

Appendix: Volunteer Policies & Procedures

Adopted 2015, Revised 11/2022

Introduction – GSUSA History

Juliette Gordon Low, founder of Girl Scouts of the USA (GSUSA), was born October 31, 1860, in Savannah, Georgia. A sensitive and talented youngster, Daisy, as she was known to family and friends, developed what was to become a lifetime interest in the arts. She wrote poems and plays, sketched, acted, and later became a skilled painter and sculptor. Full of inspiration herself, it was her destiny to inspire others. On March 12, 1912, in Savannah, Juliette Low gathered 18 girls together to organize the first two American Girl Guide Troops. Daisy Gordon, her niece, was the first registered member.

The name of the rapidly growing organization was changed to Girl Scouts the next year. Within months, girl members were hiking through the woods in their ankle-length blue uniforms, playing basketball in a curtained-off court, and going on camping trips. The following year saw the opening of a national headquarters in Washington, D.C., and the publication of the first Girl Scout handbook, *How Girls Can Help Their Country*, which featured knot-tying, first-aid, and outdoor cooking instructions.

In developing the Girl Scout Movement in the United States, Juliette Low brought girls of all backgrounds into the outdoors, giving them the opportunity to learn about nature and develop self-reliance and resourcefulness. She encouraged girls to prepare themselves not only for traditional homemaking roles, but also for possible future roles in the arts, sciences, business, and for active citizenship outside the home.

At the organization's founding in 1912, Juliette Gordon Low originated the practice of defying stereotypes. She was a visionary who blazed the way for girls and women to embrace everything life offers. She not only offered girls the opportunities that until then only boys were granted, but she also opened those same possibilities to girls of all ethnic, racial, socioeconomic, ability, and geographic groups. Just as it was for Juliette more than 100 years ago, so it is with us today: ensuring all girls in America have access to Girl Scouting is vital. We are the place where over 2.6 million girls go to explore and discover their world, connect with others, and become leaders who take action to make their world a better place.

Now headquartered in New York City, Girl Scouts of the USA is the world's largest voluntary organization for girls. To date, GSUSA has positively influenced the lives of more than 50 million girls and adult women.

Girl Scout Promise and Law

THE GIRL SCOUT PROMISE

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

**The word God can be interpreted in several ways, depending on one's spiritual beliefs. When reciting the Girl Scout Promise, Girl Scout members may replace the word God with a word that more closely expresses their spiritual beliefs.*

THE GIRL SCOUT LAW

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

Note: All language in this document pertains to both in person and virtual settings when representing Girl Scouts in any capacity.

GSKWR Culture

GSKWR has defined five cultural attributes to describe the way we expect staff and volunteers within our organization to behave in addition to following the Girl Scout Promise and Law:

Attribute

Behavior

Girl-Centric

I believe in the worth and importance of all girls.

Girls matter!

Serve as cheerleader, expert, and advocate for girls.

Invest resources in listening to and understanding girls.

Create emotional and physical safe spaces where all girls are heard, embraced, and valued.

Create and defend an environment in which girls will thrive.

Contagious Fun

I work with others to promote play for positive growth and development.

Create opportunities for play.

Display enthusiasm for positive teamwork.

Maintain perspective with a sense of humor.

Share my passions, aspirations, and talents with others.

Diversity

I work collaboratively with all people and encourage flexibility in thinking.

Remove barriers to access and model inclusive behaviors so that every girl can find her place in Girl Scouting.

Listen to and value others for who they are and their unique talents.

Explore new ideas from everyone and everywhere.

Offer respect and kindness to all.

Prepare girls to live in a multicultural and global world.

Intentional

I make decisions based on the Girl Scout Promise and Law.

Anchor my decisions in the Promise and Law, Core Purpose, Mission and Vision.

Promote transparent communication.

Continue to invest in successful initiatives consistent with our strategies and resources while seeking innovative solutions to fill gaps.

Hold myself accountable to engage in activities and behaviors that contribute to positive outcomes.

Integrity

I hold myself accountable to our culture through my character and behaviors.

Model professional behavior and attitude.

Trust the good intentions of others and help others to grow and thrive.

Do the right thing when no one is watching.

Participate and take ownership in the decision-making process.

Take responsibility for what I say and do.

Strive to leave the world better than I found it.

Council Relationship to GSUSA Headquarters

Girl Scout councils have a charter relationship with GSUSA; council employees are not employed by GSUSA. This charter relationship designates each council as a separate, independent legal entity with its own board of directors and staff. Each Girl Scout council has the (independent) authority and accountability for developing Girl Scout membership and for administering and supervising the Girl Scout program within its jurisdiction. The National Board of Directors of Girl Scouts of the USA is accountable to the National Council, from which it receives its authority, for the sound management of Girl Scouting throughout the USA. Individual Girl Scout councils and GSUSA work together to support effectiveness and inclusiveness, ensuring that the experiences of Girl Scouting will remain available for generations of girls to come.

Volunteer Relationship to GSKWR

Volunteers are appointed by GSKWR to fulfill roles that impact the mission and vision of the organization. GSKWR's volunteers are managed in accordance with defined, board approved volunteer policies. The organization strives to develop, retain, and reward volunteers and utilizes coordinators to achieve this end. Depending on the role or roles a volunteer is appointed

to, the assigned coordinator(s) may be one or more members of staff, service unit team volunteers, or advisory volunteers.

Contact Information

SUPPORT, INFORMATION, AND FEEDBACK

GSKWR's Membership Team is the first line of contact for all volunteers and members who have questions or comments. The Membership Team may be contacted at 1-800-475-2621, by emailing <mailto:gswrc@gswrc.org> or in person at one of four service centers. Office hours at all service centers vary. You can view our updated hours on our Council website www.gskentucky.org. You may also view helpful information and find announcements related to support and office openings.

Should you need to meet with a specific member of staff, please schedule an appointment so that we can ensure the staff are available, prepared, and ready to discuss whatever is necessary to meet your needs.

Volunteer Program Philosophy

GSKWR volunteers promote Girl Scouting by providing and administering the Girl Scout program. GSKWR strives to provide volunteer opportunities that increase participation and broaden experiences. The organization also strives to provide an environment in which volunteers receive support, recognition, and appreciation for jobs well done. The volunteer policies enclosed in this handbook seek to reflect these commitments.

GSKWR will make reasonable efforts to stay abreast of the changing needs of the organization, new legislation, regulations, and trends to ensure that policies and procedures are revised to reflect internal and external changes. The terms specified in this *Volunteer Handbook* are based on prevailing business conditions and are subject to change based upon business necessity. With the passage of time, it may be necessary to revise, supplement, or rescind policies or portions of these policies.

Volunteer Policies

The following policies apply to all volunteers of GSKWR. Policies provide consistency of action and direction, and they form the basis for an effective volunteer development system.

Affirmative Action

Girl Scouts of Kentucky's Wilderness Road does not discriminate on the basis of race, color, creed, religion, sex, age (40 or above), disability, national origin, citizenship, marital status, sexual orientation, genetic information, or any legally protected status. GSKWR supports affirmative action in the selection, placement, training, assessment, and reappointment of individuals with disabilities and of persons from groups that are underrepresented ethnically and racially. GSKWR will make reasonable accommodations for physical and mental disabilities

of volunteers consistent with the performance of essential responsibilities and the effective operations of the organization.

Nondiscrimination and Anti-Harassment

Girl Scouts is committed to creating a respectful, courteous environment free of discrimination and unlawful harassment of any kind. GSKWR does not tolerate sexual or other unlawful harassment by any employee, Board Member, volunteer, vendor, contractor, consultant, customer, girl or adult member, or visitor. Harassment is a breach of GSKWR policy and may be a violation of state and/or federal law. In addition to any disciplinary action that GSKWR may take, up to and including dismissal, offenders may also be personally liable for any legal and monetary damages.

Harassment is prohibited in all forms. Harassment can include unwelcome conduct, whether verbal, physical, or visual. Girl Scouts of Kentucky's Wilderness Road maintains a strict policy prohibiting unlawful harassment and discrimination. GSKWR will not tolerate harassing conduct that affects tangible role benefits, that unreasonably interferes with an individual's role performance, or that creates an intimidating, hostile, or offensive environment. GSKWR is committed to taking all reasonable steps to prevent such harassment and discrimination.

