss any service unit plans or troops being represented at churches for Girl Scout Sunday or Girl Scout Sabbath
 - Any other service unit business
- Council level Adult awards are due February 15 and Enrichment/sharing time

March Meeting

- Welcome
- Girl Scouts of Middle Tennessee business
- Service unit business
 - Discuss date and announce chair for camporee for following year
 - Distribute cookie program incentives
 - Summer Fun Camp discussion
 - Support/promote spring registration
 - Will your service unit hold a bridging event?
- Promote/support cluster meetings
- Encourage individuals to submit their names for years of service pins (15, 20, 25)
- Enrichment/sharing time
- Bridging troops – helpful hints/ideas; match bridging troops with next grade level troops for bridging requirements.
- Encourage nomination for service unit level adult awards

April Meeting

- Welcome
- Girl Scouts of Middle Tennessee business
- Service unit business
 - Spring registration follow-up
 - Service unit awards ceremony – service unit level adult awards and Cookie Program recognitions
 - Start planning calendar of service unit dates for the following year including dates for service team and service unit meetings.
 - Announce Troop Financial Records are due May 1
- Enrichment/sharing time
- Troop trip planning – go over the policies for extended troop trips. Have roundtable discussion on troops with positive and not so positive results from previous trips and focus on progression.
- Invite girls from troops to next service unit meeting for evaluation round table discussion.

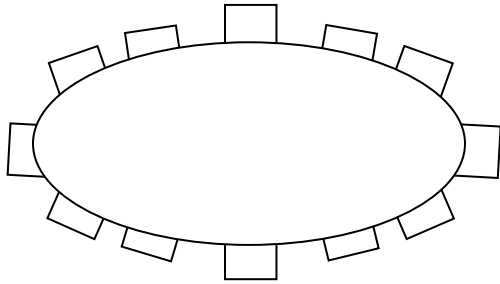
May Meeting

- Welcome
- Girl Scouts of Middle Tennessee business
- Service unit business
 - Collect spring registration packets
 - Promote involvement of girls and adults at summer fun camp
 - Discuss (pass out if needed) Troop Disbanded/New Leader forms
 - Troop Financial Reports due May 1
- Summer camp
- Enrichment/sharing time
- Evaluate the service unit year -- this is the chance for girls and adults to give their input, maybe have a theme party with refreshments
- Service team members – find out if anyone is interested in a service team position for the next year.

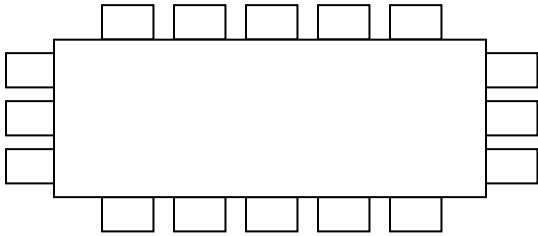
June and July – Confirm service team members and attend Service Team Summit!!

SEATING FORMATS

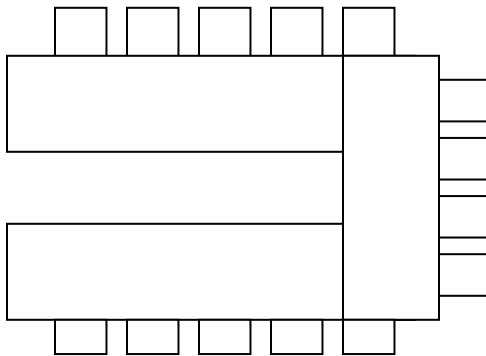
Circle - the best seating for meetings - no one in a dominant position - everyone feels equal.



Rectangle



Horseshoe



MEETING PLACE RISK MANAGEMENT GUIDE

This material is a supplement to Girl Scouts of the USA publications. This information has been compiled by representatives of Girl Scout Councils, Girl Scouts of the USA, Palmer & Cay, and St. Paul Fire & Marine Insurance Company as members of a Participating Council Safety Group.

Meeting place risk management guide for service unit

Councils and troops often use the facilities of schools, shopping malls, parks, and other municipal entities as meeting places or venues for special events. Careful considerations should be used to find appropriate facilities for the age of the girls to be served and the activities to be conducted. Also use this meeting place guide during the process of securing and contracting for meeting places and for establishing procedures for meeting place risk management.

