



# **Service Unit Manager Guide**

**Membership Year 2026**

*Expires July 31, 2026*

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## Welcome

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We are excited that you have chosen to be part of a key element of a successful Girl Scout experience in your community! As you know, volunteers are the heart of Girl Scouts, and we are excited to have you on board in this role as a Service Unit Manager.

Your role supports GSEP's core goals by providing a welcoming and supportive environment to a team of volunteers and helping them develop and maintain programs that reflect the mission and core value of Girl Scouts. A well-functioning Service Unit not only provides program opportunities, but increases awareness of the Girl Scout movement, supports Girl Scout volunteers in the area, and ensures Girl Scouts is a growing movement in your community. Your work is critical to sustaining and expanding the Girl Scout movement throughout our Council. Together we will ensure every girl in our nine-county footprint is aware of and has access to the full Girl Scout Leadership Experience and, in turn, achieve sustainable membership growth.

In this manual, we will delve into the role and responsibilities of the Service Unit Manager and how multiple components contribute to the health of a Service Unit.

As a Service Unit Manager, you are a direct representative of Girl Scouting in your community. Thank you for taking on this leadership role with the Girl Scouts of Eastern Pennsylvania, and we look forward to seeing the amazing things you do as a Service Unit Manager.

Thank you for your dedication to our mission!

## Girl Scout Hierarchy

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GSUSA is the national organization from which all Girl Scout Councils stem. With the support, vision, and commitment of GSUSA, girls can become leaders in their communities and the world. GSUSA is made up of over 100 Girl Scout councils across the country. Councils include all local staff and volunteers in each specific area. Within each council, there are geographic groups of volunteers called Service Units. Each Service Unit is comprised of a group of troops of varying levels throughout the community. This structure is built to ensure everyone involved in Girl Scouting has significant support to drive towards our overarching mission of building girls of courage, confidence and character.



Our Council, Girl Scouts of Eastern Pennsylvania, includes approximately 80+ staff members that ensure that GSEP remains financially and structurally healthy. One significant part of the role of GSEP staff is to support our volunteers and, specifically, the leaders of our Service Units.

There are several supports in place for Service Unit Managers including meetings, trainings, resource documents, and direct guidance and advice from Community Engagement Specialists and Volunteer Engagement Specialists. One of the most important means of support is through the monthly **Service Unit Manager meetings**. If the Service Unit Manager is unable to attend, they should ask another Service Unit Team Member to attend in their place. These meetings are facilitated by GSEP staff in order to:

- Coordinate and support local service units
- Ensure service units are aligned with council-wide initiatives, policies, and goals
- Share information and resources

- Allow for collaboration between SUMs across different geographic areas

In addition, there is a **Service Unit Volunteer Panel** that serves as a vital advisory group that strengthens communication and collaboration between council leadership and our frontline volunteers.

The purpose of the panel is to:

- Provide feedback on new policies, initiatives, and strategies
- Support the effective rollout of council-wide changes and improvements
- Collaboratively brainstorm solutions to challenges faced in the field
- Offer suggestions for refining our approach to better support a strong, inclusive, growing, and impactful Girl Scout movement

Panel members are intentionally selected to reflect a diverse group of volunteers from across our 9-county footprint, ensuring a wide range of perspectives and experiences. Members meet monthly from September through May with our Chief Mission Delivery Officer and the Volunteer Experience Team to foster ongoing dialogue, innovation, and shared leadership.

Finally, Service Unit Managers will receive regular communications from GSEP which include check-in calls from your Community Engagement Specialist, the Service Unit Manager Call Summary and Newsletter, the Troop Leader Newsletter, and GSEP News.

# **The Service Unit Team**

## What is a Healthy Service Unit?

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A healthy Girl Scout Service Unit is characterized by strong local support for troops and volunteers, active engagement of girls and volunteers in planning and implementation of programs and events with a focus on the Girl Scout Leadership Experience, and an increasing number of girls participating. They also effectively communicate information, develop community networks, and promote council goals within their area. A Service Unit Manager is responsible for making sure that their Service Unit stays healthy.

In a recent study by Girl Scouts of the USA, these are the top three things that a Service Unit provides:

1. Organized events that troop leaders can take back to their troops.
2. Support for troop leaders, troop managers and the girls surrounding the product programs.
3. A safe space for sharing ideas and networking.

Each year we diagnose the current state of each of our Services Units and work with Service Unit leadership to create a plan to strengthen the health of their unit. Our rubric of a healthy unit is below.

Indicator	Rationale
All core positions filled with unique volunteers (Manager, New Leader Mentor, Treasurer, Recruiter, Cookie Manager)	<i>Ensure a sustainable workload for volunteers. Integrate diverse voices in decision making and leadership.</i>
Representation at Fall Kick off and at least 80% of Service Unit Calls	Ensure alignment with the national movement and local council. Ensure SU is utilizing up to date information and policies. Space to provide regular feedback to the council.
Calendared Monthly SU Meetings	Avenue for collaboration, connection and communication with local volunteers. Build and strengthen Girl Scout community.
Run at least 3 recruitment events	Actively driving Girl Scout growth in the local community.
Run at least 2 girl events	Build a connected local Girl Scout community. Provide a baseline of experience for all girls in the local area.
Create and utilize a Plan for Success	Stay on track with a thoughtful and strategic approach and plan for the year.
Clear documented Succession Plan	Create a sustainable Service Unit volunteer structure.
75% of girls participating in the Cookie Program	Ensure girls experience a core part of the GSLE. Ensure the council is financially sustainable.
Completed Troop and Service Unit Financial Reports submitted on time	Ensure that we are responsibly stewarding our resources.

### Service Unit Challenge:

The Service Unit Challenge is an incentive system designed in partnership with the Volunteer Experience, Community Engagement and Product Program Teams. The challenge provides additional financial rewards for the Service Unit if they meet a set of criteria aligned to Service Unit and Council goals.

The Service Unit Challenge is in development for membership year 26 and will be rolled out before the MY26 Membership Year begins.

In the past, the Service Unit Challenge has included outcomes like Membership Growth, Cookie Program engagement and PGA, completing and submitting expected financial documents, etc.

## Suggested Service Unit Structure

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The **Service Unit Manager (SUM)** is responsible for maintaining the health of the Service Unit. The SUM serves as a community expert, knowing the demographics of the area, resources available, and present and potential membership statistics. This expertise helps drive a strategic plan for recruiting and maintaining a Girl Scout membership that is reflective of the local community. The Service Unit Manager is directly supported by the Community Engagement Specialist and Volunteer Engagement Specialist on GSEP Staff.

**No Service Unit Manager works alone.** To build and run a strong, healthy, growing Service Unit, the SUM needs to recruit, support, and guide a team of volunteers, called the Service Unit Team. SU Team members must have a strong commitment to the achievement of organizational goals and objectives, have clear roles, and know their individual responsibilities and priorities. The team works closely together, and decision-making is often by consensus. Team members need to be able to communicate openly and honestly with all members of the team.

The five key SU positions that have been identified as essential are:

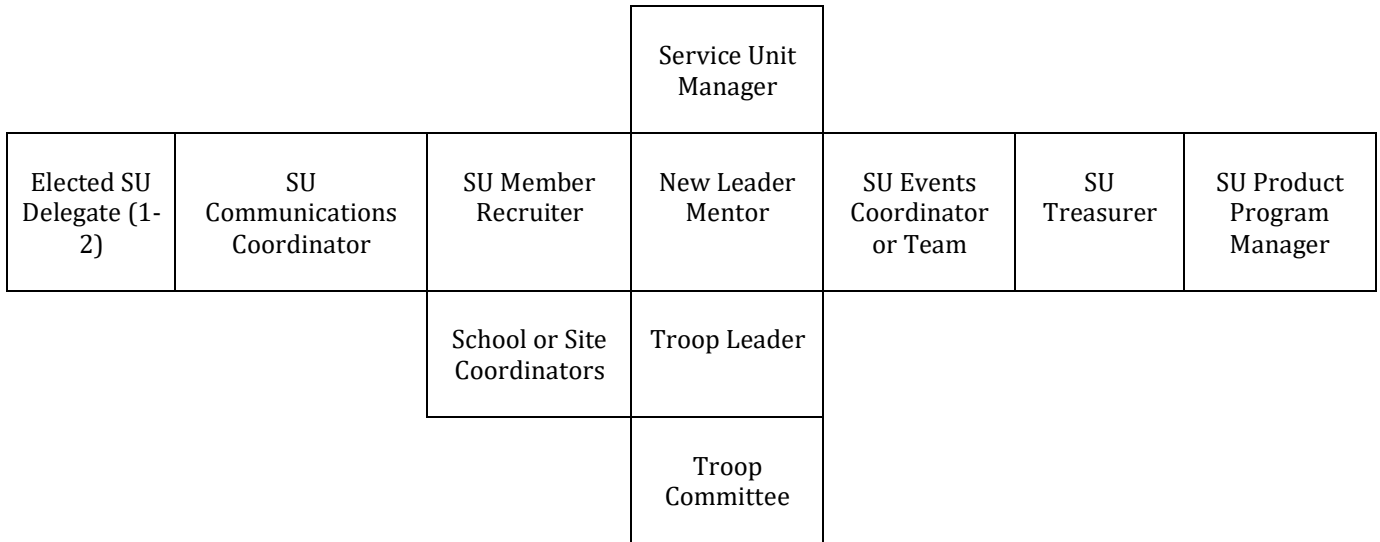
1. Service Unit Manager(s)
2. Service Unit Treasurer
3. Service Unit Cookie/Product Program Manager
4. Service Unit Membership Recruiter
5. Service Unit New Leader Mentor
6. Service Unit Delegate and Alternate Delegate

Below is an example of a Service Unit volunteer structure. You will see the essential positions in addition to some other roles. Each Service Unit has the opportunity to structure their Service Unit teams in ways that make the most sense including number of volunteers, additional roles and how each role is supported/supervised. The minimum requirement is to ensure each of the above key positions are part of the structure.

The Service Unit Team position descriptions are summarized in the next section of this document. Please note that the position descriptions and forms may be updated periodically. The most recent copies of the position descriptions and agreement forms are located at the QR codes for each position below.