GSKWR is determined to resolve possible discrimination and harassment situations as quickly and discreetly as possible. If a volunteer believes another volunteer, Board Member, employee, vendor, contractor, consultant, customer, girl or adult member, visitor, or agent of the organization is harassing or discriminating against her/him, the volunteer is encouraged to tell the offender clearly that the behaviors and actions are unwelcome. The volunteer should immediately inform the Volunteer Support Manager (or designee) or the Chief Executive Officer (or designee). If the complaint involves the Chief Executive Officer, then the complaint should be reported to the Board Chair. The volunteer should report the facts of the incident, including what happened, how often, and where the incident(s) took place, as well as the names of the individuals and witnesses involved. Any employee who is informed of, witnesses, or receives a complaint must report it directly to the Volunteer Support Manager (or designee) or the Chief Executive Officer (or designee).

All harassment and discrimination claims will be investigated in a timely, fair, and thorough manner, and GSKWR expects all volunteers to cooperate fully in any investigation. All complaints will be investigated as discreetly and confidentially as possible. If the organization finds that discrimination or harassment has occurred, it will take appropriate corrective action up to and including dismissal of the offending volunteer (or other appropriate action if the offender is not a volunteer for the organization).

The Chief Executive Officer has the overall responsibility of maintaining effective enforcement of nondiscrimination and harassment policies. Each volunteer is responsible for following the procedures outlined in this policy to ensure that her/his complaint is handled promptly and appropriately.

Sexual Harassment/Harassment

Sexual harassment is a form of sex discrimination. Sexual harassment of a volunteer (female or male) by anyone (female or male), including any Board Member, coordinator, employee, volunteer, girl or adult member, customer, or vendor will not be tolerated.

Sexual harassment may consist of unwelcome sexual advances, requests for sexual favors, and other verbal or physical acts of a sexual nature where submission to such conduct is made either explicitly or implicitly a term or a condition of an individual's continued volunteer role; where an appointment decision is based on an individual's acceptance or rejection of such conduct; or where such conduct interferes with an individual's role performance or creates an intimidating, hostile, or offensive environment. GSKWR has a firm commitment to providing an environment where all volunteers and girl and adult members are treated with dignity and respect. All volunteers share responsibility and ownership for creating and maintaining a respectful and positive environment.

In accordance with this policy, GSKWR will neither condone nor tolerate:

- any overt display or demonstration of sexual activity between and/or among employed staff or volunteers;
- any overt display or demonstration of sexual activity between employed staff or volunteers and girl members;
- sexual advances or sexual activity of any kind between employed staff or volunteers and girl members;
- use of the Girl Scout name, related activities, publications, and/or facilities as vehicles for public or private promotion of sexual orientation and/or practice; and
- infliction of sexually abusive behavior upon girl members, including sexual touching and bodily contact, exhibitionism, voyeurism, and/or involvement of girl members in pornographic materials.

Sexual harassment also encompasses other actions that create a hostile, offensive, or intimidating environment. Such actions can include, for example, inappropriate or overtly familiar touching, sexual innuendoes, obscene gestures, and jokes and remarks of a sexual nature, especially where exposure to such conduct has the purpose or effect of substantially interfering with an individual's role performance or ability to complete her/his role.

Sexual harassment is a form of misconduct that undermines the integrity of the volunteer relationship and is incompatible with the values, traditions, and purposes of Girl Scouting as stated in the Constitution of Girl Scouts of the USA.

In addition to sexual harassment, harassment can also consist of unwelcome conduct or the creation of a hostile work environment, whether verbal, physical, or visual, that is based on a person's protected group status. GSKWR maintains an environment that encourages any employed staff member or volunteer who believes that she/he has been the subject of sexual harassment, or any form of harassment as defined in the council's policy to report the incident in writing to either the Chief Executive Officer or human resources. Any employee who is aware of sexual harassment or any form of workplace harassment has a duty to report the matter to the appropriate authority. If the complaint involves the Chief Executive Officer, then the complaint should be reported to the Board Chair.

Girl Scouts of Kentucky's Wilderness Road reserves the right to refuse placement or reappointment and to dismiss or suspend from affiliation with GSKWR any volunteer who, in conducting a Girl Scout program, advocates, solicits, or promotes sexuality so as to create substantial risk that such conduct will be detrimental to girl members or to the environment, or involve girl members in matters outside the Girl Scout program.

Further, retaliation against anyone who has reported an allegation of harassment in good faith is expressly prohibited and if it occurs will be grounds for disciplinary action, up to and including dismissal.

Child Protection Policy

Because some positions within Girl Scouts of Kentucky's Wilderness Road have direct contact with children, GSKWR supports and maintains environments that are free of child abuse and neglect. All 50 states have passed some form of mandatory child abuse and neglect reporting law to qualify for funding under the Child Abuse Prevention and Treatment Act (CAPTA). CAPTA mandates minimum definitions for child abuse and sexual abuse.

Child abuse or neglect is any recent act or failure to act:

and to dismiss or to exclude from affiliation with the organization any employee or ...resulting in imminent risk of serious harm, death, serious physical or emotional harm, sexual abuse, or exploitation of a child by a parent or caretaker who is responsible for the child's welfare (the definition of 'child' may vary from state to state but is usually a person under the age of 18).

Sexual abuse is defined as:

employment, use, persuasion, inducement, enticement, or coercion of any child to engage in, or assist any other person to engage in, any sexually explicit conduct or any simulation of such conduct for the purpose of producing any visual depiction of such conduct, or rape, and in cases of caretaker or inter-familial relationships, statutory rape, molestation, prostitution, or other form of sexual exploitation of children, or incest with children.

Sexual abuse may also include sexual touching and bodily contact, exhibitionism, voyeurism, and/or involvement of children in pornographic material.

All states require certain professionals and institutions to report suspected child abuse. Failure to report suspected child abuse can result in criminal and/or civil liability. All states require the report to be made to some type of law enforcement authority or child protection agency. Reporting to a parent or relative will not satisfy the reporter's legal duty under the statutes. A report must also be made to the Chief Executive Officer or designee.

In accordance with these statutes, GSKWR will neither condone nor tolerate:

- infliction of physically abusive behavior or bodily injury upon girl members;
- physical neglect of girl members, including failure to provide adequate safety measures, care, and supervision in relation to Girl Scout activities;
- emotional maltreatment of girl members, including verbal abuse and/or verbal attacks.

GSKWR reserves the right to refuse membership volunteer who is found guilty of child abuse or neglect or has been convicted of child abuse or neglect. Local (more stringent) prevailing statutes may supersede Girl Scout policies. A current volunteer who has been convicted or found guilty of child abuse or neglect must report the conviction to her/his coordinator within two days of the conviction's occurrence.

Volunteers working directly with girls are required to report suspected child abuse according to their state's reporting law. Volunteers are accountable for protecting the health and safety of program participants. This accountability includes protecting girls and their membership data from exposure to known criminal offenders who may frequently visit the household and/or meeting place of the group.

GSKWR mandates that any volunteer who suspects child abuse or neglect should make the required report to that state's reporting hotline found below. Kentucky law indicates that it is the duty of anyone who has reasonable cause to believe that a child is dependent, abused, or neglected to report this information.

1-877-595-2331 Kentucky

1-800-422-4453 Ohio

Anti-Retaliation Policy

GSKWR feels very strongly that it is important to provide volunteers with confidential, non-threatening alternatives for registering their concerns without fear of retaliation. GSKWR will not tolerate retaliation against anyone for stepping forward with a concern, complaint, or grievance.

An employee or volunteer may not retaliate against employees or volunteers in any way for registering a concern or complaint in good faith. Retaliation, in the context of this policy, is an employment or appointment action against an employee or volunteer because the employee or volunteer has lodged or supported a complaint. Examples of strictly prohibited retaliatory action include (1) disciplining, changing the role assigned, providing inaccurate information to, or refusing to cooperate or discuss role-related matters with any volunteer because that volunteer has registered a complaint, or (2) intentionally pressuring, falsely denying, lying about, or otherwise covering up or attempting to cover up conduct such as that described above. Examples of concerns or complaints include, but are not limited to:

- safety concerns (e.g., OSHA complaints);
- unlawful harassment or discrimination complaints, including sexual harassment; cooperation in a harassment or discrimination investigation

All volunteers are expected to comply with this policy. Should any volunteer act contrary to this anti-retaliation policy, she or he may be subject to disciplinary action up to and including dismissal.

Any implication or threat of retaliation because a volunteer has voiced a complaint or grievance should be brought to the immediate attention of the Volunteer Support Manager (or designee) or the Chief Executive Officer (or designee).

