Dear Girl Scouts Heart of Central California Representative Assembly Member:

Welcome!

You have been appointed to the most important position between the Board of Directors and the members ... that of a Member of the Representative Assembly (Assembly). The Assembly consists of the following Representatives, of which you are one:

- Service Unit Representatives, appointed by the Service Team Coordinator
- Girl-at-large Representatives, appointed by the Board Representative Committee
- Board of Directors Members, elected by the Representative Assembly
- National Council Delegates, elected by the Representative Assembly

This manual has been prepared to assist you in carrying out your major responsibilities in determining the overall direction of the Council and electing those responsible for ongoing governance decisions ... the corporate officers and Board members.

Participation in the democratic process will bring feelings of accomplishment, involvement and ownership. But, democracy is not an automatic process; it requires effort on the part of everyone involved. In final analysis, its success depends upon the informed participation of you, the Representative.

Your Board Representative Committee Members
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AN OVERVIEW OF THE GIRL SCOUT ORGANIZATION

Juliette Gordon Low organized the first Girl Scout troop in the United States on March 12, 1912. Since that day, some twenty million girls and adults have participated in this movement. The current girl membership is two million.

World Association of Girl Guides and Girl Scouts (WAGGGS)
In 1928, countries with Girl Scouts and Girl Guides set up an international organization whose purpose was to encourage friendship among girls. Today, ten million girls and adults from over 145 countries belong to WAGGGS.

Girl Scouts of the U.S.A. (GSUSA)
Girl Scouts is the largest voluntary organization for girls in the world. Its headquarters are in New York City. Councils are the local units chartered by GSUSA to administer Girl Scout program within an assigned jurisdiction. There are currently over 100 Girl Scout Councils in the United States.

Girl Scouts Heart of Central California (GSHCC)
Girl Scouts Heart of Central California has over 18,000 girls and 8,000 adult members in over 1,500 troops throughout the Council’s 18-county jurisdiction. Girls are served in Alpine, Amador, Calaveras, Colusa, El Dorado, Glenn, Mariposa, Merced, Nevada, Placer, Sacramento, San Joaquin, Solano, Stanislaus, Sutter, Tuolumne, Yolo and Yuba counties. Girl Scouts Heart of Central California was formed in 2007 as a result of the merger of Girl Scouts Muir Trail Council and Girl Scouts of Tierra del Oro.

Girl Scouts Heart of Central California Website Pages for Representatives
Go to girlscoutshcc.org and click on “Our Council” on the home page, then “Governance”.

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POSITION DESCRIPTION
MEMBER OF THE REPRESENTATIVE ASSEMBLY

ACCOUNTABILITY
Service Unit Representatives are appointed by the Service Team Coordinator and are accountable to the members of their service unit. Girls-at-Large Representatives are appointed by the Board Representative Committee and are accountable to the members of the Council.

TERMS OF OFFICE
Representatives appointed by the Service Team Coordinator or Board Representative Committee shall be appointed for a term of two years or until their successors are appointed.

PRIMARY DUTIES
• Elect other members of the Representative Assembly who include the officers of the Council, the Board of Directors, and the delegates to the National Council of Girl Scouts of the USA.
• Attend all Representative Assembly meetings including the Annual Meeting and Fall Forum. Report concerns and decisions of the Assembly and the Board of Directors to the service unit members via service team or service unit leader meetings and regular service unit electronic communication tool(s).
• Amend the articles of incorporation and bylaws as necessary.
• Participate in any other business that may come before the Representative Assembly.
• Influence the general lines of direction for Girl Scouting locally by: receiving and acting upon reports of the Board of Directors, giving guidance to the Board of Directors, responding to opinion surveys, and actively participating in discussions and meetings.
• Be responsive to requests from the Board Representative Committee.

QUALIFICATIONS
Be an active registered member of the Girl Scouts of the USA and at least fourteen (14) years of age, and:

• have the ability to cooperate and work with others
• have a willingness to take training for the position
• become familiar with the bylaws, structure and, goals of the Council
• have mature judgment to make informed decisions affecting the lives of girls
• have the ability to look toward the future and analyze trends and community needs
• make the time commitment to actively participate in the democratic process.
COUNCIL STRUCTURE

Girl Scouts Heart of Central California is incorporated under California state law. It is administered by an elected, volunteer, Board of Directors charged with policy making, strategic planning, goal setting, fund development and financial management. The Chair of the Board oversees the activities of the Board and the governance side of the Council.

The Chief Executive Officer (CEO) is hired by the Board of Directors to oversee operations of the Council. Volunteers and employed staff members, under the direction of the CEO, are responsible for working in partnership to deliver the Girl Scout program to girls and support services to adults.