Service unit responsibilities

- Contracts for meeting places may **only** be signed on behalf of the council by the person(s) designated by the council's board of directors. The service unit must send contracts to the designated contract signer.
- Review the contract and list any "red flags" for the contract reviewer, based on the contract guidelines that are provided.
- Provide support to troop leaders and other service unit volunteers who are trying to resolve issues regarding securing meeting places. Reinforce use of the meeting place guidelines with troop leaders.
- Service unit personnel should speak directly to a troop leader about any risk management problems at her troop-meeting place. Bring any unresolved problems to the attention of the council staff member responsible for the service unit.
- Be sure that each troop has adequate, trained leadership at each meeting or activity.

"Each group has at least one adult leader and one or more assistant leaders. Because the female role model is essential to fulfilling the purpose of Girl Scouting, at least one member of the leadership team must be an adult female."

"Leaders must be at least 18 years of age, completed high school, or at the age of majority defined by the state if it is older than 18."

"Leaders are trained as specified by the council."

"At least one adult female is present at all meetings who is not related to the other adult leaders."

The Safety Group recommends that this person not be related by blood, marriage or living in the same household.

- Provide support to troop leaders who are trying to resolve any behavioral or guardianship problems with girls in their troops or the presence or behavior of tagalongs during meetings.

MEETING PLACE RISK MANAGEMENT GUIDE for troop leaders

Refer to *Volunteer Essentials*

Troops often use the facilities of schools, shopping malls, parks and other municipal entities as meeting places or venues for special events. Careful consideration should be used to find appropriate facilities for the age of the girls to be served and the activities to be conducted.

- *"All meeting places, camps, and other sites used for Girl Scout program activities provide a safe, clean, and secure environment and allow for participation of all girls."*
- Inspect a potential meeting before deciding on meeting place.
- Direct any questions or concerns regarding a possible meeting place to your service unit manager or the council staff member responsible for your service unit.
- If you are asked to sign a contract for the use of a meeting place for your troop, send the contract to your service unit manager or council staff member responsible for your service unit so that it can be reviewed and signed by the person with the authority for signing contracts in the council. A school use request is not a contract.
- Notify your service unit manager or council staff member responsible for your service unit about the location of the regular troop meetings.
- Notify your service unit manager or council staff member responsible for your service unit about **any** change in the troop's meeting place.
- Inspect the meeting place **prior** to each meeting for physical hazards and overall safety precautions using the meeting place safety guide.
- Set up the meeting area **prior** to the arrival of the girls so that you will be ready to greet and supervise them when they arrive (move furniture, operate equipment, decorate room, etc.).
- Make sure that an adequate number of adults will be present at each meeting to supervise the girls. At least one adult female must be present at all meetings who is not related to the other adult leaders. The Safety Group recommends that this person not be related by blood, marriage or living in the same household.
- Assign each adult to supervise specific girls or activities at all times.
- Make sure that girls are supervised at the beginnings and endings of meetings; times when accidents can occur because girls lack supervision.
- Keep girls away from restricted areas or known hazards of the meeting place.
- Do not smoke or drink alcoholic beverages in presence of girls.
- Secure all pets away from the meeting area and from access to girls at all times.
- Discourage the presence of younger or older siblings of girls or children of leaders who are not of the appropriate age to participate in the group's activities. "Tag-a-longs" can distract girls from planned activities and distract leaders from providing proper supervision of girls.
- Adult supervision must be assigned to all tagalongs if they are present.
- Use the Girls Guide to Girl Scouting for the grade level of the girls in the troop to determine which activities are safe for the age of the girls in the troop.
- Teach the girls to use the buddy system to keep each other safe.
- Enforce rules about where the girls are allowed to run and play games at the site.
- Check all equipment for safety prior to use by girls (bikes, skates, helmets etc.)
- Talk with parents or guardians of girls about who will pick up their daughter, and about pick-up times and places so that girls will get home safely.
- Release each girl only to her parent, guardian, or an approved adult.