Substance Abuse

GSKWR is committed to providing a safe environment for all members and to fostering the well-being and health of its employees and volunteers. To enforce that commitment, GSKWR has established a drug-free workplace policy for employees. That commitment is jeopardized when any GSKWR volunteer illegally uses drugs before, during, or after a volunteer shift, possesses,

distributes, or sells drugs, or abuses alcohol during a volunteer shift. Therefore, the illegal possession or illegal use of any drug is prohibited.

- Any volunteer reporting to their shift visibly impaired will be deemed unable to perform required duties and will not be allowed to complete the shift.
- If possible, the volunteer's coordinator (or a witnessing coordinator) will first seek another coordinator's opinion to confirm the volunteer's status.
- Next, the coordinator will consult privately with the volunteer to determine the cause of the observation, including whether substance abuse has occurred. If, in the opinion of the coordinator, the volunteer is considered impaired, the volunteer will be sent home or to a medical facility by taxi or other safe transportation alternative—depending on the determination of the observed impairment—and accompanied by the coordinator if necessary.
- A volunteer who is impaired or appears to be impaired will not be allowed to drive.

Volunteer Rights and Responsibilities

GSKWR volunteers have the right to a physically and emotionally safe, harassment-free environment in which everyone can contribute fully. Associated with the right to a physically and emotionally safe, harassment-free environment are certain responsibilities: adherence to GSKWR's code of conduct, avoidance of conflict of interest, and respect for confidentiality.

VOLUNTEER CONDUCT

GSKWR expects and requires honesty, good judgment, and integrity in all interactions. Girl Scouts is founded on faith, trust, and confidence, and holds all volunteers to high standards in personal and professional conduct. Failure to comply with the volunteer code of conduct will lead to disciplinary action, up to and including possible dismissal from all volunteer roles.

All GSKWR volunteers must:

- adhere to the Girl Scout Promise and Law;
- promote physical and emotional safety in Girl Scout activities;
- be willing to let girls take the lead;
- comply with the letter and spirit of all applicable laws;
- faithfully adhere to policies, rules, regulations, and contracts;
- deal honestly, fairly, courteously, and respectfully with girl and adult members, other volunteers, customers, employees, and the general public;
- respect GSKWR's ownership of all equipment, supplies, records, and proprietary information;
- preserve the confidentiality of all proprietary information, plans, decisions, and any other information that is not designated for knowledge outside of the intended parties.

The following actions are considered inappropriate for all volunteers:

- failure to adhere to the principles of the Girl Scout Promise and Law, or any action inconsistent with a position of trust or positive role modeling or influence among girls, parents, other volunteers or the community at large.
- refusal to provide a physically and emotionally safe space, including but not limited to:
 - the use of alcohol or illegal drugs in the presence of girl members,

- smoking in the presence of girl members,
- fighting or threatening violence,
- boisterous or disruptive behavior,
- violation of Girl Scout safety guidelines,
 - abuse or mistreatment of girls, parents, volunteers, or staff,
 - harassment or discrimination as defined in policies,
 - releasing confidential information,
 - refusal to include girls or adults who have disabilities,
 - discrimination of any kind,
 - the use of rude or disrespectful language when communicating verbally or in writing to girls or adults within the context of Girl Scouts,
 - bullying of girls or adults, including cyberbullying;
- refusal to be playful, refusal to let girls take the lead, or any other action that prevents delivery of high-quality Girl Scout programming;
- theft, misappropriation of funds, or misuse of funds, equipment, or materials;
- falsification of records;
- negligence or improper conduct leading to damage of property;
- repeated failure to follow a coordinator's reasonable requests or carry out a reasonable assignment;
- gross misconduct or insubordination; excessive absenteeism without notice.

Political Activity

GSKWR volunteers may not wear political shirts, jackets or other clothing during Girl Scout troop meetings, activities, training, or any other Girl Scout occurrence. Volunteers are not allowed to post political posts in any Girl Scout communication forums or sites, such as Facebook groups, Band App, emails or any other GSKWR communication. Political language may not be used in troop, service unit or any GSWRC setting or event, this language includes derogatory names and/or polarizing statements.

CONFIDENTIALITY

Information learned while serving as a volunteer is the exclusive (intellectual) property of GSKWR and should be carefully guarded. Confidential information includes, but is not limited to, non-public technical, business, and financial information and plans, as well as private information about girl and adult members, councils, volunteers, customers, suppliers, and employees. Confidential information must not be disclosed to unauthorized persons, including competitors, reporters, or other employees whose duties do not require the use of such information.

Only designated individuals are authorized to speak on behalf of GSKWR. All media inquiries should be directed to the Information Marketing Director or the Chief Executive Officer.

ETHICS POLICY

The realization of the council's mission and the Council's reputation depend upon the principles of fairness and ethical conduct of all council members, including volunteers. Our reputation for integrity and excellence requires careful compliance with the spirit and letter of all regulations and laws as well as personal commitment to the highest standards of conduct and integrity.

The success of Girl Scouts of Kentucky's Wilderness Road depends upon the trust of all our constituencies. We must preserve that trust. Volunteers have an obligation to act in a way that will always merit the continued trust and confidence of our members and the public.

GSKWR volunteers will comply with all applicable laws and regulations, GSKWR policies, and community and industry standards. All volunteers must conduct council business in accordance with the letter, spirit, and intent of all applicable laws and regulations and refrain from all illegal, dishonest, or unethical conduct.

Generally, the use of good judgment will serve as proper guidance. However, if a situation arises where it is difficult to determine the proper course of action or if a volunteer feels she or he is being pressured to act improperly, the matter must be discussed with the volunteer's Membership and Program Specialist. If the volunteer is uncomfortable discussing the matter with the specialist, the volunteer should contact her/his specialist's supervisor, the Volunteer Support Manager (or designee) or the Chief Executive Officer. The volunteer must act.

Compliance with this ethics policy is the responsibility of every volunteer. Disregarding failing to comply with this policy will lead to disciplinary action, up to and including possible dismissal.

Screening and Placement

The recruitment, screening, and placement of volunteer applicants and the reappointment of volunteers shall be based on the individual's knowledge, abilities, skills, experience, education, and/or training. To provide equal opportunities to all individuals, volunteer placement decisions at GSKWR are based on performance, qualifications, skills, and abilities. The Girl Scout Council of Kentucky's Wilderness Road does not discriminate in volunteer opportunities or practices based on race, color, creed, religion, sex, age (40 or above), disability, national origin, citizenship, marital status, sexual orientation, genetic information, or any characteristic protected by law.

VOLUNTEER APPLICATIONS

All prospective volunteers are required to complete the [GSKWR volunteer application](#), including the release of personal information to GSKWR for a criminal records check using one or more third party vendors. Prospective volunteers may be asked to submit character references, employment, and education references.

Volunteer is defined as any adult age 18 or over who wishes to serve GSKWR in a voluntary, non-paid capacity. This includes adults working directly with girls, adults who simply fulfill the adult requirement of the adult/girl ratio by grade level as detailed in [Volunteer Essentials](#) and the [Safety Activity Checkpoints](#), and administrative volunteers who handle large amounts of money or confidential information.

CRIMINAL RECORDS CHECK

1. Authorization. Each volunteer applicant will give authorization for GSKWR to obtain a criminal record check. Without such authorization, no applicant will be considered for any volunteer position with GSKWR. Authorization may be completed online or on paper.

2. Criminal Offenses. If GSKWR learns that an applicant or volunteer has been convicted of, has pleaded guilty to, or has pleaded no contest to a misdemeanor or felony, the following shall apply:

- A. For crimes against children, offenses against persons, offenses against the family. Applicant is not accepted as a volunteer if convicted.
- B. Crimes involving weapons, arson, any violent crime. Applicant is not accepted as a volunteer if convicted.
- C. Felony drug-related offense, the person will not be allowed to serve in any capacity.
- D. Status as a registered sex offender is cause for automatic disqualification for any volunteer position at GSKWR. Registered sex offenders are not eligible for membership in Girl Scouts of the USA and may not participate in any capacity with Girl Scouts. Any adult living on the premises with a registered sex offender may participate only as parent/guardian.
- E. A first offense DWI (Driving While Intoxicated), DUI (Driving Under the Influence), or possession of marijuana under two ounces will not alone preclude volunteer service if it has been five years or more since the date of disposition. Other than a first offense occurring five or more years earlier, the person will not be allowed to serve in any capacity.
- F. Any person convicted of shoplifting, fraud, false pretense, embezzlement, worthless checks, or related offenses will not be allowed to serve in any capacity.
- G. A prospective volunteer who has been convicted of a crime classified as a misdemeanor may appeal the decision of GSKWR and have his or her case reviewed. The decision whether to allow service will be the absolute and exclusive discretion of the CEO and/or designated staff.