## SAMPLE SERVICE UNIT TEAM STRUCTURE


*\*SU Product Program Manager is equivalent to a SU Cookie Manager*




## Service Unit Team Positions

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**Service Unit Manager(s):** The GSEP Service Unit Manager is the CEO of their Service Unit – serving as the leader of the Service Unit Team and Troop Leaders in their area. Many Service Units find that having co-SUMs, who share the responsibilities, works best. The Service Unit Manager will serve as a liaison between volunteers and council staff, coordinate events for girls and adults, and create an inclusive, diverse, friendly environment for all GSEP participants.

<b>Position</b>	Required
<b>Reports to</b>	GSEP Community Engagement Specialist
<b>Term Length</b>	3 years
<b>Maximum Number of Terms</b>	2 Terms
<b>Training</b>	<ul style="list-style-type: none"> <li>- <u>Required:</u> Service Unit Manager Training Path</li> <li>- <u>Recommended:</u> 253 GSEP Troop Leader Training Path.</li> <li>- <u>Recommended:</u> GSUSA Looker Onboarding for SU Volunteers</li> </ul>
<b>Position Description</b>	
<b>Ideal Candidate</b>	<ul style="list-style-type: none"> <li>- Strong organization and planning skills</li> <li>- Ability to lead, motivate and support adults</li> <li>- Build and manage a team</li> <li>- Support recruitment of girls and volunteers</li> <li>- Ability to delegate</li> <li>- Able to address and diffuse conflict</li> <li>- Good listener</li> <li>- Strong, clear communicator</li> <li>- Focus on and commitment to inclusion, positivity, and girl-led programming.</li> <li>- Passionate advocate for Girl Scouting</li> </ul>


**Service Unit Treasurer:** The GSEP Service Unit Treasurer manages and maintains all aspects of Service Unit finances.

<b>Position</b>	Required
<b>Reports to</b>	Service Unit Manager
<b>Term Length</b>	2 years
<b>Maximum Number of Terms</b>	3 terms
<b>Training</b>	<ul style="list-style-type: none"> <li>- <u>Required:</u> 253 Service Unit Finance Training</li> <li>- <u>Required:</u> 253 Troop Finance Training</li> </ul>
<b>Position Description</b>	
<b>Ideal Candidate</b>	<ul style="list-style-type: none"> <li>- Strong organization and planning skills</li> <li>- Strong financial management skills</li> <li>- Ability to create budgets and maintain accurate records</li> <li>- Knowledge of how to set up troop bank accounts and GSEP financial policies</li> <li>- Excellent written and oral communication skills</li> <li>- Willingness to stay informed of council policy updates</li> </ul>


**Service Unit Cookie Manager:** The GSEP Service Unit Cookie Manager (SUCM) is responsible for organizing and facilitating the Cookie Program throughout the Service Unit, training and supporting the Troop Cookie Managers (TCMs), and serving as liaison between the Product Program Team and TCMs. The SUCM works directly with the GSEP Product Program team and is required to attend all GSEP Cookie trainings and meetings, relaying information and training back to Troop Leaders and Troop Cookie Managers.

<b>Position</b>	Required
<b>Reports to</b>	GSEP Product Program Team and Service Unit Manager
<b>Term Length</b>	1 year
<b>Maximum Number of Terms</b>	6 terms
<b>Training</b>	<ul style="list-style-type: none"> <li>- <u>Required:</u> Service Unit Cookie Manager Training</li> <li>- <u>Recommended:</u> Troop Cookie Training</li> </ul>
<b>Position Description</b>	
<b>Ideal Candidate</b>	<ul style="list-style-type: none"> <li>- Strong personal integrity, dependability, honesty and credibility</li> <li>- Work effectively with people</li> <li>- Strong oral and written communication skills</li> <li>- Ability to proactively resolve conflicts</li> <li>- Ability to navigate multiple online platforms</li> <li>- Detail oriented and extremely organized.</li> <li>- The ability to devote greater amounts of time during the Cookie Season.</li> </ul>

**Service Unit Membership Recruiter:** The GSEP Service Unit Membership Recruiter promotes the registration of members and the formation of new troops within a designated Service Unit, reviews current Looker membership reports, and manages troop rosters.

<b>Position</b>	Required
<b>Reports to</b>	Service Unit Manager
<b>Term Length</b>	1 year
<b>Maximum Number of Terms</b>	6 terms
<b>Training</b>	<ul style="list-style-type: none"> <li>- <u>Required:</u> GSUSA Looker Onboarding for Service Unit Volunteers or 253 Looker Training for Volunteers</li> <li>- <u>Recommended:</u> GSUSA Looker Onboarding for Service Unit Volunteers or 253 Looker Training for Volunteers</li> <li>- <u>Recommended:</u> 253 GSEP Troop Leader Training Learning Path</li> </ul>
<b>Position Description</b>	
<b>Ideal Candidate</b>	<ul style="list-style-type: none"> <li>- Investment in growing the Girl Scout movement.</li> <li>- Enthusiastic, positive, and passionate about Girl Scouting.</li> <li>- Strong communication and interpersonal skills.</li> <li>- Comfortable initiating contacts with community members to promote Girl Scouting.</li> <li>- Ability to compel others</li> <li>- Adaptable and willing to use the internet and email for communication.</li> </ul>


**Service Unit New Leader Mentor:** The Service Unit New Leader Mentor welcomes and guides new troop leaders during troop start up and continues to be a source of support on an as needed basis.

<b>Position</b>	Required
<b>Reports to</b>	Service Unit Manager
<b>Term Length</b>	1 year
<b>Maximum Number of Terms</b>	6 terms
<b>Training</b>	<ul style="list-style-type: none"> <li>- <u>Required:</u> 253 GSEP Troop Leader Training Learning Path</li> <li>- <u>Required:</u> GSUSA Volunteer Toolkit Training</li> <li>- <u>Required:</u> 253 Service Unit New Leader Mentor Training</li> </ul>
<b>Position Description</b>	
<b>Ideal Candidate</b>	<ul style="list-style-type: none"> <li>- Experienced, knowledgeable and empathetic leaders</li> <li>- Strong communication and organization skills</li> <li>- Ability to provide ideas to Troop Leaders in different contexts</li> <li>- Good listener</li> <li>- Model Girl Scout values</li> <li>- Understand up to date Girl Scout policies, procedures, expectations and available resources</li> <li>- Dedicated to fostering a girl-led environment that helps build girls of courage, confidence and character.</li> </ul>


**Service Unit Delegate/Alternate Delegate:** The SU Delegate/Alternate Delegate is a volunteer elected by the service unit who represents the SU at Delegate Training, Delegate Meetings, and the Annual Meeting. Their responsibility is to represent the Council at any meeting where Delegate business is transacted. The Alternate serves when the Delegate cannot. A girl can serve as a Service Unit Delegate when she is at least 14 years old.

<b>Position</b>	Required
<b>Reports to</b>	Service Unit Manager
<b>Term Length</b>	1 year (starting 10/1, elected after the Annual Meeting and before 8/31)
<b>Maximum Number of Terms</b>	Renewable upon election
<b>Training</b>	- <u>Required:</u> Delegate Training
<b>Position Description</b>	Position description provided upon request
<b>Ideal Candidate</b>	<ul style="list-style-type: none"> <li>- Registered member in good standing (required)</li> <li>- Has a passion for Girl Scouting</li> <li>- Effective communication and people skills</li> <li>- Ability to represent the perspectives of their Service Unit and Council</li> <li>- Prepare for, attend and actively participate in all delegate meetings (Annual Meeting and Delegate Meetings are required)</li> <li>- Maturity, flexibility, enthusiasm, and a commitment to inclusivity</li> </ul>

**Service Unit Events Coordinator:** The Service Unit Event Coordinator is responsible for the planning and implementation of Service Unit events for the girls and volunteers within the Service Unit.

<b>Position</b>	Optional
<b>Reports to</b>	Service Unit Manager
<b>Term Length</b>	1 year
<b>Maximum Number of Terms</b>	Unlimited
<b>Training</b>	- <u>Required:</u> 253 Service Unit Event Coordinator Training
<b>Position Description</b>	
<b>Ideal Candidate</b>	<ul style="list-style-type: none"> <li>- Experience planning and implementing events</li> <li>- Strong organizational skills</li> <li>- Strong interpersonal skills</li> <li>- Knowledge and awareness of Girl Scout traditions</li> <li>- Ability to delegate and hold others accountable</li> <li>- A clear vision for strong, organized and effective events</li> <li>- Ability to empower volunteers and girls to drive event design and implementation</li> </ul>

**Service Unit School/Site Coordinators:** The GSEP Service Unit School Site Coordinators work in partnership with Service Unit Team members and GSEP staff to create and implement plans and tactics that support the recruitment of girls and adults through school connections and relationships.

<b>Position</b>	Optional
<b>Reports to</b>	Service Unit Manager
<b>Term Length</b>	1 year
<b>Maximum Number of Terms</b>	Unlimited
<b>Training</b>	<ul style="list-style-type: none"> <li>- <u>Required:</u> GSUSA Looker Onboarding for Service Unit Volunteers or 253 Looker Training for Volunteers</li> <li>- <u>Recommended:</u> GSUSA Looker Onboarding for Service Unit Volunteers or 253 Looker Training for Volunteers</li> <li>- Recommended: 253 GSEP Troop Leader Training Learning Path</li> </ul>
<b>Position Description</b>	
<b>Ideal Candidate</b>	<ul style="list-style-type: none"> <li>- Ability to develop and coordinate programs</li> <li>- Effective communication</li> <li>- Strong customer service and interpersonal skills</li> <li>- Knowledge about and connections to local school communities</li> </ul>

## SUCCESSion Planning

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SUCCESSion Planning is the process of identifying and developing who can replace current volunteers before they step down or retire. We often hear from our volunteers that the recruitment of replacements for Service Unit Team members is something that they find challenging. It is good practice to always keep an eye on potential candidates for open Service Unit Team positions so that GSEP continues to be a healthy and sustainable organization that remains relevant. Service Unit Teams will thrive when there is a broader pool of adults to be considered for positions, and that current team members, including the SUM, see the feasibility of transitioning out of their roles. Keep succession in mind as you move through your time as Service Unit Manager.