As a Representative, you are the communication link bringing governance related ideas and information from the membership to the Board of Directors on the governance side of the Council. You also elect members and officers of the Board and delegates to the National Council. The elections take place at the Council’s annual business meeting in February.
GOVERNANCE STRUCTURE

Governance structures are part of every Girl Scout Council and are defined in the Council bylaws. The governance structure for Girl Scouts Heart of Central California Council is depicted in the following chart:

The **Representative Assembly (Assembly)** is the body of all voting members of the Council. The Assembly members are responsible for electing the Board of Directors and National Council Delegates, providing input for policy decisions, giving broad direction to the Board of Directors, and amending the bylaws and articles of incorporation. The Assembly consists of the following members:

- Two Representatives from each service unit, appointed by the Service Team Coordinator. Each service unit has the option of designating one Alternate Representative.
- Up to 10 girls-at-large from throughout the Council. These Representatives are selected by the Board Representative Committee via an application process.
- National Council Delegates, who are elected every three years by the Assembly.
- Directors-At-Large and elected officers of the council.

Representatives of the Assembly are responsible for keeping their members informed of Board communications, surveys, discussion items, etc. This should be done via regular attendance at service team and service unit leader meetings. All representatives are volunteers and all have the same responsibility.
The **Board Representative Committee** is a standing advisory committee and consists of at least five persons, of whom at least two will be members of the Board of Directors. The board members will appoint at least 3 volunteers to serve on this committee. The board members on the committee serve as “liaison” and communicate information between the Representative Assembly members and the board. This Committee is responsible for managing the functions of the Representative Assembly, facilitating the review of proposals submitted by the Assembly and/or the Board, and fostering two-way communication.

The **Board of Directors** consists of 17-21 volunteers. They are elected at the annual meeting by the Representative Assembly for 3 year terms (officers and girl members are 2 year terms). The major board responsibilities are:

- Policy making;
- Selection and evaluation of the CEO (chief executive officer) of the council;
- Long range planning;
- Fund development
- Fiduciary oversight;
- Managing the affairs of the Council between annual meetings;
- Community interaction, fulfilling charter obligations; and
- Ensuring a system for policy influencing between the membership and the board.

Here are some facts about the council **Membership:**

- There are over 18,000 girl members
- 8,000 volunteers
- Over 1,500 troops
- Membership is spread over an 18 county jurisdiction which includes Alpine, Amador, Calaveras, Colusa, El Dorado, Glenn, Mariposa, Merced, Nevada, Placer, Sacramento, San Joaquin, Solano, Stanislaus, Sutter, Tuolumne, Yolo, and Yuba.
- The council’s program centers are located in Sacramento and Modesto with an additional office located in Stockton.

### TWO-WAY COMMUNICATION

Representatives are information-gatherers; you are a link to the members of the Council. Two-way communication between the Council leadership and Council membership is established through Representatives as described below.

**Fostering Two-Way Communication**

- **Email** will be one of the main forms of communication with the Assembly. Please keep your information up-to-date in the Girl Scout Member Community, or “My GS.”
- **Forums** will be held to solicit input and hold discussions on relevant issues. Representatives should discuss issues with their membership and bring the results of those discussions to the meetings.
- **The Annual Meeting** is an opportunity for Representatives to share the feelings of their membership on Council and/or national proposals.
• A Newsletter for Representatives will be distributed at least once per year. Representatives should share relevant information with their membership.
• Opinion Surveys may be conducted to gain quick opinions on various topics. Representatives should get membership input on the topics prior to responding to the survey.
• At Board Meetings, the Board Representatives will provide regular feedback on surveys and forum discussions as well as bring issues from the Board of Directors to the Assembly.
• The GSHCC website includes a Governance page that Representatives can visit frequently to stay informed.

DECISION-INFLUENCING IN A GIRL SCOUT COUNCIL

Representatives are a vital part of every Girl Scout Council. You provide the corporate structure and meet the requirements of incorporation. Through your vote at GSHCC’s annual meeting, you complete the following critical policy-influencing acts:

• election of the Council Board of Directors;
• election of National Council Delegates; and
• approval of changes in the Council articles of incorporation and bylaws.

What is Policy-Influencing?

Policy-influencing is the process by which the opinions and feelings of a variety of people are sought and considered by the Board of Directors before a governance (policy) decision is made (for example, changing the process by which Representatives are appointed).

Policy-influencing has three parts:

1. Girls and adults making their opinions and feelings known on key issues that affect Girl Scouting.
2. The Council Board of Directors considering that information before making governance decisions.
3. Feedback being provided about both the final decision and the process used in making that decision.

Policy-influencing is based on the belief that people should have a voice in major governance decisions before they are made. Influencing policy does not mean voting, nor does it mean actually making the final decision. It does mean being well informed about problems or needs that exist in the Council, being able to discuss issues, and giving sound input to the Board of Directors.

What is Operations-Influencing?

Operations-influencing is the process by which opinions and feelings are sought and considered by the Chief Executive Officer prior to a major operations decision (for example, a significant change in the service delivery system).

Operations-influencing has the same three parts as policy-influencing. The only differences are the nature of the topic under consideration and the final decision-making authority.
1. Girls and adults making their opinions and feelings known on key issues that affect Girl Scouting.
2. The Council management staff considering that information before making decisions related to the operational work of the Council.
3. Feedback being provided about both the final decision and the process used in making that decision.