3. Pending Charges. If charges are pending related to any criminal offense other than minor traffic violations, involvement with GSKWR as a volunteer will be temporarily suspended pending disposition of the case.

4. Contest of Criminal Records Check. Any applicant who disputes and desires to contest any information that appears on the criminal history transcript must do so in the manner described in the pre-adverse action letter, within five days of receipt of said letter. All costs associated with an appeal for the criminal history transcript provided to GSKWR are the responsibility of the individual. Further, it is the responsibility of the individual contesting the transcript, not GSKWR, to take all action necessary to contest or correct the criminal history transcript. GSKWR is entitled to rely upon the information contained in the criminal history transcript until such time as a corrected criminal history transcript has been provided. GSKWR does not control the information that is contained in criminal history transcripts. GSKWR has no liability to any person for the information contained in such transcripts or for its actions taken in reliance upon such.

5. Continued Service. As a condition of continued service, each volunteer consents to a periodic review of his or her criminal records. All volunteers will be subject to a new criminal records check, at a minimum, every three years.

PLACEMENT

Every attempt will be made to place volunteers in positions that meet both their needs and the needs of the council. In instances where this is not possible, the needs of the council will take precedence over the needs of the individual. Individuals not placed in a position for which they applied may be recommended for other positions. Further, the volunteer may decline an assignment or may request reassignment.

Performance Management Program

The performance management program is a process to help ensure that goal setting, communication, and evaluations are consistent with the council's operating objectives. The process depends on a continuous exchange of information between coordinator and volunteer. This shared responsibility provides a consistent means for evaluating performance and recognizes individuals whose efforts and performance contribute to GSKWR's overall success.

An annual performance evaluation is an opportunity for the coordinator and volunteer to step back from day-to-day activities and discuss how the volunteer is doing in all aspects of her or his role, to develop ways for the volunteer to maximize her/his potential, and, if appropriate, to plan how to prepare for future responsibilities.

New volunteers are invited to participate in GSKWR's 6 session new leader series held virtually. During this 6-session series new volunteers will learn new how to navigate Girl Scouting as a volunteer, where to find their support system and volunteers will set goals for their first-year leadership experience. At the end of this series new volunteers will be evaluated.

Service Unit Managers will complete a Service Unit Planning packet with their service unit team members each summer in preparation for the next membership year. Throughout the membership year service unit managers will speak with their specialist to see where they are with their membership, volunteer, and program goals. Each May the service unit manager and their specialist will meet to evaluate their year.

Volunteer Development Policy

The Girl Scout Council of Kentucky's Wilderness Road recognizes and acknowledges that its volunteers are a critical component of program delivery and is totally committed to recruiting the best people, fully developing their talent possible, and recognizing those who meet their goals.

Because developing volunteers is not only about training, GSKWR will deploy a wide range of learning and development opportunities for volunteers that will provide them with the leading-edge skills, knowledge, and expertise to successfully perform their roles and responsibilities and to position GSKWR as a world-class organization.

Finally, GSKWR is aware that coordinators play an instrumental role in the development of volunteers. It is, therefore, fully committed to developing and supporting the staff, service unit team, and advisory volunteers responsible for coordination of various volunteer groups and holding them accountable for selecting, developing, retaining, and rewarding volunteers.

Adult Education Guidelines:

- Volunteers who work directly with girls should complete Welcome to Girl Scouts either in person or virtually with the use of video and audio prior to meeting with the troop.
- All troop volunteers should complete the 212 New Troop Leader Training learning path, which includes Troop Basics (Daisy Basics, Brownie Basics, or Junior Basics) within their first year with GSKWR.
- Each troop participating in camping must have an adult who has completed Troop Camp training severe as a consultant during the preparation period and be always present during the event
- Troop Camp training completed at another Girl Scout Council may serve for the Troop Camp training requirement. Volunteer will request and complete a By-Pass Exam and will supply documentation of training from the previous council
- A person with first aid qualifications much be present at all troop/group activities. Acceptable safety trained volunteers include licensed physician, EMT, RN, LPS and persons certified in First Aid/CPR from organizations like American Red Cross, American Heart, etc. GSKWR supports Girl Scout volunteers trained to deliver these courses and partners with other agencies to ensure safety courses can be offered to the membership.
 - Volunteers completing courses in other Girl Scout councils may request a waiver for courses offered by GSKWR. Approval of the waiter is determined by the course content and is approved by the Volunteer Support Manager (or designee).

Accident and Liability Insurance

All registered members are protected under Girl Scout Activity Accident Insurance, basic coverage. This plan provides coverage for:

- Accident medical expenses to members traveling to and from and participating in approved, supervised Girl Scout activities.
- Liability and sickness insurance are required of all troops traveling outside the U.S.A. and is available through GSKWR.
- Volunteers receive information about emergency procedures in accordance with their role. The procedures will be followed in the event of a serious accident or fatality.
- Any motor vehicle used to transport Girl Scouts must be duly licensed, insured, safety tested, and operated by a responsible adult (age 18 or older) with a valid driver's license.
- Kentucky and Ohio law require vehicle insurance
- The organization does not assume responsibility for insuring a volunteer's personal property.

Other Applicable Policies

GSUSA maintains additional policies which are the responsibility of all Girl Scout members to uphold. These national policies include, but are not limited to:

Blue Book of Basic Documents This publication contains all the basic documents of Girl Scouts of the United States of America. It is the foundation for the work of all Girl Scout councils. This publication is revised by constituents of GSUSA and distributed electronically.

The Volunteer Essentials Safety-Wise Chapter Included within [Volunteer Essentials](#) is a chapter on basic safety policy in Girl Scouting. [Volunteer Essentials](#) is revised annually by GSUSA and distributed electronically.

Safety Activity Checkpoints (SACs) SACs are tailored for each activity girls might participate in, exist for a variety of activities, and must be followed for each activity involving girl members. SACs are revised periodically by GSUSA and distributed electronically.

GSKWR By-laws This is the governance document for GSKWR. By-laws are revised by members of the Corporation, approved by the Board of Directors, and distributed electronically or in print by request.

Program Policies and Standards GSKWR has established policies which pertain to program, camping and finances. These policies are included in the *Volunteer Essentials* publication and are revised as needed. They may be distributed electronically or in print by request.

Volunteer Roles & Responsibilities

Maintaining a Membership

Kentucky's Wilderness Road is a membership organization. Therefore, all volunteers are required to become members of Girl Scouts of the USA upon appointment and to renew their membership annually, unless they choose to become a lifetime member. Membership is granted to any person who:

- Meets GSUSA membership standards.
- Has paid annual membership dues based on the membership year October 1 through September 30 or is a Lifetime Member.
- Abides by GSUSA policies, standards and guidelines as stated in [Volunteer Essentials](#) and [Safety Activity Checkpoints](#) and the *Constitution of GSUSA*.
- Abides by GSKWR policies, standards, and operational procedures.

An adult volunteer is defined as anyone who contributes her or his time to GSKWR without compensation or the expectation of compensation beyond reasonable reimbursement of allowance for expenses, or any other thing of value in lieu of compensation.

Appropriate Attire

Girl Scouts of Kentucky's Wilderness Road believes that professional image is critical to the success of our mission and vision. Therefore, volunteers are expected to present a clean, polished appearance when representing the organization, whether they are on council-owned property or in the community. All volunteers are expected to use good judgment in their attire. While working with girls or at a Girl Scout function clothing that advertises alcohol, tobacco,

drugs, political affiliation, or displays foul language, racist or controversial symbols or words should not be worn.

Volunteers are not required to wear a uniform for participation in most Girl Scout activities. Purchase of a uniform is at the volunteer's expense and is encouraged. Volunteers are encouraged to wear the Girl Scout Membership Pin when they are not in uniform. Volunteers may be expected to wear a Girl Scout uniform at certain functions; the event manager will indicate when this is required.

The GSUSA National Board updated the Girl Scout uniform policy as of October 2008 to reflect the changing needs of our members and transformation of the Girl Scout Movement.