The following is a list of the five essential Service Unit team positions and the corresponding term limits:

1. Service Unit Manager
  - 3-year term, renewable once
2. Service Unit Membership Recruiter
  - 1-year term, renewable  $\leq 6$  times
3. Service Unit Product Program Manager
  - 1-year term, renewable  $\leq 6$  times
4. Service Unit Treasurer
  - 2-year term, renewable  $\leq 3$  times
5. Service Unit New Leader Mentor
  - 1-year term, renewable  $\leq 6$  times

GSEP Service Unit Managers can serve in other Service Unit Team roles after retiring as the SUM. They can serve two full terms as SUM again after three years. The SUM can retire before their term is complete, allowing for their successor to complete that term and then be considered for an additional 3-year term. The Service Unit Managers are approved and appointed by GSEP staff.

Building a culture of shared leadership, identifying potential SU Team members to develop a prospect list which is used to fill open SU Team positions, providing opportunities for mentoring, planning for smooth transitions, and having courageous conversations are among the best practices that are a part of SUCCESSion Planning.

## SUCCESSion Planning FAQs

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- What if we do not have a replacement for an open SU Team position?
  - Assign the responsibilities of open roles to the remaining team members or to the Service Unit Manager. An open SUM position may require extra support from the Community Engagement Specialist
  - Work with GSEP staff members to help identify and recruit potential team members.
  - Consider creating “assistant” or “shadow” positions to work alongside current team volunteers and provide support as needed with the possibility of assuming the leadership role in the coming year.
- What if someone is not meeting expectations of the position prior to the end of their term?
  - Communicate with the volunteers, providing feedback and support to help them improve their performance.
  - Consider reassigning the volunteer to another role that better aligns with their strengths.
  - Ask the volunteers to resign or remove them from the position.
  - Request help from GSEP staff member when the issue cannot be resolved at the Service Unit level.
  - Removing a Service Unit volunteer involves both the SUM and GSEP staff. The exception is that the removal of a Service Unit Manager is done by GSEP staff.
- What if someone is doing an excellent job in their role and the SU wants them to stay?
  - This should be addressed on a case-by-case basis and the decision will be based on the recommendation of the Service Unit Manager.
  - Roles are renewed on a yearly basis.
- Who is authorized to tell someone that they can no longer be SU volunteers?
  - GSEP staff in consultation with the SUM is authorized to tell someone that they can no longer be a SU volunteer.
- Who is enforcing term limits?
  - GSEP staff enforces term limits with support from SUMs.

# **Service Unit Meetings**

## Successful Service Unit Meetings

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Leading a Service Unit meeting is an important responsibility for a Service Unit Team, especially the Service Unit Manager. These meetings should happen regularly during the membership year. Ideally, 20% of the meetings should be spent on announcements and Service Unit business; the other 80% should be spent collaboration, mentoring, problem solving, planning events, and learning new skills.

The Service Unit Manager should plan two types of meetings happening monthly – the Service Unit Leadership Team Meetings and the Service Unit Wide Meetings with all troop leaders across the unit. Each of these meetings are important to the functioning of the service unit and ensure that all the volunteers in a given Service Unit have the information and resources that they need. A successful Girl Scout Service Unit meeting aims to keep Service Unit volunteers informed, share successes, celebrate volunteers and provide training opportunities.

Monthly Service Unit meetings with a clear agenda are recommended, but the SUM is free to determine the frequency and timing of Service Unit meetings. These meetings should be at least one hour in length and can be held virtually or in person.

Because it is important that all troops are represented at a Service Unit meeting, some units offer incentives to increase Service Unit meeting attendance. A little recognition shows your appreciation that they made this meeting a priority. Consider having an older girl troop offer baby-sitting so that people with small children are encouraged to attend.

Additionally, consider having different Service Unit volunteers facilitate different parts of the meeting to share responsibility.

Below are some ideas, suggestions and activities to use and keep in mind as you plan your regular SU meetings.

A great facilitator:

- **Centers meetings on the mission and vision of Girl Scouting**
  - Integrate Girl Scout traditions into the meeting – Promise and Law, Girl Scout quiet sign, Girl Scout songs.
  - Make space to share girl accomplishments and leadership impact – allow troop leaders to share how Girl Scouts is impacting them and the girls in their troop
- **Starts with and maintains positivity!**
  - Include something fun and a chance for people to socialize informally before or after the meeting.
  - Consider snacks and drinks – you can rotate who provides them or use SU funds.
  - Keep enthusiasm high.

- Use humor.
- **Explicitly values and recognizes volunteers.**
  - Say Thank You!
  - Remind leaders that what they are doing is important and how much they are appreciated for making the extra effort to attend service unit meetings and provide the best program experience for their girls.
- **Sets a focused and productive tone**
  - Start and end a meeting on time - If someone is not in attendance to present an agenda item, go on to the next item and return when they are present.
  - Use an agenda and stick to it as much as possible.
  - Focus the discussion and keep it on the subject.
  - Create a parking lot to capture questions and concerns, so the agenda isn't derailed.
- **Sets and reinforces the expectation of shared leadership, respect, and inclusion**
  - Set interaction norms or expectations at the start of the membership year and reference them every meeting. (see sample norms below).
  - Delegate responsibility for portions of the meeting.
  - Encourage all members to express their ideas.
  - Interrupt, with tact, those who dominate the discussion.
  - Be objective and do not take sides or express judgment.
- **Maintains efficiency and clarity**
  - Don't read announcements. Reference them but have them written on the agenda with necessary information including contact information.
  - Repeat questions or comments for all to hear.
  - Summarize at the end of the discussion.
  - Pay attention to unanswered questions and arrange for follow-up.

Below are listed important Service Unit Meeting Components:

### **Participation**

- The goal is to have all troops represented at a meeting. Representation does not need to come from the troop leader. The leader could send a parent or other troop volunteer to represent the troop.
- Send a meeting reminder with the agenda PRIOR to the meeting so that the participants know the value of attending.
- Choose a consistent communication portal so that volunteers are aware of upcoming meetings and agenda items (Rallyhood, Facebook, Text Messaging, Email).
- A personal call is a nice way to invite new leaders and make sure they know how important it is for them to come.
- Provide a calendar of future meeting dates so volunteers can plan ahead.

### **Possible Agenda Items**

- Council updates and events which are obtained from your Volunteer Experience Specialist, SUM monthly meetings and follow up, GSEP News, SPARK, and the GSEP website
- Council policies and procedures
- Service unit updates & events
- Product Program updates
- Service Unit treasury update
- A takeaway - this may be a brief training, a craft, song, or game that they can take back to their troop, or a new tool that will be helpful to leaders
- Time for collaboration or discussion

### **Sample Service Unit Meeting Agenda**

- **Arrival Activity (5-10 minutes prior to the meeting):** Consider adding a self-directed activity leaders may do as they arrive at the meeting, use this as time to collect items that are due to the Service Unit or as a social time for leaders to connect.
- **Opening (5 minutes):** Begin the meeting with the Promise and Law, you can never emphasize the Girl Scout Promise and Law enough. Thank those in attendance.
- **Council Updates (10 minutes):** Invite the staff person (usually the Community Engagement Specialist) to provide updates from the council, including any changes to policies, procedures, or upcoming events. If a staff person is not attending the meeting, be sure to touch base before the meeting to see if there is anything they would like highlighted.
- **Service Unit Business (20 minutes):** Recap previous Service Unit events, provide an update on SU finances, share information about upcoming Service Unit events, troop activities and council-sponsored events, discuss the upcoming cookie season, including important dates, deadlines, and any changes to the program, provide information and updates about the Fall Product Program, recognize leaders and volunteers for their achievements and contributions.
- **Activity/Training/Q&A (20 minutes):** Dedicate time for training on relevant topics, such as finance, registration, travel, or specific Girl Scout program areas. Allow time for leaders to share best practices, tips, and ideas with each other. Break volunteers into groups and have sample questions available to help get the conversation started. The topics can be on a variety of things from low cost/ no cost field trips, to evaluating the last Service Unit event or planning the next one. Facilitate Q&A.
- **Closing (5 minutes):** Provide the date, time, and location for the next Service Unit meeting and any important reminders.

### **Location**

- Choose a central location to meet. If you have a large Service Unit, you may decide to alternate meeting locations throughout the unit

- Provide clear signage to direct participants to the meeting room

### **Timing**

- Schedule meetings at a consistent time, date, and location which helps to increase participation.
- Use a variety of methods or presenters to hold the participants' attention.
- Be flexible but stay on topic.
- Keeping meetings to an hour or slightly more may increase or cause attendance to remain consistent. Some meetings may require more time than others, for example Product Program training. Notify the leaders in advance when that is expected.

### **Sample Meeting Norms**

- Take Space and Make Space (meaning, watch your air time if you are a talker and try to participate if you tend to stay quiet).
- Be Solutions Oriented
- Stay on Topic
- Low Tech, High Engagement
- Use the Parking Lot
- Be Open to New Ideas
- Center Girls in Decision Making
- Arrive, Start and End on Time
- Be a Sister to Every Girl Scout in our comments and conversations