Meeting place safety guide

Inspect the proposed meeting place using the following guide prior to deciding on a final meeting place. Use this guide prior to each troop meeting to prevent accidents or injuries.

Exterior grounds around meeting place

- Does the lighting system illuminate entrances, walkways, and parking?
- Are facility access points located in open, well-traveled areas?
- Are sidewalks and exterior stairs clear of snow and ice?
- Is playground equipment anchored so that it does not tip, slide, or move in an unintended manner?
- Are there pinch, crush or tearing points on individual pieces of playground equipment that could injure a girl?
- Do surface materials in fall zones under playground equipment absorb shock (materials such as rubber-like material, sand, gravel; shredded wood products)?
- If the property has a pool, is the pool access locked so that girls cannot enter the pool area unless swimming activities are to be conducted?
- Are pool chemicals stored, secured, and out of reach from children?

Interior of meeting place

- Are there two or more separate, usable exits available?
- Are exits ever blocked?
- Are exits available clearly marked with emergency lighting?
- Are steps clear of trip and fall hazards?
- Are handrails and railings on stairs present and secure?
- Are floors and walking areas free of trip and fall hazards?
- Is floor space adequate for the desired activities?
- Are toilets and sanitary facilities accessible?
- Do girls or adults have special needs that require adaptations of facilities for their disabilities?
- Are electrical outlets protected with covers?
- Are extension cords tucked away so that they will not be walked on or trip someone?
- Are barriers or warnings provided for hot surfaces like fireplaces, heaters, radiators, wood stoves, and space heaters?
- Are fire extinguishers available?
- Is first aid equipment readily available?
- Is telephone available and operational?
- Are emergency phone numbers provided for fire, ambulance, police and poison control?

Physical hazards

- Are all chemical cleaning solutions kept out of reach and properly stored to prevent access by children?
- Are all prescription medications kept out of reach and properly stored to prevent access by children?
- Are all weapons kept out of reach and properly stored to prevent access by children?
- Are all tools and power equipment kept out of reach and properly stored to prevent access by children?
- Is area is free of biting and stinging insects?
- Is access restricted to recreational equipment such as ATVs, archery equipment, trampolines, and other sports equipment unless as part of the planned and supervised activity?

DEALING WITH MEETING PROBLEMS

These questions are designed to make sure your meeting flows smoothly. Use them when the group seems to be getting off track.

To open discussion:

- What do you think the general idea or problem is?
- What has been your experience in dealing with this problem (or topic)?

To broaden participation:

- How do these ideas sound to those of you who haven't spoken yet?
- What other phases of the problem should we explore?

To limit participation:

- You have made several good contributions. Would someone else like to comment?
- Since all of our group members have not yet had an opportunity to speak, I wonder if you would hold your comments till a little later.

To focus attention:

- Where are we now in relation to our goal for this discussion?
- Would you like to review the things we have said and the progress we have made?

To help move the group along:

- Have we spent enough time on this phase of the problem? Should we move on?
- In view of the time we have allowed ourselves, perhaps we should look at the next question before us?

To help the group evaluate itself:

- I wonder if any of you have a feeling that we are blocked on this question.
- Now that we are nearing the conclusion of our meeting, would anyone like to offer suggestions on how we might improve our next meeting?

To help the group reach a decision:

- Am I right in sensing agreement on these points? (Follow with a brief summary.)
- What have we accomplished in our discussion up to this point?

To lend continuity to the discussion:

- Since we cannot reach a decision at this meeting, what are some of the points we should take up at the next one?
- Are there points that need further study before we meet again?

DEALING WITH DIFFICULT PEOPLE

Definition: persons who act chronically in a difficult manner. Different managers have problems with different personality types. The following are some suggestions on how to deal with an assortment of difficult people who might turn up on one of your committees:

- **Abrasive People** try to overwhelm others by intimidation. A straightforward offensive against their position seldom works. Since they expect others to either submit or fight back, they can be dealt with by remaining silent until they run down. Maintain eye contact to show that you are not intimidated, and then state your case calmly.
- **Complainers** who whine, talk about and accuse others can be handled by listening to them impassively, yet carefully and by acknowledging their position. Interrupt when they go on too long, paraphrase their complaints, state the facts back, search for a logical solution and pin them down by asking them to put their grievances in writing with specific suggestions. Do not be sympathetic and do not argue! This only encourages them to complain more!
- **People Who Attack Indirectly**, via sarcasm for example, are often dealt with best by asking them directly what their objections are. If objections are groundless, they usually back down; if their objections are not, you can now get at the real problem.
- **Negative People** who insist that an idea will not work do not respond to rational arguments. Don't get sucked in! Do not waste time on them! State your own realistic optimism. Don't argue! Ask what's the worst that can happen? Make your decisions, and then explain your course of action firmly. Forget them and go it alone.
- **People Who Plead** their own pet concerns beyond reason or claim to speak for the "girl" or "leader" distract the group from the agenda. Give them some attention, and then focus on the needs of the group. Ask them to speak for themselves.
- **People Who Need to be Liked** tend to be unreliable, since they may make conflicting commitments. Therefore, question them closely before taking their word that a task will be done. Take advantage of any opportunity to praise their initiative or independence.
- **Withdrawers** are passive or indifferent. They doodle, whisper to others, or pass notes. Direct some questions to them, ask them to lead the group, or find other ways of actively involving them.
- **Unresponsive People** say nothing, drag the meeting down, fiddle around and are non-committal. Make them talk! Ask open-ended questions and give them a friendly, silent stare. Ask what is happening here? Ask what else? Set time limits, wait for an answer. Listen if they do talk.
- **Super-Agreeable People** agree enthusiastically or volunteer to help and then let you down. They do this to avoid conflicts, to be liked; make honesty okay, work out a compromise, find out why they don't come through, be kind; don't depend too much on them; listen carefully between the lines.
- **Hostile or Aggressive People** bully others, explode, have tantrums, and make scenes. Give them time to run down; get in there and fight back; call them by their name, make them sit down, you stand up; get eye contact; don't argue; but be ready to be friendly when crisis is over.

PRODUCTIVE CONFRONTATION

There are occasions when you will need to 'confront' a person who is exhibiting "dysfunctional" behavior. She is keeping the group from doing its work. The following suggestions will allow you to help her to change her behavior in a productive way.

- Agree on a time and place to discuss the problem.
- Allow for enough time and for privacy for the person or group you are confronting.
- Leave enough time to deal fully with the problem.
- Tell the volunteer you want to discuss a problem. ("We need to talk for a few minutes. Would you like to join me for a soda at the snack bar?")
- At the assigned time and place, state your expectations.
- Be as positive as you can.
- Make a sincere, positive statement about the person's contribution. ("We are so glad that you are helping us with this project. I can tell you enjoy working with the girls and they certainly enjoy working with you! I want to resolve this problem to our mutual satisfaction.")
- State your expectations. ("You do understand that you need to be at your stations on time.")
- Restate the event and then state your feelings about it.
- Start by saying, "Remember when we..." Make sure the volunteer remembers.
- Describe the dysfunctional behavior.
- State your feelings about the event. ("The children were disappointed when your station wasn't open on time. I hate to see children disappointed.")
- Solicit the volunteer's view of the event.
- Solicit each person's side of the story. ("Did you forget your schedule?")
- Don't go for a solution until you are sure you both understand each other's positions. ("You do understand that we need you to be at your next station by 10:00?")
- Don't interrupt – hear out your volunteer.
- Paraphrase the volunteer, and make sure your paraphrase is acceptable to her.
- Share potential solutions to the problem.
- Work for a consensus.
- Discuss each idea and offer your help.
- Tell the volunteer what you want from her. ("Let me get you an extra copy of the schedule.")
- Ask the volunteer what you can do to help her resolve the problem. ("Do you have any other ideas how we can help you?")
- Agree on a solution. ("Do you think this will help?")
- Set a time for follow-up.
- If necessary, make a contract to exchange. (If you'll do..., I'll do..., okay?)
- Close the meeting on a positive note.
- Summarize your agreement.
- Make sure you can both carry out the bargain.
- End by telling the volunteer one or two positive things about her perspective. ("We really enjoy working with you! See you at lunch.")

THE 6 B's

Be friendly
Be honest
Be fair

Be constructive
Be generous
Be just



Acorn

An acorn is a seed for a strong tree.