Girl Scouts at each level have one required element (tunic, sash, or vest), for the display of official pins and awards, that will be required when girls participate in ceremonies or officially represent Girl Scouting.

For girls ages 5 to 14, the unifying look includes wearing a choice of a tunic, vest, or sash for displaying official pins and awards, combined with their own solid white shirts and khaki pants or skirts. Girl Scouts in high school can also wear a scarf that ties their look to the sisterhood of Girl Scouts around the world.

For adult members, the unifying look of the uniform is a Girl Scout official scarf, or tie for men, worn with official membership pins, combined with their own navy-blue business attire. Girl Scouts at the Daisy and Brownie levels have a full uniform ensemble available.

Communications

Many volunteers are expected to communicate with others in a variety of methods in order to fulfill their role. This may include sending communications via electronic mail and voice mail, discussion groups, and blogs. When representing the organization, content should always be presented in a professional manner and reviewed for correct spelling and grammar, especially when sent to outside or third parties.

While sending communication acting as a representative of the organization, volunteers may not, under any circumstances, transmit offensive, fraudulent, or defamatory images or text, such as pornography or off-color jokes, or anything that may be construed as illegally harassing or offensive to others.

Girl Scouts of Kentucky's Wilderness Road recognizes that a positive reputation is critical to supporting its mission and realizing its strategic objectives. As such, all volunteers have an obligation to uphold the Council's image. This duty and obligation encompass volunteer Internet postings to both internal and external blogs and other electronic forums in the public domain, including communications prepared and submitted by volunteers when off duty.

GSKWR recognizes that some volunteers may choose to express themselves by posting personal information on the Internet through personal websites, blogs, or chat rooms, by uploading content, or by making comments at other websites or blogs. GSKWR values its volunteers' creativity and honors their interest in engaging in these forms of personal expression on their own time, should she or he choose to do so. However, problems can arise when a personal posting identifies or appears to be associated with GSKWR or Girl Scouts, or when a personal posting is used in ways that violate the GSKWR's rights or the rights of other volunteers.

Specifically:

- Public defamation or libel of the Council, its employees, volunteers, and members, whether by name or implication, or dissemination of material contrary to the council's interests, is not permitted.
- Disclosure of proprietary or confidential information is prohibited.

GSKWR may, at its option, monitor internal and external sources to identify inappropriate use. Volunteers responsible for posting disparaging material or for other misuse will be subject to discipline, up to and including dismissal.

Volunteer Categories

Girl Scouts has volunteer opportunities for everyone, whether you have a little or a lot of time to give. Every attempt is made to place volunteers in positions that meet both their needs and the needs of the Council. Volunteers must be 18 or older and will receive training for their role. Volunteer opportunities are available for both women and men.

SERVICE UNIT TEAM VOLUNTEERS

Service units are teams of volunteers who work together to provide a quality Girl Scout Leadership Experience for the girls in their community through events and other activities.

TROOP TEAM VOLUNTEERS

Troop volunteers work together to provide a quality Girl Scout Leadership Experience for girls through service to the girls assigned to their troop. The Team structure allows each volunteer to maximize his or her skills as they pertain to troop leadership.

OUTDOOR PROGRAM VOLUNTEERS

Outdoor volunteers work together to provide a quality Girl Scout Leadership Experience (GSLE) for girls through service to the girls and adults in an outdoor setting and adventure programming.

ADVISORY VOLUNTEERS

Advisory volunteers work with council staff to provide development and guidance for volunteers and girls, as well as make recommendations on governance decisions. These volunteers provide a quality Girl Scout Leadership Experience for girls through service in an advisory capacity.

SERIES VOLUNTEERS

Series volunteers work with school or family resource administrators at their assigned school to facilitate a six-week Girl Scout program on a specific topic and ensure a positive experience for everyone involved. These volunteers are also known as APD volunteers or Alternative Program Delivery volunteers.

SHORT TERM VOLUNTEERS

Short term volunteers help with events and other activities occasionally. Short term volunteers may help with one event a year, a monthly activity, or at other times that extra help is needed, and the volunteer is available

VIRTUAL VOLUNTEERS

Virtual volunteers can serve from anywhere at any time of day. These volunteers can volunteer a few hours a month or weekly. They serve as virtual troop leaders, virtual recruiters or may deliver virtual programming to girls and/or adults either pre-cording content or streaming it live.

Volunteer Position Description

Service Unit Teams

PURPOSE

Service unit teams work together to provide a quality Girl Scout Leadership Experience for girls through service to troop leaders and other volunteers.

TEAM LEADERSHIP

- Service unit teams are led by a volunteer service unit manager
- Service unit managers collaborate with various staff for resources, support, and guidance

EXPECTATIONS OF ALL GSKWR VOLUNTEERS

- Adhere to the Girl Scout Promise and Law
- Promote physical and emotional safety in Girl Scout activities
- Be willing to be playful
- Be willing to let girls take the lead
- Comply with the letter and spirit of all applicable laws
- Deal honestly, fairly, courteously to all employees, customers, other volunteers, girls, adults, parents, caregivers, and the public.
- Faithfully adhere to policies, rules, regulations, and contracts
- Respect GSKWR's ownership of all equipment, supplies, records, and proprietary information
- Preserve the confidentiality of all proprietary information, plans, decisions, and any other information that is not designated for knowledge outside of the intended parties

EXPECTATIONS OF ALL SERVICE UNIT TEAM VOLUNTEERS

- Have on file a current (within 4 years), approved GSKWR Volunteer Application and background check.
- Be a registered member of Girl Scouts of the USA.
- Comply with Girl Scouts of Kentucky's Wilderness Road Policies and Procedures.
- Be inclusive of all members of Girl Scouting within the community.

- Collaborate with all team members as well as staff, girls, and other volunteers to foster a team environment to reach goals.
- Set goals for Girl Scouting in their community in partnership with assigned staff and participate in training for the role.

QUALIFICATIONS

- Demonstrate a passion for Girl Scouting
- Ability to work in a collaborative fashion
- Ability to be flexible
- Basic computer skills with e-mail access

TERM

Service unit team members are asked to serve for a defined term. Requests for continued service are made based on the volunteer's desire to continue, performance, and the needs of the Council.

SERVICE UNIT TEAM ROLES

- The following list is an overview of the roles and responsibilities commonly held by service unit teams
- Each role is followed by the general responsibilities for that role
- Service units may have additional roles on their team
- Depending on the number of volunteers participating in the team:
 - o Responsibilities within each role may be divided among multiple volunteers
 - o Several volunteers may serve in the same role
 - o One volunteer may hold multiple roles

Service Unit Manager

Coordinate the goals and work of the service unit team. Plan and lead meetings for volunteers within the service unit. Plan at least 6 service unit meetings throughout the year. These meetings can be either virtual or in person.

Service Unit Media Manager

Notify volunteers, girls, and/or parents within the service unit of meetings, activities, and announcements as appropriate. Keeps the community aware of Girl Scout activities

Service Unit Product Sales Manager

Coordinate all aspects of the fall product and/or cookie program for the service unit.

Service Unit Recruiter

Coordinate membership recruitment for both girls and adults in the service unit. This position may oversee service unit site recruiters. Recruitment efforts may be done virtually or in person.

Service Unit Welcome Trainer/Mentor

Serve as a mentor for volunteers in your service unit and provide new volunteers with their introductory course.

Service Unit Awards Chair

Ensure that volunteers within your service unit are recognized for their effort and accomplishments.

Service Unit Events Manager

Partner with staff to plan events or community activities for girls that include the Girl Scout Leadership Experience. Works alongside the council's program team to complete TAP forms and to provide both in person and virtual opportunities.

Service Unit Treasurer

Manage the service unit bank account. Participate in budgeting for events. Assist troops in setting up their bank accounts.

Volunteer Position Description

Troop Volunteer

PURPOSE

Troop volunteers work together to provide a quality Girl Scout Leadership Experience (GSLE) for girls through service to the girls assigned to their troop. The Team structure allows each volunteer to maximize his or her skills as they pertain to troop leadership.