**Remember, these are just suggestions – not a “to-do” list!**

## The Service Unit Year Plan

SUMMER	<p style="text-align: center;"><b>June</b></p> <ul style="list-style-type: none"> <li>• SU Collaboration &amp; Programming <ul style="list-style-type: none"> <li>○ Determine who is attending Volunteer Kick-Off</li> <li>○ Review final SU membership goals</li> <li>○ Work on SU Plan for Success</li> </ul> </li> <li>• Recruitment &amp; Renewal <ul style="list-style-type: none"> <li>○ Renew themselves and their troops during early renewal (ends June 30)</li> </ul> </li> <li>• Troop Leader Support <ul style="list-style-type: none"> <li>○ Troop financial reports (due June 30) and Service Unit financial reports (due July 31)</li> <li>○ Touch base with first year leaders to check in and ensure they are returning</li> <li>○ Determine if graduating troops (or others) need to be disbanded</li> </ul> </li> </ul>
	<p style="text-align: center;"><b>July</b></p> <ul style="list-style-type: none"> <li>• SU Collaboration &amp; Programming <ul style="list-style-type: none"> <li>○ Review Fall recruitment strategies with team</li> <li>○ Complete SU Plan for Success</li> <li>○ Ensure SU Team members have renewed their roles</li> </ul> </li> <li>• Recruitment &amp; Renewal <ul style="list-style-type: none"> <li>○ Host new member and recruitment events</li> <li>○ Promote on time renewal</li> </ul> </li> <li>• Troop Leader Support</li> </ul>
	<p style="text-align: center;"><b>August</b></p> <ul style="list-style-type: none"> <li>• SU Collaboration &amp; Programming <ul style="list-style-type: none"> <li>○ Host a Service Unit kick off event</li> <li>○ Release SU meeting schedule for year</li> <li>○ Attend Kickoff</li> </ul> </li> <li>• Recruitment &amp; Renewal <ul style="list-style-type: none"> <li>○ Host recruitment events with SU Membership Recruiter – especially at Back to School nights</li> </ul> </li> <li>• Troop Leader Support <ul style="list-style-type: none"> <li>○ Remind troop leaders to make sure that troop members are renewed</li> </ul> </li> </ul>
FALL	<p style="text-align: center;"><b>September</b></p> <ul style="list-style-type: none"> <li>• SU Collaboration &amp; Programming</li> <li>• Recruitment &amp; Renewal <ul style="list-style-type: none"> <li>○ Host/join recruitment events with the SU Membership Recruiter</li> <li>○ Promote on time renewal</li> </ul> </li> <li>• Troop Leader Support <ul style="list-style-type: none"> <li>○ Encourage and Support Fall Product Program</li> <li>○ Introduce and welcome new leaders</li> <li>○ Remind volunteers about training expectations and opportunities</li> <li>○ Remind leaders to check rosters and update meeting information</li> <li>○ Promote F.A.L.L. Leadership Weekend</li> </ul> </li> </ul>

	<p style="text-align: center;"><b>October</b></p> <ul style="list-style-type: none"> <li>• SU Collaboration &amp; Programming <ul style="list-style-type: none"> <li>◦ Consider holding an investiture/rededication ceremony for SU volunteers</li> <li>◦ Attend FALL Leadership Weekend</li> </ul> </li> <li>• Recruitment &amp; Renewal <ul style="list-style-type: none"> <li>◦ Host/join recruitment events with the SU Membership Recruiter to support troop fill</li> </ul> </li> <li>• Troop Leader Support <ul style="list-style-type: none"> <li>◦ Remind leaders to check MYGS troop rosters</li> <li>◦ Share information about upcoming SU events</li> <li>◦ Encourage participation in the October GSEP Signature Event: Real Life Super Heroes, Assemble</li> <li>◦ Promote the Outdoor Skill Challenge for MY26</li> </ul> </li> </ul>
	<p style="text-align: center;"><b>November</b></p> <ul style="list-style-type: none"> <li>• SU Collaboration &amp; Programming <ul style="list-style-type: none"> <li>◦ Attend GSEP Volunteer awards ceremony</li> </ul> </li> <li>• Recruitment &amp; Renewal <ul style="list-style-type: none"> <li>◦ Contact lapsed members</li> </ul> </li> <li>• Troop Leader Support <ul style="list-style-type: none"> <li>◦ Remind about/attend Cookie Product Program training</li> <li>◦ Ensure all troops have bank accounts, support opening bank accounts</li> <li>◦ Remind leaders to check troop rosters for accuracy</li> <li>◦ Make sure that all new leaders are invited to SU meetings</li> </ul> </li> </ul>
WINTER	<p style="text-align: center;"><b>December</b></p> <ul style="list-style-type: none"> <li>• SU Collaboration &amp; Programming <ul style="list-style-type: none"> <li>◦ Host a cookie rally</li> </ul> </li> <li>• Recruitment &amp; Renewal</li> <li>• Troop Leader Support <ul style="list-style-type: none"> <li>◦ Continue to prepare for and support the upcoming the cookie sale</li> <li>◦ Remind leaders to check their troop rosters in MYGS</li> <li>◦ Remind leaders to update banking info</li> <li>◦ Encourage participation in the GSEP Signature Event: Pool Party!</li> </ul> </li> </ul>
	<p style="text-align: center;"><b>January</b></p> <ul style="list-style-type: none"> <li>• SU Collaboration &amp; Programming <ul style="list-style-type: none"> <li>◦ Hold a cookie booth lottery</li> <li>◦ Girl Scout cookie program begins</li> </ul> </li> <li>• Recruitment &amp; Renewal <ul style="list-style-type: none"> <li>◦ Host mid-year girl and adult recruitment events</li> <li>◦ Kick off Daisy Recruitment</li> <li>◦ Gather kindergarten registration dates</li> </ul> </li> <li>• Troop Leader Support</li> </ul>
	<p style="text-align: center;"><b>February</b></p> <ul style="list-style-type: none"> <li>• SU Collaboration &amp; Programming</li> <li>• Recruitment &amp; Renewal</li> <li>• Plan using kindergarten registration as a recruitment opportunity <ul style="list-style-type: none"> <li>◦ Implement Daisy recruitment</li> </ul> </li> <li>• Troop Leader Support <ul style="list-style-type: none"> <li>◦ Support the cookie program</li> <li>◦ Remind leader to continue to check roster in MYGS for accuracy</li> </ul> </li> </ul>

SPRING	<p style="text-align: center;"><b>March</b></p> <ul style="list-style-type: none"> <li>• SU Collaboration &amp; Programming <ul style="list-style-type: none"> <li>○ Plan for end of year celebrations and local volunteer recognitions</li> </ul> </li> <li>• Recruitment &amp; Renewal <ul style="list-style-type: none"> <li>○ Prepare for spring registration/extended year registration</li> <li>○ Plan for how to support early renewal for members including financial support and promotion.</li> </ul> </li> <li>• Troop Leader Support <ul style="list-style-type: none"> <li>○ Encourage Girl Scout troops to celebrate Girl Scout Week and Girl Scout birthday</li> </ul> </li> </ul>
	<p style="text-align: center;"><b>April</b></p> <ul style="list-style-type: none"> <li>• SU Collaboration &amp; Programming <ul style="list-style-type: none"> <li>○ Celebrate Volunteer Appreciation Month and Leader Appreciation Day</li> <li>○ Start planing for the next membership year</li> </ul> </li> <li>• Recruitment &amp; Renewal <ul style="list-style-type: none"> <li>○ Kick of early renewal plan and promotion</li> </ul> </li> <li>• Troop Leader Support <ul style="list-style-type: none"> <li>○ Provide training on and encouragement for bridging</li> <li>○ Confirm troop treasurers for all troops and train on the TFR process</li> <li>○ Encourage participation in GSEP Signature Event: Fairy and Wizard Extravaganza</li> </ul> </li> </ul>
	<p style="text-align: center;"><b>May</b></p> <ul style="list-style-type: none"> <li>• SU Collaboration &amp; Programming <ul style="list-style-type: none"> <li>○ Nominate for volunteer awards</li> <li>○ Work with your team on the SU Plan for Success</li> <li>○ Host year-end celebrations, recognition and bridging events</li> </ul> </li> <li>• Recruitment &amp; Renewal <ul style="list-style-type: none"> <li>○ Begin goal discussion with your CES for next membership year</li> </ul> </li> <li>• Troop Leader Support <ul style="list-style-type: none"> <li>○ Remind troop leaders about the TFR process</li> </ul> </li> </ul>

## Icebreakers and Team Building

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Including icebreakers or team building games during a Service Unit meeting helps to create camaraderie and rapport, foster a collaborative spirit, boost communication and promote a sense of shared purpose. By using specific activities to build community, you can make new Service Unit members feel welcome, create connections between volunteers and help all volunteers to develop leadership skills. Starting every meeting with an icebreaker or team builder can provide a structured way to begin the meeting and set a positive tone for the discussion ahead.

Following is a list of activities that can be used as icebreakers or for teambuilding:

- **M&M Game** - Allow each person to pick one M&M from a bowl (don't eat it!). Have them each answer one question about themselves that corresponds to the color M&M they picked. For example, if they have a red, they state their favorite sport or if they have a green, they share their favorite movie. Bring extra M&Ms to eat after the game is done
- **Marshmallow Challenge:** Break into small teams and give each team a set of marshmallows, spaghetti, string, and tape and ask them to try to build the tallest free-standing structure. This will encourage teamwork and creative problem-solving.
- **"Find 10 Things in Common" (with a Twist):** Have the group brainstorm 10 things they have in common that aren't immediately obvious (like being a Girl Scout or childhood experiences).
- **Two Truths and a Lie:** Each person writes down two true facts and one lie about themselves. The group then guesses which statement is the lie, sparking conversation and revealing shared interests
- **Human Bingo** – Create a Bingo card with Girl Scout categories such as “likes to go camping” or “super event planner.” Ask people to stand and explain the answer behind the category when they have a match. Bring candy or small prizes for the winners
- **Telephone (whisper down the lane)** - A classic — with a Girl Scout twist! With the group sitting in a circle, one person whispers a Girl Scout phrase or motto to the person next to her, who in turn will whisper it to the next person, and so on. When you get to the last person, have them say the message aloud to see how it compares to the original message
- **Pass the Hula-Hoop** - Have the volunteers stand in a circle holding hands. Put a hula-hoop over the head of one person. Then, challenge the group to pass the hoop around the circle without letting go of anyone's hand.

# **Supporting Service Unit Volunteers**

## Volunteer Processes and Tools

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The Service Unit Manager is the first person that Service Unit volunteers often contact with questions and concerns. Below is information that will be useful to support Service Unit volunteers, especially new troop leaders.

**MYGS** – MYGS is our membership registration system that allows girls and families to find troops in their area. This system also allows troop leaders to view their troop member family contacts, troop roster, renew themselves and their girls, share their troop schedule with troop parents, and access the Volunteer Toolkit (VTK).

**Volunteer Role Assignment** – As the Service Unit Manager, people may ask how to assign themselves a volunteer role. Simple directions follow:

- Go to MYGS and register as an adult member for the current Membership Year.
- All volunteers must be at least 18 years old and registered as an adult member.
- Browse the volunteer opportunity catalog and choose the volunteer role they would like or simply renew their current role. Roles must be renewed each new membership year.
- Remind them to watch for confirmation and next steps on how to complete their Criminal Background Check (be sure to check their Spam folder!).