ACORN can be the seed for strong meeting and training environments.

Accommodate the differences – treat participants as customers. Go to great lengths to learn about each generation's needs; work to meet their specific needs; even small actions that acknowledge language and scheduling needs can mean much to participants.

Create choices – allow the training or meeting to be shaped by the people and their needs. An element of humor or playfulness keeps the atmosphere relaxed.

Operate from sophisticated management style – the relaxed style also makes for a more direct approach. Flexibility and concern for different needs promote trust.

Respect competence and initiative – assume the best of people. This can be a self-fulfilling prophecy.

Nourish retention – stay focused on retention and be a magnet for excellence. Offer training and support for everyone.



GIRL SCOUT ACCIDENT INSURANCE

General Information

Girl Scout accident insurance is provided for every registered girl and adult when they participate in Girl Scouting activities for their age level. Troop leaders must ensure Volunteer Essential standards and Girl Scouts of Middle Tennessee policies are being followed. This insurance is included in the national membership dues. Each troop should have an Activity Accident Insurance and Basic Coverage brochure in their records.

Girl Scout insurance provides “secondary” coverage to help pay the medical expenses of accidents which might occur during normal troop activities. The family insurance is the “primary” coverage. If the family does not have health insurance, Girl Scouts’ insurance becomes the “primary” coverage. This insurance covers registered girls and registered adults when they are participating in supervised activities lasting no more than two consecutive nights. (A third night is covered for any official federal holiday such as Memorial Day or Labor Day.) It also covers travel directly to and from approved activities.

If additional insurance is required, contact the council representative for Optional Insurance Plan details.

Tag-a-longs

If a girl is attending an event which is not part of her own Girl Scout activities or is a tag-a-long (i.e. a Girl Scout Brownie is with a parent at an activity for a Girl Scout Junior) she is not covered by the Girl Scout insurance. If a Girl Scout Cadette is working with a younger age level as part of her leadership experiences, she is covered because this is a designated part of her program. She would not be covered if she is a tag-a-long.

Discourage the presence of younger or older siblings of girls or children of leaders who are not of the appropriate age to participate in the group’s activities. Tag-a-longs can distract girls from their planned activities and distract the leaders from providing proper supervision of girls.

ADDITIONAL COVERAGE FOR TRIPS, SPECIAL EVENTS AND NON GIRL SCOUTS

When troops or groups go on trips of three or more nights, the entire event is excluded from the Basic Plan, including travel to and from the destination. An Optional Plan of activity insurance would need to be arranged through the Girl Scouts of Middle Tennessee to cover the entire period of the event upon final approval.

Instructions for Filing a Claim

Troop leader's responsibilities:

- Every troop should have an Activity Accident Insurance Brochure along with a claim form. Follow the instructions under "How to File a Claim" on the back of the brochure. Brochures and claim forms are available from your Regional Executive.

Transportation Insurance

When troops or service units want to make arrangements with a local school or company to rent a bus or van, they must:

1. Find a suitable bus or van
2. Get a contract and proof of insurance from the owner.

Contracts

To ensure that the Girl Scouts of Middle Tennessee's practices are in keeping with the set guidelines of Volunteer Essentials and Safety and Risk Management in Girl Scouting, the board of directors has adopted a policy authorizing the CEO to appoint designated staff to sign contracts. The procedure will be:

Regional Executives will sign contracts for 1) meeting places, 2) service unit or regional events and 3) cookie booths. The contract will be signed and approved or denied (with explanation) within two weeks of receipt at the regional office. The Regional Executives must provide copies of all contracts for the master file that will be maintained in the Girl Scouts of Middle Tennessee office in Nashville.

"Girl Scout leaders are not authorized to sign agreements or contracts for renting or chartering vehicles, vessels and aircraft." (*Volunteer Essentials*) The volunteer relations manager must review all transportation contracts. The contract will be signed and approved or denied (with explanation) within two weeks of receipt at the Girl Scout office in Nashville. Please allow sufficient time for a review of each contract based on the required deadline.

Questions about these procedures should be directed to the volunteer engagement coordinator at (615) 460-0255.