TROOP LEADERSHIP

- Troops are led by at least two approved volunteers, one of which should take the lead
- Troop volunteers collaborate through their geographic service unit to gain support and resources
- Troop volunteers collaborate with various staff for resources, support, and guidance

EXPECTATIONS OF ALL GSKWR VOLUNTEERS

- Adhere to the Girl Scout Promise and Law
- Promote physical and emotional safety in Girl Scout activities
- Be willing to let girls take the lead
- Comply with the letter and spirit of all applicable laws
- Faithfully adhere to policies, rules, regulations, and contracts
- Deal honestly, fairly, courteously, and respectfully with girl and adult members, other volunteers, customers, employees, and the public
- Respect GSKWR's ownership of all equipment, supplies, records, and proprietary information
- Preserve the confidentiality of all proprietary information, plans, decisions, and any other information that is not designated for knowledge outside of the intended parties

EXPECTATIONS OF ALL TROOP TEAM VOLUNTEERS

- Have on file a current (within 4 years), Volunteer Application and background check.
- Be a registered member of Girl Scouts of the USA
- Comply with Girl Scouts of Kentucky's Wilderness Road Policies and Procedures
- Be inclusive of any girl wishing to join a troop (if troop grade-level & required girl/adult ratio are upheld)
- Collaborate with all volunteers, girls, and parents in the troop, as well as staff
- Partner with girl members of the troop to set goals for the troop's experience ☐
Participate in and complete training for specific roles

QUALIFICATIONS

- Demonstrate a passion for Girl Scouts
- Ability to work in a collaborative fashion
- Ability to be flexible
- Basic computer skills with e-mail access

Troop volunteers are asked to serve for at least one membership year. Requests for continued service are made based on the volunteer's desire to continue, performance, and the needs of the Council.

TROOP TEAM ROLES

The following list is an overview of the roles and responsibilities ideal for a team approach to troops. Depending on the number of volunteers participating in the troop:

- Responsibilities within each role may be divided among multiple volunteers
- Several volunteers may serve in the same role
- One volunteer may hold multiple roles

Depending on the age, ability, and/or experience of girls in the troop, many responsibilities can and should be a part of the girls' roles, rather than completed by an adult volunteer (for example, older girls can and should plan their own events and outdoor outings)

Regardless of how roles are divided within a troop, the required girl/adult ratio must be upheld.

Troop Leader

Register the troop; submit dues and registration materials annually. Ensure girls and their families are notified of date, time, and place of meetings and activities. Maintain girl participation records (including, but not limited to, attendance and awards received). Obtain parent permission and council approval for activities and outings, as necessary. Facilitate participation in program quality observations. Maintain communication with the council and disseminate to team members. Coordinate the goals and work of all volunteers within the troop.

Product Sales Manager

Organize and carry out troop product sales, submit monies and reports by deadlines. Receive, organize, and distribute troop program materials, products, payments, and incentives. Educate girls and parents in goal setting, safety, product, ordering, delivery, and responsibility. Maintain contact with troop administrator and service unit product sales manager during the sale. Submit all reports and balance due to the service unit product sales manager by the deadline.

Troop Treasurer

Set up and maintain accurate troop finance records, ensuring one adult unrelated to the treasurer and the service unit manager is also on the troop's bank account. Submit the Troop Finance Report and other designated paperwork by June 1st each year.

Troop Camp Trained Adult

Coordinate troop/group camping trips to ensure all outdoor activities meet safety requirements. Ensure that all necessary council forms are completed and approved.

Troop Safety Specialist/First Aider

Ensure safety ratios are met for all meetings, activities, and outings. Review Safety Activity Checkpoints for all planned or proposed activities and outings. Serve as the designated first-aider or arrange for another first-aider to be present at all activities and outings. Ensure first aid kit is always present and accessible. Collect and maintain health history records for adult and girl troop members.

Trip Chaperone

Accompany troop on outings as driver or to meet adult/girl safety ratios.

Volunteer Position Description

Outdoor Pathway

PURPOSE

Outdoor volunteers work together to provide a quality Girl Scout Leadership Experience (GSLE) for girls through service to the girls and adults in an outdoor setting.

EXPECTATIONS OF ALL GSKWR VOLUNTEERS

- Adhere to the Girl Scout Promise and Law
- Promote physical and emotional safety in Girl Scout activities
- Be willing to be playful
- Be willing to let girls take the lead
- Comply with the letter and spirit of all applicable laws
- Faithfully adhere to policies, rules, regulations, and contracts
- Deal honestly, fairly, courteously, and respectfully with girl and adult members, other volunteers, customers, employees, and the public
- Respect GSKWR's ownership of all equipment, supplies, records, and proprietary information
- Preserve the confidentiality of all proprietary information, plans, decisions, and any other information that is not designated for knowledge outside of the intended parties

EXPECTATIONS OF ALL OUTDOOR VOLUNTEERS

- Have on file a current (within 3 years), approved GSCSA Volunteer Application
- Be certified in First Aid and CPR
- Be a registered member of Girl Scouts of the USA

- Comply with Girl Scouts of Kentucky's Wilderness Road Policies and Procedures
- Be inclusive of any girl wishing to participate in outdoor activities
- Collaborate with all volunteers, girls, parents, as well as staff
- Participate in and complete training for specific roles

QUALIFICATIONS

- Demonstrate a passion for Girl Scouting
- Ability to work in a collaborative fashion
- Ability to be flexible
- Basic computer skills with e-mail access are desired but not required
- Background in outdoor education, adventure or camp activities mentioned in the Volunteer Position Description.

TERM

Outdoor volunteers are asked to serve for at least one membership year. Requests for continued service are made based on the volunteer's desire to continue, performance, and the needs of the Council.

OUTDOOR VOLUNTEER ROLES

The following list is an overview of the roles and responsibilities available in the Outdoor Pathway Depending on the number of volunteers participating:

- Responsibilities within each role may be divided among multiple volunteers
- Several volunteers may serve in the same role
- One volunteer may hold multiple roles

Day Camp Directors

Volunteer run camps include both day and overnight experiences allowing girls to extend their Girl Scout Leadership Experience into the summer months.

Resident Camp Volunteer

Position depends on skills needed, i.e. kitchen help, nurse, adventure, unit, etc. positions designed to provide support for camp staff during a resident camp experience for Brownie to Ambassador girls.

Outdoor Training Facilitator

Facilitate and lead (or co-lead) outdoor training classes for adults and girls (grades 9-12) in Out & About and Troop Camp Certifications (basic outdoor skills and camping), Backpacking, Outdoor Cooking, and more. Facilitators may submit a lesson plan to introduce a new training class.

Adventure Team Volunteers

Deliver adventure challenge activities at council camps and ensure activities are safe, fun and age appropriate.

The adventure team is a group of dedicated volunteers that have taken intensive training to facilitate specific adventure activities.

Volunteer Position Description

Advisory

PURPOSE

Advisory volunteers work with council staff to provide development and guidance for volunteers and girls, as well as make recommendations on operational decisions or in the case of governance volunteers review issues brought forth by the Board of Directors. These volunteers provide a quality Girl Scout Leadership Experience (GSLE) for girls through service in an advisory capacity.

ADVISORY VOLUNTEER LEADERSHIP

- Advisory volunteer groups may be led by either staff or a volunteer committee chair
- Advisory volunteers collaborate across multiple geographic service units to gain support and resources
- Advisory volunteers collaborate with various staff for resources, support, and guidance

EXPECTATIONS OF ALL GSKWR VOLUNTEERS

- Adhere to the Girl Scout Promise and Law
- Promote physical and emotional safety in Girl Scout activities
- Be willing to let girls take the lead
- Comply with the letter and spirit of all applicable laws
- Faithfully adhere to policies, rules, regulations, and contracts
- Deal honestly, fairly, courteously, and respectfully with girl and adult members, other volunteers, customers, employees, and the public
- Respect GSKWR's ownership of all equipment, supplies, records, and proprietary information
- Preserve the confidentiality of all proprietary information, plans, decisions, and any other information that is not designated for knowledge outside of the intended parties

EXPECTATIONS OF ALL ADVISORY VOLUNTEERS

- Have on file a current (within 4 years), GSKWR Volunteer Application, and Background Check
- Be a registered member of Girl Scouts of the USA
- Comply with Girl Scouts of Kentucky's Wilderness Road Policies and Procedures
- Inclusive of diverse peoples and their cultures and believe in the positive intent of all volunteers and staff and participate in training for the role
- Desire to help girls and volunteers learn and collaborate with various volunteers and staff

QUALIFICATIONS

- Demonstrate a passion for Girl Scouting
- Ability to work in a collaborative fashion
- Ability to be flexible
- Excellent communication skills (both written and oral)
- Basic computer skills with e-mail access are desired but not required

TERM

Advisory volunteers are asked to serve for a defined term. Requests for continued service are made based on the volunteer's desire to continue, performance, and the needs of the Council. Additional advisory groups may be formed as the need arises.