**Background Clearances** - GSEP requires all volunteers to complete our Criminal Background Check process. Prospective volunteers have 30 days to complete the CBC process once they select a volunteer role.

- In compliance with PA State Law 153, all volunteers, parents, or adult members who participate in any of the following Girl Scouts activities, must submit current Criminal background check documentation before the start of the Program Year: assist with troop meetings, help with troop activities, attend campouts/camporees, drive/transport girls, supervise girls, or handle money. GSEP reserves the right to request clearance documentation for any volunteer who is in contact with or responsible for the welfare of girls.
- After registering to be a volunteer, the GSEP Clearance Department will automatically send information on how to get background clearances. Once a person has signed up, they have 30 days to complete all forms. Detailed instructions on the process can be found on the GSEP website.
- CBC submission will be processed within 7-10 business days. To fulfill clearance processing with the quickest turnaround, all required documents should be submitted at the same time. Partial submissions will cause delays in processing. To be a cleared volunteer, all the steps above must be completed.

**New Leader Process** - Service Unit volunteers may be approached by people who are interested in becoming troop leaders. All interested new troop leaders must first complete the “I Want to Become a Troop Leader” form which is found on the GSEP website.

The GSEP **New Leader Process** is a standardized onboarding system for new Girl Scout troop leaders that is completed within the first 30 days of a potential new leader filling out the ‘I Want to Be a New Leader’ form. It includes:

- Assignment of troop numbers and leader roles.
- Guidance on completing required background checks.
- A welcome email with instructions for activating a gsLearn account and completing the Troop Leader Onboarding Learning Path, which include three required trainings:
  - Girl Scout Volunteer Orientation (~20 minutes)
  - Child Abuse and Neglect Prevention (~50 minutes)
  - Troop Leadership (~75 minutes)
- On-going support from GSEP staff through informative emails and direct phone calls.

**New Leader Service Unit Support** – The First Year Checklist for New Leaders can be found on pages 6-7 in the Troop Leader Guide.

The first phase of a New Leader getting started is to complete the New Leader Process above. The goal is that every new leader completes clearances and training within 30 days. Once the basic onboarding expectations are met, troop leaders will be released to the local Service Unit who will continue their support.

Upon receiving a new leader, the Service Unit Manager and SU New Leader Mentor will welcome and support them. The SU volunteers will assist the new leader with finding meeting space, connecting them with their co-leader, identifying local events and resources, providing Service Unit meeting dates and times, and more. The SUM will support new troop leaders by providing guidance, resources, and mentorship to help them navigate their roles effectively.

**Volunteer Training** - All volunteers must complete 2 specific training courses: *Welcome to Girl Scouts* and *GSUSA Child Abuse and Neglect Prevention Training*.

In addition to the trainings listed above, all new troop leaders must complete the *253 Troop Leadership Training*. New leaders will receive information about how to access and attend training during their 30-day onboarding process, which is triggered by the completion of the “I Want to be a Troop Leader” form found on the GSEP website.

Additional training courses required for specific activities or positions are outlined in the *Troop Leader Guide* on pages 17-18.

**Volunteer Toolkit (VTK)** - The VTK is a customizable digital planning tool that will help troop leaders power a fun-filled—and super organized—Girl Scout year. Troop Leaders can log-into the VTK through their MYGS account. The Volunteer Toolkit is an online platform that contains all of the Girl Scout curriculum for badges and patches, tools to manage troop, and a function to make and customize a year long meeting plan.

**Troop Year Plans** - Age-appropriate troop year plans from GSUSA are the best tool for first year troop leaders to get started with Girl Scouts without getting overwhelmed. The entire year is mapped out—just follow along to help Girl Scouts complete badge activities, improve their communities, and explore the world around them. Troop year plans are ready to use single-level and multi-level plans for all grade levels to help map out the troop year. They can be found on the website by searching “troop year plans.”

**Girl Scout Experience Boxes** - All first year Daisy and Brownie troops are eligible to receive monthly complimentary supply boxes. (Note: this includes current Daisies who are bridging to first year Brownies and multi-level troops that are accepting new girls who are in grades K-3). The boxes are filled with step-by-step activity instructions, ready-to-go supplies, and thoughtful script suggestions. This complimentary resource follows the *Daisy First Year Troop Plan* or *Brownie First Year Troop Plan* and will be delivered directly to troop leaders once it has been requested by troop leaders who meet the criteria. You can find information on how to order on the GSEP website. Troops must have at least 1 registered volunteer and 4 girls to qualify. Boxes begin shipping in August.

**Troop Leader Guide** - The *Troop Leader Guide* is a great support for all Troop Leaders, both new and established, and should be used to answer the majority of questions that arise when running a Girl Scout Troop. If new leaders have not received their copy in the mail, please encourage them to reach out to [memberservices@gsep.org](mailto:memberservices@gsep.org) and they will post one in the mail. This resource can also be found on the GSEP website.

**GSEP Print Shop** - The GSEP Print Shop can be used to order flyers, posters, banners, bookmarks, and other promotional materials. Search for “GSEP Print Shop” on the website to see available recruitment materials. Allow 2-3 weeks turn-around time.

**Troop Banking** - GSEP Service Unit Managers should work closely with their SU Treasurer to be aware of SU funds and troop finances. SUMs should have an intimate understanding of policies and procedures regarding banking and Girl Scouts. It is important to understand that all troop funds belong to the troop, not to individuals, and must be used for the benefit of all girls in the troop. They should also be familiar with proper banking procedures, including designating a treasurer, opening a non-profit account, and maintaining accurate records. Additionally, they need to know how to oversee potential issues like misuse of funds.

Service Unit Managers work in collaboration with their Service Unit Treasurer to ensure timely completion and submission of Troop Financial Reports and Service Unit Financial

Reports, per the Service Unit Treasurer Position Description. The SUM is often the second signer on the SU bank account.

See pages 39-44 in the *Troop Leader Guide* for more details on financial policies and procedures.

**Volunteer Essentials (VE)** - It is important that the SUM be familiar with Volunteer Essentials, a resource provided by GSUSA. VE is a comprehensive guide of all policies and procedures for volunteering for Girl Scouts. It provides essential information, resources, and best practices for various aspects of troop management, safety, and program delivery. Information in this guide informs the GSEP specific Troop Leader Guide.

**Safety Activity Checkpoints** – GSUSA’s Safety Activity Checkpoints are the official safety guidelines and standards for all Girl Scout activities. This document provides detailed procedures for planning and participating in various activities, ensuring the well-being and safety of all Girl Scouts. These checkpoints cover a wide range of topics, including adult supervision, permission slips, first aid, and specific activity guidelines like camping, internet use, and water sports. This resource should be consulted when planning Service Unit and troop activities.

**Looker** – Looker is an online tool used by Girl Scout councils and volunteers to access and manage Girl Scout membership data, including rosters, reports, and other relevant information. Certain Service Unit volunteer roles have access to Looker and can view designated reports. Currently, these roles include Service Unit Managers, Service Unit Membership Recruiter, Service Unit Trip Approver, and the Service Unit Treasurer. Like all volunteer roles at GSEP, these roles require active membership and current PA mandated background clearances on record at GSEP. Roles are annual and must be renewed for each membership year.

Looker is a secure platform where volunteers can find and filter information about their Service Unit, troop, and members. Looker updates every night, so the data is one day behind. The table below explains the Looker reports that anyone with Looker access can view.

Dashboard	Summary	Answers
Contact Lists	View your service unit roster with troop and contact info only.	Show
Full Roster	View your service unit roster with full member details.	Show
gsLearn Summary	Track service unit volunteer training progress.	Show
Membership Analysis	Compare your service unit participation to last year or next year.	Show
New in the Last Two Weeks	Identify members who joined your service unit in the last 2 weeks.	Show
Troop Details	View your troop list with full troop details.	Show

# **Volunteer/Girl Recruitment and Retention**

## What is Recruitment?

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In Girl Scouts, recruitment refers to the efforts made to attract new members, both girls and adults, to join the organization. This involves actively promoting Girl Scouting to potential members and engaging them in the experiences to learn more about the organization and opportunities available.

Service Unit volunteers, as members of their local communities, are often well positioned to understand where to find perspective members and what selling points will be most compelling. Potential Girl Scouts and Girl Scout volunteers are most interested in hearing from and engaging with local members.

Core recruitment activities that are best supported by the Service Unit include:

- Setting up and staffing information tables at local community events
- Sharing information with families in school settings – back to school night, kindergarten preview, PTO meetings, etc.
- Organizing troop formation events
- Utilizing local online communities to share Girl Scout opportunities – Nextdoor, closed Facebook groups, etc.
- Encouraging and empowering Service Unit members (volunteers, troop leaders, families) to share Girl Scout information with friends, family and neighbors
- Increasing visibility of current Girl Scouts in the community – participating in local parades, community events, highlighting community service and highest awards projects

### **Why Growth Matters!**

We know that Girl Scouts can have a significantly positive impact on girls, adult volunteers, and the community. Our role is to ensure every girl knows about and can join the movement.

## Service Unit Manager and Staff Recruitment Responsibilities

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To better support Girl Scouts of Eastern Pennsylvania with recruitment goals, listed below are some responsibilities for both Service Unit Managers and GSEP staff.

Service Unit Managers can get started by recruiting a Service Unit Membership Recruiter to lead this planning! The Service Unit Manager, Service Unit Membership Recruiter and/or Service Unit School/Site Coordinators can work with their Community Engagement Specialist to discuss the Service Unit's strategy for recruitment to meet membership goals.