ADVISORY VOLUNTEER ROLES

- The following list is an overview of the roles and responsibilities commonly held by advisory volunteers
- Each role is followed by the general responsibilities for that role
- Depending on the number of volunteers participating in the group or committee:
 - Responsibilities within each role may be divided among multiple volunteers
 - Several volunteers may serve in the same role
 - One volunteer may hold multiple roles

Delegate

Promotes interest in the affairs of the council among the general membership and gives direction for Girl Scouting within the council's jurisdiction.

Service Unit Association Chair

Responsible for running one meeting a year (October) for your service unit association. Meeting will include presentation of awards, selecting of delegates to serve at the Annual Meeting and any policy influencing issues.

Nominating and Awards Committee

Recruit qualified volunteers needed to fill the positions of Cluster Area Chair/Vice Chair, members of the Nominating and Awards Committee and to promote adult recognitions.

Cluster Chair/Vice Chair

Responsible for leading the Nominating and Awards Committee and the Town Hall Meetings.

National Council Delegates

Participates in the National Council Meeting representing Kentucky's Wilderness Road and giving direction on the issues on the national level.

Volunteer Development Committee

Gives input and direction in issues of volunteer recruitment, retention, and training.

Volunteer Position Description Series

Volunteers

PURPOSE

Series volunteers work with school or family resource administrators at their assigned school to facilitate a six-week Girl Scout program on a specific topic and ensure a positive experience for everyone involved.

EXPECTATIONS OF ALL GSKWR VOLUNTEERS

- Adhere to the Girl Scout Promise and Law
- Promote physical and emotional safety in Girl Scout activities
- Be willing to let girls take the lead
- Comply with the letter and spirit of all applicable laws
- Faithfully adhere to policies, rules, regulations, and contracts
- Deal honestly, fairly, courteously, and respectfully with girl and adult members, other volunteers, customers, employees, and the public
- Respect GSKWR's ownership of all equipment, supplies, records, and proprietary information
- Preserve the confidentiality of all proprietary information, plans, decisions, and any other information that is not designated for knowledge outside of the intended parties

EXPECTATIONS OF ALL SCHOOL CAPTAIN VOLUNTEERS

- Have on file a current (within 4 years), Volunteer Application and background check
- Be a registered member of Girl Scouts of the USA
- Comply with Girl Scouts of Kentucky's Wilderness Road Policies and Procedures
- Be inclusive of any girl wishing to join a troop (if troop grade-level & required girl/adult ratio are upheld)
- Participate in and complete training for the role

QUALIFICATIONS

- Demonstrate a passion for Girl Scouting
- Ability to work in a collaborative fashion
- Ability to be flexible
- Basic computer skills with e-mail access are desired but not required

TERM

Series volunteers may complete one or more six-week series within the year. Requests for continued service are made based on the volunteer's desire to continue, performance, and the needs of the Council.

VOLUNTEER ROLE

The following list is an overview of the roles and responsibilities for a series volunteer or APD (Alternative Program Delivery) volunteer.

- Act as a liaison between the school and Girl Scout Council

- Collaborate with your coordinator for resources, support, and guidance to present the program
- As necessary, collaborate with all administrators, volunteers, girls, and parents in the school
- Lead a six-week program on a specific topic, including completely a pre-posttest with girls
- Provide information to troops about upcoming events and ensuring that girls are given the opportunity to form or move to a troop once the six-week program is complete

Volunteer Position Description Short Term

PURPOSE

Short-term volunteers help with events and other activities occasionally. Short-term or episodic volunteers may help with one event a year, a monthly activity, or at other times that extra help is needed, and the volunteer is available.

EXPECTATIONS OF ALL GSKWR VOLUNTEERS

- Adhere to the Girl Scout Promise and Law
- Promote physical and emotional safety in Girl Scout activities
- Be willing to let girls take the lead
- Comply with the letter and spirit of all applicable laws
- Faithfully adhere to policies, rules, regulations, and contracts
- Deal honestly, fairly, courteously, and respectfully with girl and adult members, other volunteers, customers, employees, and the public
- Respect GSKWR's ownership of all equipment, supplies, records, and proprietary information
- Preserve the confidentiality of all proprietary information, plans, decisions, and any other information that is not designated for knowledge outside of the intended parties

EXPECTATIONS OF ALL SHORT-TERM VOLUNTEERS

- Have on file a current (within 4 years), Volunteer Application and Background Check
- Be a registered member of Girl Scouts of the USA
- Comply with Girl Scouts of Kentucky's Wilderness Road Policies and Procedures
- Participate in initial organizational information training and in on-site training specific to each volunteer opportunity assigned

QUALIFICATIONS

- Demonstrates a passion for Girl Scouting
- Ability to work in a collaborative fashion
- Ability to be flexible
- E-mail access is required to receive monthly list of service opportunities

TERM

Short-term volunteers do not commit to a term of service and do not participate in an annual review of performance. Short-term volunteers can choose from a list of opportunities and determine which short-term projects in which they wish to participate or lead.

EXAMPLE SHORT TERM SERVICE OPPORTUNITIES

- Assist at special events, such as program activities, encampments, and fundraisers
- Assist in membership recruitment efforts, virtual or in person
- Assist with administrative tasks

Volunteer Development

Volunteer Training

ALL VOLUNTEERS

All volunteers complete the 212 New Leader Learning Path, which includes Troop Basics (DA, BR, & JR), in addition to training for their specific role. Opportunities for additional training beyond what is required are available upon request.

SERVICE UNIT TEAMS

In addition to the 212 New Leader Learning Path, which includes Troop Basics (DA, BR, & JR), service unit team volunteers are expected to complete a session related to their specific position, which can be found on gsLearn. Additionally, service unit managers meet monthly or quarterly for information, development, and feedback.

TROOP TEAMS

In addition to the 212 New Leader Learning Path, which includes Troop Basics (DA, BR, & JR), troop volunteers are expected to complete training specific to the role they are fulfilling for the team. Depending on the role, this training may be online or in-person.

OUTDOOR PROGRAM VOLUNTEERS

In addition to 212 New Leader Learning Path, they may be expected to complete skill-specific training for their volunteer role.

ADVISORY VOLUNTEER TRAINING

In addition to 212 New Leader Learning Path all advisory volunteers are expected to complete the training specific for the advisory role(s) they fulfill.

SERIES VOLUNTEER TRAINING

In addition to the 212 New Leader Learning Path all series or APD volunteers are expected to complete training for the specific program they will be leading.

Progress Reports

Depending on their role, volunteers may be required to complete a progress report. This information will be used to determine future needs of our volunteers and how we can provide better support. The progress reports may include information about the girl processes, outcomes, our culture, and other action items that will inform us of volunteer and girl program successes across the council. The position description will form the basis of the progress report. Volunteers in a position of troop leadership will be asked to complete an [Annual Troop Review](#) and a year-end *Financial Report* found on your [My GS](#). Service Unit Managers will be asked to complete a monthly report on their Service Unit Meetings and a year-end report summary of the successes of their service unit.

Coaching Guidelines

There will sometimes be situations in which a volunteer violates policy or may not be performing up to the standards required for her or his position. A performance problem exists when some area of a

volunteer's performance does not meet expectations. The problem can occur either in technical skills, work habits, or conduct.

Once a performance problem or unsatisfactory work situation surfaces, it is important to confront the situation promptly and to seek improvement. A volunteer's specialist will address these situations as promptly as possible.

COACHING GUIDELINES	
<u>Coaching</u>	When a performance issue is identified or inappropriate behavior is displayed, it will be brought to the attention of the volunteer as soon as possible. An informal discussion between the coordinator and the volunteer is often sufficient to prompt voluntary corrective action by the volunteer. A summary of the discussion may be given to the volunteer in writing and may be documented in the volunteer records system.
<u>Written Warning</u>	When a volunteer's poor performance or behavior necessitates, the coordinator, after consultation with the Volunteer Development Director (or designee), should prepare a written memorandum highlighting any prior coaching and the work performance problem(s) leading to this warning. This written warning should be addressed to the volunteer with copies to the next (appropriate) level of management and documented in the volunteer records system.
<u>Dismissal</u>	If the volunteer's work performance continues to deteriorate, an acceptable level of performance is not achieved, or the situation merits, the coordinator should, after consultation with the Volunteer Support Manager or designee, prepare a termination letter. The coordinator, in a timeframe worked out with the Volunteer Support Manager (or designee), should deliver a termination letter to the volunteer.