GSEP Staff	Service Unit Managers
<ul style="list-style-type: none"><li>• Support and confirm membership growth goals</li><li>• Design council-wide (or implement national) recruitment and advertising campaigns.</li><li>• Secure paid advertising and earned media visibility</li><li>• Provide some recruitment materials</li><li>• Set up and run recruitment events</li><li>• Support new members in navigating registration and troop placement</li><li>• Onboard new leaders.</li><li>• Support leaders in troop growth.</li><li>• Provide focused recruitment training to Service Unit volunteer</li></ul>	<ul style="list-style-type: none"><li>• Know their communities including resources and high potential recruitment opportunities</li><li>• Work with GSEP staff to propose membership goals</li><li>• Align recruitment messaging and materials to GSEP or national recruitment campaigns</li><li>• Set up and run recruitment events</li><li>• Leverage local connections to secure recruitment and visibility opportunities.</li><li>• Implement high quality girl and leader events that can leveraged for recruitment</li><li>• Support leaders in troop growth</li></ul>

### Recruitment and Renewal Timeline

- October 1<sup>st</sup> Girl Scout Membership Year Begins,  
Non renewed members become lapsed members
- April 1<sup>st</sup> Early Bird Renewal and Extended Year Membership Begins
- June 30<sup>th</sup> Early Bird Renewal Ends
- July 1<sup>st</sup> On Time Renewal Begins

## Step by Step Recruitment

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A recruitment event might be the one opportunity we have to make a great impression on potential new members. Below are the best practices to ensure strong, effective recruitment events that are most likely to inspire others to join the movement. The SUM will need to be prepared to support their Community Engagement Specialist and/or their Service Unit Membership Recruiter with recruitment in their community.

For recruitment resources (flyers, handouts, postcards), check out the Digital Storefront on the GSEP website.

### Have a Plan!

Work with your CES to build out a year-long recruitment plan in your SU Plan for Success. In your plan consider high recruitment times, local recruitment opportunities, community resources and who you can leverage to implement recruitment activities. The typical recruitment annual flow is below:

- **August – October:** This is heavy recruitment season as school starts and families consider activities for the year. Opportunities like back-to-school nights, meet the teacher events and fall festivals are recruitment opportunities. As most troops start meeting in October, this time is key to filling troops and starting new troops.
- **November – December:** Recruitment is focused on adding to existing troops, especially those that started in the fall. Ensuring girls have information about troop openings is key during this time.
- **January – March:** Cookie season is in full swing, but there is still an opportunity to grow girl membership. Focusing on new Daisy and Brownie troops in schools and communities that did not form a troop in the fall is an opportunity to get more girls involved.
- **April - July:** Recruiting for both extended year opportunities and the following school year are important in this time frame. Community events start back and ensuring local Girl Scout visibility is a priority at this time.

### Where:

- Schools, After School Centers, Day Cares
- Parks and Play Spaces
- Community Centers
- Churches or Faith Base Locations
- Libraries
- Parent/Child Focused Businesses (ice cream, toys, clothing, etc.)

**Planning specific events:**

- Consider involving everyone who might join: potential Girl Scouts, older and younger siblings, and family members who are potential volunteers and leaders.
- Determine collateral/swag and giveaways needed and gather supplies, display materials (pictures, handbooks, uniform components), sign-in sheet, collateral, and any activity supplies.
- Work with the GSEP CES to create or request a customized flyer and post in public areas (for example, schools, grocery stores, and libraries) to increase promotion/visibility of the event (available from GSEP).
- Know what troops within the service unit have openings so that girls can be offered a troop on the spot and ensure the QR codes for those specific troops are printed and accessible at the event.
- Freshen up on Girl Scout knowledge and practice a pitch.
- Have a plan for follow-up once you gather names of interested families and girls who have not yet signed up. Your CES can ensure they receive direct reach out from GSEP following an event.

**Promotion:**

- Send reminders a few days before the event.
- Post the events on the on the GSEP website if possible – work with your CES to get events posted.
- Consider using Facebook, Instagram, Next Door and other local social media sites/groups to promote the recruitment event. If you are creating a Facebook event, make sure that it is a public event so that anyone can search for it.
- Recruit schools to help with advertising recruitment events held in the school.
- When possible, show a Girl Scout video on school TV or post information on the school's website, newsletter, or marquee.
- Attend PTO/PTA meetings to promote Girl Scouts via booth or announcement.
- Place yard signs throughout the community (available from Council on the Digital Storefront).
- Ask current Girl Scouts to spread the word and invite their friends to attend and join.

**Who Can Help? How?**

- Current Girl Scouts:
  - o Lead a song, activity, or game
  - o Create a poster of their Girl Scout experiences
  - o Speak about their Girl Scout experience and how it has impacted their lives
  - o Discuss awards – bronze, silver, and gold
- Current adult members (volunteers and family members):
  - o Share their daughter's experiences
  - o Discuss parental involvement
  - o Share why they volunteer and how they have benefitted personally
- Council Staff:
  - o Provide support to register.

- Give examples of training and resources for volunteers.
- Collect and follow up with possible leads.

### **Prior to Event**

- Dress the part. Wear a Girl Scout t-shirt or Girl Scout pin and a name tag so that the guests know you are representing the organization.
- Arrive about 20 minutes early to set up and prepare. Post directional signs or ask girls to help as greeters and assist families in finding the recruitment location.
- Designate an area for children's activities. Encourage older Girl Scouts to wear their uniforms and help facilitate the activities.
- We suggest that adults sit according to the age level of their daughter. The goal is to encourage adults to join as leaders and co-leaders that night to form a leadership team.
- Set up a display table with program information, scrap books, uniforms, etc. to excite the parents and girls about the fun they will have in Girl Scouts.

### **The Event!**

The purpose of a recruitment event is to inspire new members, parents, volunteers, caregivers, and girls to get involved with Girl Scouts.

- Inspire
  - a. Share your story or have others share their stories about the impact of Girl Scouting on their lives. Older girls and troop leaders are the most compelling voices
  - b. Give examples of some activities and opportunities available for Girl Scouts.
  - c. Share the data of how Girl Scouting has a proven positive impact on girls, especially in our priority outcomes: Strong Sense of Self, Positive Values, Challenge Seeking, Healthy Relationships and Community Problem Solving.
- Listen
  - a. Ask potential families and girls what they are looking for in an experience for their girls and in an organization.
- Explain
  - a. Give a general informational overview of the Girl Scout troop experience.
  - b. While all troops are different, you can refer back to the foundational Girl Scout activities that every girl should experience annually:
    - i. Badges, Journeys and Awards
    - ii. Traditions
    - iii. Outdoor Activities and Camping
    - iv. Product Program
    - v. Field Trips and Girl Scout Events
    - vi. Community Service
  - c. Talk about Girl Scouts' formula for success – Learning by Doing, Girl-Led, and Collaborative Learning.
  - d. Provide space for questions.
- Involve

- a. We are a volunteer-led organization. Remember that girls and adults should be recruited at the same time. Explain that you are looking for adults who are prepared to play a role in the lives of not only their daughter, but many other girls.
- b. Share the benefits of volunteering.

Give them some things to consider:

- We provide an easy-to-implement program with prewritten curriculum (Girl Scout Experience Boxes, Troop Year Plans, and the VTK).
- We have robust support systems for volunteers - training, resources, collaboration with other volunteers, and local support through the Service Unit.
- Troop meetings and activities can be tailored to fit the Troop Leader's calendar.
- Girl Scouting produces real leaders!
- Volunteers introduce girls to new experiences that show them they're capable of more than they ever imagined.
- Only one in five girls believes she can lead, Girl Scouts can change that!
- Some girls lack female role models.
- Peer pressure starts in elementary school and a supportive community of girls led by a caring adult can counteract that pressure.
- The "mean girl" culture is a problem in every community, Girl Scouts reinforces values (i.e. be a Sister to Every Girl Scout) that can support girls in navigating that culture.

### **What's Next?**

Converting a potential member to an active member of Girl Scouts requires more than just getting people to go to a recruitment event.

- Provide the next steps before they leave the event.
  - Direct parents to the website to register or scan a QR code provided to become members
  - Provide troop numbers if there is a troop they can join now
  - If an adult is interested in becoming a troop leader, direct them to the "I Want to Become a Troop Leader" link on the GSEP website
- Reminder: Volunteer or staff should collect the names of anyone attending a recruitment event so that GSEP has a list of potential members who can be contacted about becoming Girl Scout members.

## Retention Strategies

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Once you recruit girls and volunteers, it's important to retain both groups! Retention happens when leaders and girls are:

- Engaged in activities
- Able to explore new skills and interests
- Able to develop leadership skills
- Feel valued
- Are supported

A SUM supports retention by working closely with their Service Unit Team, GSEP staff, troops, and leaders to:

- Ensure the Service Unit hosts events for all age levels.
- Include girl planning in all Service Unit events.
- Communicate timely information about upcoming Service Unit and Council events and activities.

### **Council-Wide Early Registration**

The Early Registration renewal period (April 1 – June 30) gives current Girl Scouts the opportunity to renew their membership for the upcoming Girl Scout year (October 1 through September 30). GSEP provides incentives for girls who register before the Early Bird deadline. Consider holding a Service Unit-wide re-registration event where the girls receive an incentive or participate in a fun activity while being encouraged to re-register. Service Units should consider ways they can financially support girl renewal – either subsidizing membership of all girls in the Service Unit, providing opportunities to express the need for financial aid to the Service Unit or encouraging increased product sales to allow for more proceeds for troops. Each of these support troops in removing financial barriers for renewal.

### **Bridging Girls**

Invite parents to see their daughters as they bridge from one age level to the next. This is an opportunity to share what Girl Scouts will offer the girls over the next few years. This strategy is especially important if the Service Unit notices decreased retention of girls at a specific grade level.

### **Lapsed Member Outreach**

This strategy is held to re-engage prior members by reminding them of the Girl Scout's mission, vision, and purpose in hopes of renewing their membership. Girls who have not been registered for the past two years should be included in this outreach. GSEP staff can assist with providing a list of lapsed girl members.

### **Lifetime Mailing**

Send a letter to Service Unit members who are lifetime members to encourage them to remain actively involved in the Girl Scout program. Give them specific examples of areas their Service Unit can use their help, experience, and leadership. Many times, Girl Scout Alumnae would love to get involved again, but without an active daughter, they just do not know how.

### **Volunteer Recognitions**

Recognizing Service Unit volunteers is a great retention tool. Is there a volunteer who goes above and beyond? It is easy to nominate them for a Volunteer Award! Volunteer Awards are updated annually, and the most recent versions can be found in the “Chart of Awards,” which is posted on the Volunteer Events page of our website at <http://www.gsep.org/volunteers/volunteer-events/>.

Service Unit Managers have the responsibility to ensure the volunteers in your service unit are recognized by GSEP for their hard work. They can keep track of who in their Service Unit has received awards and which ones they’ve earned, or they can delegate this responsibility to someone else on the SU team. Please pay attention to the timeline. Although the dates may change, the nomination period, April through June, is aligned to a November event.

The Nomination process is now easier than ever – since it lives online in Smarter Select. Look for the link on the [Volunteer Events Page](#). Please make sure that all nominations are completed in full, including all endorsements, by the deadline, so that SU volunteers can be recognized. Then make sure your Service Unit members register to attend and cheer for their colleagues! This is a peer-to-peer award system. So, the only way it works is if you are supportive of one another.

And here is a little secret – our goal is to make everyone feel valued! So, while the Volunteer Awards Committee is extremely strict at upholding the integrity of each award when making their selections, even if a nomination does not make the cut – they can almost always find a different award that does apply. So be specific in SU nominations with real life examples of how volunteer peers have gone above and beyond to serve our girls. It will pay off!



### **Little Ways to Say, “Thank You”**

Informal recognitions on the troop/group and individual levels are great ways to say “thank you” to volunteers throughout the year! These sincere expressions of appreciation

can be powerful when given with a personal touch. Examples of meaningful, informal rewards include:

1. A welcome or thank you card or letter
2. Skill-building learning opportunities (For example, how to use social media to network)
3. A recommendation for a promotion to a volunteer role with more responsibility
4. Sending the volunteer's supervisor or CEO a letter recognizing her/his contributions
5. Complimenting a volunteer's work to a supervisor or co-worker (in the volunteer's presence)

### **Creating Your Own Service Unit Awards**

Service Unit Managers are in a unique position to be able to recognize and appreciate anyone in their unit. A heartfelt thank you goes a long way towards making a person feel appreciated. Listed below are some ideas for the Service Unit Awards which were created by one of GSEP's Service Units. Service Units are encouraged to use these or add their own.

<b>Award Name</b>	<b>Award Description</b>
First Responder	Go-To Volunteer - always ready to go when needed
Round of Applause Award	Volunteer who came up with great event ideas - always on the lookout
Full House Award	Leader with the most girls
Superb Showing	Volunteers that attended every Service Unit meeting
Longevity Award	Volunteer who has been here the longest
The Traveler	Leader who submitted the most trip forms
The Early Bird	Leader who hands in trip forms on time
Team Player Award	A Volunteer who helped a new volunteer get acclimated
Helping Hand	Troop that has done the most community service
New-Found Treasure	A Leader who is new, hit the ground running, making a positive impact in a short time
The Snickers Award	Someone who keeps everyone smiling and laughing

# **Additional SUM Responsibilities**

## Relationship Management

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Relationship management in Girl Scout Councils involves cultivating strong working relationships between the council and both the National Organization (GSUSA) and the local communities. This can be achieved through clear communication, collaboration, and mutual understanding to ensure the successful delivery of the Girl Scout program. As a Service Unit Manager, you are responsible for relationship management in your Service Unit. Managing relationships is important in resolving and avoiding conflicts.

Girl Scout Service Unit Managers can navigate difficult conversations by actively listening, seeking clarity, and promoting respectful dialogue. They should also emphasize the importance of self-awareness and diplomacy, encouraging parties to talk calmly and avoid shouting or verbal abuse. When conflicts arise, they should encourage direct communication and, if necessary, complete the Conflict/Grievance Support Form (found on the [Forms page of www.gsep.org](http://www.gsep.org)) and seek support from a GSEP Volunteer Engagement Specialist.

## Conflict Resolution

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### Navigating Conflicts

Below are some things to keep in mind when navigating conflicts.

**Understand the issue:** When preparing to facilitate a conversation involving a conflict, it's important you seek to understand the issue and have an idea ahead of time as to what can and cannot be done to resolve the issue.

**Ask the right questions:** Questions can lead to breakthroughs in communication and increase understanding between two people. Use a good mix of closed and open-ended questions when working through difficult situations.

**Strive for objectivity:** If all participants view the process as fair and objective, they are more likely to accept the outcome. Keep resolution suggestions grounded in the best interests of the girls, so each party has a face-saving way to agree to a compromise.

**Practice active listening and seek clarity:** Service Unit Managers should actively listen to all parties involved, asking clarifying questions to ensure they understand the situation and the underlying feelings. Remain focused on what each participant is saying and repeat it back to them to make sure you understand.

**Facilitate productive conversations:** Avoid making assumptions and encourage open dialogue. Use “I” statements instead of “you” statements which make people defensive.

**Separate people from the problem:** If the problem is looked at as an issue to be resolved, rather than looking at the people involved as opponents, the odds of reaching consensus increase. Remain neutral to help involved parties self-resolve a present problem.

**Determine each participant’s position and interest in the problem, situation, or conflict:** What each person wants is their position and why they want it is their interest. Understanding and knowing both is important to reaching a resolution. Don’t only ask what outcome they are hoping for but also why that outcome is important to them.

**Encourage direct communication:** For conflicts between individuals, encourage them to talk directly to resolve the issue. This can be uncomfortable, but it lays the groundwork for better future interactions.

**Create an agreement:** Be sure to wrap up by stating what each party has agreed to. Have both parties verbally agreed. It is a good idea to put the agreement in writing, and to give each participant a copy.

**Ask for help:** If a situation extends beyond the SUM comfort level, there is nothing wrong with asking for help. We trust that SUMs can resolve issues that may arise, but we also understand that SUMs may not be comfortable in every situation. Instead of letting a situation simmer for too long, Service Unit Managers are encouraged to ask for help from council staff so things can be resolved as quickly as possible. The first staff point of contact should be with their CES.

### **What is the difference between a conflict and a grievance?**

A “**conflict**” is any kind of disagreement between two or more people. The most effective way of resolving conflicts, complaints, and concerns is usually by calm, open discussion between the people involved. GSEP encourages volunteers and staff to take positive actions to resolve conflicts quickly by having a personal phone call or meeting. The Council does not recommend e-mail.

A “**grievance**” is a dispute over the interpretation or application of a Council policy, practice, or procedure.

A grievance involves a sense or feeling of being treated unfairly or not by the rules. A grievance may also be caused by misinterpretation of policies and/or

procedures. Volunteer Essentials is the primary guide for all of GSEP's volunteer policies, but situations may arise that require help in interpreting the information.

If direct communication doesn't resolve the issue, complete the Conflict/Grievance Support Form (found on the [Forms page of www.gsep.org](http://www.gsep.org)) and seek support from the designated GSEP staff member.

### **Volunteer Dismissal**

Volunteer appointments are made on an annual basis (October 1-September 30) and will be renewed by the Service Unit Manager or Community Engagement Specialist based on successful completion of the expectations and requirements outlined in the volunteer position description. If a volunteer has not met expectations, a Service Unit Manager/CES can refuse reappointment or encourage a volunteer to take a different volunteer position. A volunteer who does not agree with a reappointment decision may file a grievance with GSEP.

Situations may arise that require GSEP to initiate a release, separation, or termination of a volunteer from a position prior to the end of their term. The council may release an individual because of, among other things, restructuring of a position in which the individual serves, the volunteer's inability, or failure to complete the requirements of the position, misappropriation of funds, or the refusal to comply with council or Girl Scouts of the USA policies. Release from the position does not cancel membership with Girl Scouts of the USA.

Volunteers may, at the sole discretion of the Council, be:

1. **Redirected.** A volunteer may be released from a specific role but still be eligible to volunteer in a different capacity.
2. **Relieved of volunteer duties.** A volunteer may be released from a volunteer role and be ineligible to serve in any volunteer position but may still attend Girl Scout activities/events like other members.
3. **Permanently ineligible to participate.** A volunteer may be released from a volunteer role and be ineligible to attend/participate in any Girl Scout activities/events. Volunteers who are released from their Girl Scout position are still considered members of GSEP and GSUSA. Membership registration dues will not be refunded or transferred.

In the case of the dismissal/release of a Service Unit volunteer or Troop Leader, the individual will be notified by mail from GSEP staff of the release and any conditions

associated with the release. The Volunteer (and when necessary, the Troop's parents) will be notified of the release, and every attempt will be made to reassign the troop members or to identify new leadership for the SU/troop. All information, details, and rationale behind the decision will be kept confidential.

## **Disbanding Troops**

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### **What is your responsibility when you have an active troop with leaders stepping down?**

- Identify the troop.
- The Service Unit Manager or the troop leader should notify the members of the troop that the leader is stepping down.
- Ask the troop volunteers to host a parent meeting informing the parents that the leader is stepping down and to discuss options for next steps.
- Discuss adjusting schedules, program activities, and reorganizing adult leadership. Sometimes exploring these options allows the troop to remain active, but even if the troop does disband, everyone will have a say in the process.

### **What happens to the troop members?**

- The Service Unit will work with the members of the troop to determine if girls will continue with other troops.
- A parent/parents steps forward to ensure that the troop has the number of adults required by Safety Activity Checkpoints. A GSEP staff member will reach out to guide the person through the process of becoming a volunteer.
- If there is no leader identified, the girls can renew their GSEP membership and request another troop by selecting unsure when prompted. This will alert a staff member to reach out to the parents to determine another troop for their daughter.
- The troop can disband. If this happens, a GSEP staff member (currently a Placement Specialist on the Member Support Team) will work to place the girls into another troop. A troop is considered disbanded when it is no longer functioning and has been deactivated in Salesforce.

### **What happens to unused troop funds?**

- When a troop disbands, any unused Girl Scout money left in the account becomes the property of the council. Troop funds are not the property of any individual member. Before disbanding, the troop should plan to use any remaining

troop funds. They may decide to plan a troop trip/activity or to donate any unused funds to their Service Unit, another troop, or a charitable organization. They could also purchase materials to support another organization through Take Action projects.

- The remaining funds can be donated to the Service Unit or to another troop.

### **What happens to the troop bank account?**

- The troop bank account needs to be closed.
- The signers on the bank account may have to close the account in person.
- The final Troop Financial Report must be submitted to the Service Unit Treasurer with a final bank statement showing the account is closed and has a \$0.00 balance.
- Let your CES know when this has happened and there are no girls in the troop, and they will close the troop.