How the situation is handled will depend on the individuals and the issues involved. Sometimes just making a volunteer aware of any concerns is enough. Sometimes the information regarding the situation may not be substantiated without observation of the volunteer's work. GSKWR reserves the right to observe any volunteer as they work with girls, other volunteers, or community partners by attending troop meetings, service unit meetings, community events and any other relevant activities. When required to bring about improvement, it may be necessary either to follow up with further discussions or to conduct a more formal progressive coaching process.

The following provides the levels available as part of the disciplinary process. These levels are listed in order of increasing severity and may be, but are not required to be, followed in order:

If a volunteer chooses to offer a written response to a coaching memo, written warning, or dismissal letter, that response will be documented in the volunteer records system.

Throughout the coaching process, the coordinator should state the nature of the performance or behavior problem, take steps to help the volunteer understand the seriousness of the situation, and cite specific expectations for improvement.

Conflict Resolution

GSKWR does not aim to intervene in or take responsibility for conflicts or disagreements between its members. However, some situations require action by GSKWR to preserve the integrity of Girl Scouting's safety and effectiveness. Such situations include, but are not limited to:

- Conflict between two volunteers that creates an unsafe or inappropriate environment for any girl members
- Conflict between two volunteers that creates an environment inconsistent with the Girl Scout Promise or Law
- Conflict between a volunteer and an employee that creates an environment where one or more parties are unable to successfully complete the objectives of their role

In such situations, GSKWR will facilitate a formal conflict resolution meeting. The purpose of the meeting will be the development of a mutually agreeable resolution through discussion in a safe, controlled environment. Formal conflict resolution meetings are an opportunity to move forward, not to find fault or blame. The parties involved in conflict will develop the agreement, focusing on future expectations. If individual performance problems are also present for one or more parties, those problems will be addressed through the coaching process, prior to a formal conflict resolution meeting.

Confidentiality will be of utmost importance in all conflict resolutions. Those called to any conflict resolution by GSKWR will be required to consent to confidentiality. This necessitates that all individuals required for an agreement to be made must be present at the time of the conflict resolution. Further, the only written records retained will be the agreement developed by the parties and a report stating that both parties were present and whether the conflict was settled in whole, in part, or not at all.

The following may result in immediate release of one or more involved parties from any volunteer position with GSKWR:

- Failure to respond to staff requests for information (after reasonable accommodations have been made)
- Refusal to meet with staff (after reasonable accommodations have been made for virtual and/or in person)
- Inability to resolve a conflict which affects girl members

The purpose of conflict resolution is to address interpersonal problems for the organizations and the volunteer's mutual benefit.

Volunteer Records

Current volunteers have the right of prior consent regarding information released to external sources, except when information release is required by law. A written release signed by the volunteer will be required prior to release of information unless required by law.

Recognition

GSKWR's formal recognition system is consistent with GSUSA's publication of adult recognitions. These recognitions will be approved by the Volunteer Awards Committee, and the Board of Directors as required by GSUSA. GSKWR also honors volunteers with additional cluster, service unit and

community recognitions. Complete information about recognitions is published electronically and communicated to volunteers annually.

Reappointment

Prior to the completion of her or his term, each volunteer will receive confirmation of reappointment, appointment to a new position, or dismissal from volunteer service. Reappointment is based on past performance, adherence to GSUSA and GSKWR policy, support of the Girl Scout purpose, values, and GSKWR's goals, as well as positive relationships with the community, parents, other volunteers, and employed staff. There will be mutual acceptance of position accountabilities, expectations, and time commitments. Some positions have term limits which prevent volunteers from reappointment to the same position.

Resignation

Either GSKWR or the volunteer may initiate a release from a position. A volunteer is requested to give as much notice as possible when resigning. Upon notice of a volunteer's resignation or intent to resign:

- The resignation submitted will be acknowledged by the volunteer's coordinator.
- Any necessary staff members, volunteers, and parents will be notified, as appropriate.
- The volunteer records system will be updated to include the resignation.

Dismissal

Any action to release a volunteer will receive careful and detailed consideration.

Release or resignation from the position does not cancel membership with GSUSA. Reasons for release from a volunteer position may include but are not limited to:

- Restructuring of positions or elimination of the volunteer position in which the individual serves
- Violation of GSUSA and/or GSKWR policy
- Inappropriate conduct
- Illegal substance use/abuse
- Misappropriation or lack of accountability for funds
- Inability or failure to perform or satisfy the requirements of the position
- Unsatisfactory completion of objectives and/or any corrective action
- Membership, performance, or activities in organizations whose goals are not compatible with GSUSA
- Failure to respond to staff requests for information or refusal to meet with staff (after reasonable accommodations have been made)

STANDARDS IN RELEASE OF VOLUNTEERS

- No action will be taken based on unsubstantiated information.
- There will be as few people as possible involved in the fact-gathering and decision-making process.
- Prior to release and in situations not involving misappropriation of funds, every effort will be made to either assist the volunteer to improve her/his performance or place the volunteer in another position suited to her/his qualifications.

- In situations not involving the misappropriation of funds, the volunteer will have the opportunity to meet in-person with assigned staff and to present contravening facts as appropriate.
- Volunteers will be explained why they are no longer considered eligible to continue in their current position.
- When the facts indicate that release is necessary, the volunteer will be given a written letter of release from the position.
- In some cases, the volunteer may be placed in another position, or allowed to continue in other positions, if multiple positions are held at the time of release.

Staff will take reasonable measures to preserve the confidentiality of the parties through the release process but shall have the right to share information with appropriate staff, advisors, and affected volunteers, parents, and girls on a need-to-know basis.

Separation Procedure

As part of the exit processing, all volunteers leaving their service at the Girl Scouts of Kentucky's Wilderness Road (for any reason) have the option to participate in an exit interview at the time of separation. The exit interview affords an opportunity to discuss such issues as responsibilities to be transferred to another individual, repayment of outstanding debts to GSKWR, and return of property. Suggestions, concerns, and questions should also be voiced. A separating volunteer will be contacted by their coordinator to set up an exit interview.

Volunteers are responsible for all property, equipment, materials, financial or written information issued to them or in their possession or control. Volunteers must return all GSKWR property immediately upon request or upon separation. GSKWR may also take all action deemed appropriate to recover or protect its property. Troop leaders leaving their troop are responsible for ensuring that the bank account and all troop property has been transferred to the next leader and given to the appropriate person to hold until troop leadership is established.

Grievance Procedure

A grievance arises when a volunteer feels that the council policies and procedures relating to her/his position are not being properly administered. All volunteers should be free to bring to the attention of those with whom they work any problems or grievances they might have.

To file a grievance, a volunteer should follow these procedures:

- Within ten (10) working days of the occurrence of the event giving rise to the grievance, the volunteer should complete a written grievance statement. The statement should include specific reference to and identification of the policies, procedures, or practices that have allegedly been misinterpreted, misapplied, or violated and the resolution sought. The grievance statement should be signed and dated by the volunteer.
- This grievance statement should be sent to the Membership Manager and Volunteer Support Manager. If the grievances involve either of the Managers, then the statement should be issued to the next level of supervision.
- The Volunteer Support Manager will give a written response, with supporting reasons, to the volunteer and to her immediate coordinator within 10 working days of the receipt of the grievance.

- If the volunteer is not satisfied with the disposition of the grievance, she/he sends a written notice to the Chief Executive Officer indicating the desire to continue the grievance procedure. A copy of the original grievance and the disposition should be attached.
- Within 10 working days of the date of receipt, the CEO will review the documentation and issue a written response to the volunteer.
- If the grievance is not resolved at this point, the volunteer may request, through the CEO, a hearing before a grievance review team. The grievance review team is appointed by the Council President. The team will include a board member, an operational volunteer, and others as designated. This team will investigate the grievance and will issue a written solution to all parties within 20 working days after the grievance review. The decision of this team shall be final.

During this grievance process it is very important that confidentiality is observed to protect the rights of the volunteer(s) and the girls(s). Girl Scout standards require that to effectively resolve concerns, we should not gossip or take issues outside the approved processes. While we recognized that all issues may not be resolved to everyone's satisfaction, the good of the council and the girls' experiences take precedent over individual egos.