**Completion of the Service Unit Plan for Success:** The Plan for Success is the document where we create the yearly vision for your Service Unit. The document allows us to capture the goals for your Service Unit and to develop a plan for how we will achieve those goals together. It is completed in the early summer (completion by July 31) with your Community Engagement Specialist and revisited throughout the membership year to track progress toward the goals captured in the document.



## Trip Approval

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Any activity outside the regular troop meeting time and/or place is considered a trip. As the Service Unit Manager, it is important to be knowledgeable about when and where Service Unit troops are planning to travel. All GSEP Volunteer Essentials and Safety Activity Checkpoints policies and procedures **MUST** be followed. Leaders are required to notify their Service Unit and/or GSEP by completing the appropriate trip application unless it is a SU event or GSEP Spark Program. The role of trip approver can be held by the Service Unit Manager and/or another SU team member. In addition, familiarity with Girl Scout travel policies, including ratios, is important when making decisions about a troop's travel plans.

### Types of Trips:

1. **Day Trips** – An activity outside the regular troop meeting time and/or place.
  - Leader submits to SUM or SU Approver
    - Examples could include but are not limited to:
      - Zoo
      - Fire/Police Station
      - Grocery/Craft Store
      - Library
2. **Overnight Trips** – Trips lasting 1-2 nights or 3 nights over a holiday weekend or during the summer months (June-August).
  - Leader submits to SUM or SU Trip Approver
    - Examples could include but are not limited to:
      - GSEP camp properties
      - Great Wolf Lodge
      - Beach Jam
3. **Extended Trips**- Trips lasting 3 nights or longer. Extended trips require both a "Proposal" and a "Final Submission" to be submitted. One form serves both purposes – check off "Proposal" at the top of the form for your first submission and check off "Final Submission" for your final paperwork.
  - Leader advises SUM and submits application to GSEP for approval
    - Examples could include but are not limited to:
      - Visiting Juliette Low's Home in Savannah, Georgia
      - Visiting one of the WAGGGS World Centers
      - Extended camping/hiking trips
      - Cruise

**Certificates of Insurance:** Certain trips may make it necessary to secure a Certificate of Insurance – referenced as a COI. A COI is a form that provides evidence of insurance coverage. Girl Scouts of Eastern Pennsylvania (GSEP) and other councils require COIs to

ensure the safety of Girl Scouts during activities and events. This includes verifying that external entities like facilities, vendors, and contractors have adequate insurance to protect against potential accidents or incidents. If Safety Activity Checkpoints indicate that council approval is necessary, that means that we need a COI. You can find additional information on COIs on the website, including how to request a COI, how to provide a COI, and a current list of COIs that GSEP has on file.

Approved trip applications should be kept on file with troop records for at least two years after the date of the event. This provides support for any requests for insurance claims and incident reporting.

Forms may be kept as a hard copy or electronically. If kept as hard copies, troop leaders should ensure they are enclosed in a filing cabinet or secure location. If electronic, leaders should create a trip folder within their email for easy access.

Additional information can be found in the GSEP Trip Guide, Troop Trip Requirements, Volunteer Essentials, Safety Activity Check Points and in our Indoor Overnight and Basic Outdoor Skills courses.

<b>Girl Scouts Volunteer-to-Girl Ratios</b>	<b>Group Meetings</b>		<b>Events, Travel, and Camping</b>	
	<b>Two</b> unrelated volunteers (at least one of whom is female) for up to this number of girls:	<b>One</b> additional volunteer to each additional:	<b>Two</b> unrelated volunteers (at least one of whom is female) for up to this number of girls:	<b>One</b> additional volunteer to each additional:
<b>Girl Scout Daisies (Grades K-1)</b>	12	1-6	6	1-4
<b>Girl Scout Brownies (Grades 2-3)</b>	20	1-8	12	1-6
<b>Girl Scout Juniors (Grades 4-5)</b>	25	1-10	16	1-8
<b>Girl Scout Cadettes (Grades 6-8)</b>	25	1-12	20	1-10
<b>Girl Scout Seniors (Grades 9-10)</b>	30	1-15	24	1-12
<b>Girl Scout Ambassadors (Grades 11-12)</b>	30	1-15	24	1-12

## Money Earning

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Girl Scout troops/groups are financed by dues; a portion of the money earned through council sponsored Product Program(s) and additional money earning activities. Additional money earning activities may be done only by those troops who have participated in the GSEP cookie program.

Group money-earning activities are organized by the troop (not by the council). They are planned and carried out by girls (in partnership with volunteers) and they earn money for the group.

The SUM plays a crucial role in supporting troop money earning, ensuring compliance with Girl Scout financial policies, and providing guidance to troops. The SUM verifies that troops are meeting council requirements for money earning activities and that the proposed activities are within council guidelines.

While participation in both Fall Product and Cookie Program sales is voluntary for girls, troop/group money-earning requests are only approved for troops who have participated in the Cookie Program. The local Service Unit Manager must approve these requests. Additional troop/group money earning activities are not permitted during the Fall Product and Cookie Program dates.

Additional troop/group money earning activity requests are approved by you, the Service Unit Manager, and must be submitted at least 4 weeks prior to the activity.

### Additional Guidelines

The Troop/Group Money Earning Request Form can be found on the GSEP website. The same form is used for troop/group **AND** Service Unit money earning activities. Money-earning activities done at the Service Unit level must be approved by your Community Engagement Specialist. The Service Unit Manager approves troop money earnings. Money Earning Basics can be found in Volunteer Essentials on the GSEP website, but here are some guidelines:

- The date must happen outside of Product Program Sales (Fall Product and Cookie).
- Girls are providing a service for which they are compensated (for example: babysitting) or making their own tangible items to sell (for example: bake sale).
- Girls are not raising money for another organization, profit share with another company or sell or endorse commercial products.
- The activity is suited to the age and abilities of the girls and consistent with the principles of the Girl Scout Leadership Experience.

- Troop/Service Unit member participation in this activity is voluntary.
- The leader has acquired written permission for each girl to participate.
- The activity has been planned by and will it be carried out by the girl members.
- Troop members understand why money is needed.
- The objective is to raise only the amount of money to offer the planned activity.
- Troop members understand that all earnings become the property of the troop and not the individual girls.
- The adult/child ratio (based on age-level) needed to ensure the personal safety of each girl is being met.
- There is confirmation that all adults involved are registered and cleared.

It's recommended that approved applications are kept on file with troop and Service Unit records for two years. This provides support documentation as it relates to the submission of the Troop Financial Report to the Service Unit Treasurer by June 30<sup>th</sup> each year.

Examples of Money-Earning Activities are listed below.

#### **Collection Drives**

- Cell phones collection
- Used ink cartridges
- Christmas tree recycling








#### **Food/M meal Events**




- Themed meals, like a teddy bear tea or build your own taco bar related to badges or trips
- Lunch box auction (troop prepares a meal to be auctioned off)

#### **Service Activities**

- Baby sitting at a service unit or council events
- Holiday shopping baby sitting
- Raking leaves, weeding, cutting grass, shoveling snow, walking pets
- Cooking class or other specialty class

## Forms and Documents

Girl Code of Conduct	A signed agreement made by the girl and her family, agreeing to help build a positive and encouraging environment for all those involved with their troop.	Girl and Parent/Caregiver	
Troop & Family Agreement	A document allows the troop to have a formal agreement with families about troop expectations.	Troop leaders	
New Troop Leader Checklist	An official record that troop leaders can use to keep track of their volunteer learning. It is the troop leaders' responsibility to maintain records of volunteer learning for their troop.	Troop leaders and troop assistants	
Medical History and Release Form (Girl and Adult)	An updated record of health status (for example, allergies, chronic illnesses, and injuries) and authorization. Forms are completed and given to the troop leader for troop records.	Girl's caregiver or adult completes the form and submits it to the troop leaders	
Photo Release Form (Minor and Adult)	Allows Girl Scouts of Eastern Pennsylvania or collaborating organizations the ability to use, distribute, publish, exhibit, digitize, broadcast, display, modify, etc. the use of name, picture, voice, or likeness	A caregiver for each girl in the troop	
Permission for Troop Activity	When participating in activities beyond the troop meeting, caregiver permission is required. This form allows leaders to communicate to caregivers the key information about the activity and receive permission for participation.	Troop leader or assistant provides to caregivers who complete and return it prior to trip or activity	
Incident/Accident Report	Online form completed in the event of an incident, accident, or emergency. Please follow emergency procedures found in Volunteer Essentials.	Troop leader or assistant completes the form within 24 hours of the incident/accident	

Tax Exempt/ Tax ID Form	The Tax Exempt/Tax ID Form is a certificate that will exempt the troop from paying state sales tax when purchasing supplies. Must be presented at the time of purchase.	Used by retailer and volunteer making the purchase	
Money Earning Approval Form	Complete this form to get approval for any additional money earning or project funding activities. It must be submitted to your community development manager with at least one month's notice to receive approval.	Troop leader or troop assistant who are in charge of the event or project	
Troop Trip Application	Complete this form to get your trip approved. Any gathering that is outside your regular meeting place and time is considered a trip.	Troop leaders and troop assistants	
Volunteer Driver Form	Guidelines for Volunteer drivers during Girl Scout activities.	Troop leaders, assistants, or volunteers	
Troop Financial Worksheet	Aid in record keeping of all the money received or paid out of the troop treasury, such as payment of troop dues, purchase of equipment, product sale money, payment of troop supplies and refreshments, and payment of membership registration.	Troop leaders or Troop Treasurers	
Troop and Service Unit Authorization for ACH Debits/Credits	Online form to initiate credit and/or debit entries associated with payment of sweeps, for example Product Program, for my SU/Troop in accordance with GSEP's ACH Procedures.	Troop leaders or Troop Treasurers	
TD Bank Letter to Open Accounts	Letter signed by GSEP's Chief Financial Officer authorizing a troop to open a bank account at TD Bank.	Troop leaders or Troop Treasurers	
Safety Activity Checkpoints	Safety guidelines for Girl Scouts of the United States of America (GSUSA) and Girl Scouts of Eastern Pennsylvania approved activities.	Troop leaders and troop assistants	