**MEETINGS OF THE REPRESENTATIVE ASSEMBLY**

As a member of the Assembly, one of your primary tasks is to attend and participate in the Assembly meetings which include the Council’s annual meeting of the Representative Assembly and forums. Each meeting is described below. If you are unable to attend the meetings, let your service team coordinator know, so that she or he can appoint an alternate to take your place.

In preparation for the meetings, Representatives should discuss issues with the membership at the service unit leader meetings and service unit regular electronic communication tool(s). The concerns of the membership should be brought to the meetings and presented as appropriate.

**Annual Meeting**

**Purpose**

The annual meeting will take place each February. You will receive a packet of meeting materials ten to thirty days prior to the meeting date either electronically or by mail. The packet will contain the meeting agenda, biographical information on the candidates for election, and information on other issues (i.e., national proposals). Please bring the packet with you to the meeting. When you arrive at the meeting, you will need to check in at the registration table to receive your ballot and credentials. Annual meetings are of importance in several ways. They provide an opportunity to:

- Hear reports on what was accomplished.
- Learn information on future Girl Scout activities.
- Honor persons who have made significant contributions to Girl Scouts (Appreciation Pin, Honor Pin, Thanks Badge, 20+ year pins for adults).
- Elect board of directors and national council delegates from a single slate (A portion of the Board positions will be on the ballot each year; National Council Delegates are elected every 3 years.).
- Participate in major governance issues.

**Rules of the Day**

One of the first agenda items at each annual meeting will be to adopt a set of procedures for the meeting. The proposed procedures normally include:

- Only members of the Assembly may speak to the business for which the meeting is called, unless the Assembly gives permission to speak.
- Each speaker to a subject shall be limited to two minutes.
• Everyone who wishes to, shall speak before anyone may speak again.
• No person may speak more than twice on the same question.
• All motions, other than procedural, shall be submitted in writing to the secretary.
• Before speaking, or making a motion, state your name and service unit.

**Single Slate Ballot**

The election of the Council’s Board of Directors and National Council Delegates is one of the most important tasks a Representative has at the annual meeting. The Board Development Committee, an advisory committee of the Board of Directors, works all year long to carefully select the right candidate with the best qualifications to fill a specific position on the Board of Directors. Only an individual who meets the specific needs and qualifications for a position will be presented as a candidate for that position. Once the best candidates are identified, a single slate (one candidate for each vacant position) of nominees is submitted to the Representatives for consideration at the annual meeting. Nominations will not be accepted from the floor during an annual meeting. Representatives may submit names of potential candidates throughout the year in accordance with nomination policies and procedures adopted by the Board Development Committee.

**Forums**

At least one forum will be held annually, conducted in various locations. Representatives are expected to attend and actively participate in the discussions.

Forums may be used to obtain input on:

• The future of the Girl Scout movement
• Major governance issues
• Relevant discussions as requested by the Board of Directors
• The operation of the Representative Assembly
PROCESS TO SUBMIT PROPOSALS TO
THE REPRESENTATIVE ASSEMBLY

Proposals which will encourage and improve Girl Scouting within the Council and which need to be acted upon by the Assembly may originate with the Board of Directors or with the Representatives. The Board Representative Committee (BRC) is responsible for overseeing the process of proposal submission and review. The necessary forms for submitting a proposal can be found in the Appendix Section of this manual or online at girlscoutshcc.org. The process is as follows:

1. Proposals from the Board of Directors
   a. The Board of Directors may originate proposals which are submitted to the BRC for processing.
   b. The BRC will:
      i. Coordinate input from the Representative Assembly
      ii. Analyze the input
      iii. Submit recommendations based on the input to the Board

2. Proposals from the Representatives
   a. Preliminary Proposal
      i. Any representative may originate a proposal for consideration.
      ii. Complete a Preliminary Proposal Form that provides information about the policy change that is desired and the justification for the change.
      iii. Submit the completed form to the BRC. Allow at least 60 days for the form to be processed. Note: This is in addition to the 90 days required for the Official Proposal process.
      iv. The BRC shall submit all proposals to the Board of Directors for consideration.
        1. Proposals related to council operations will be forwarded to the council Chief Executive Officer (CEO) via the Chair of the Board of Directors.
        2. On governance related proposals, the BRC will:
           a. Verify that the Board’s policies and strategic priorities are reflected in the proposal.
           b. Determine if the preliminary proposal has merit to proceed to the formal process.
           c. Provide the Board with information and recommendations related to the proposals.
        3. The Board shall determine if the proposal relates to matters properly acted upon by the Assembly. If so, the proposal shall be approved for submission to the Assembly via the official proposal process.
        4. The BRC will notify the representative who originated the preliminary proposal whether or not to proceed to the official process.
b. **Official Proposal**
   
   i. Once the preliminary proposal has been accepted, the Representative originating the proposal must complete an Official Proposal Form.
      1. This form requires the proposal be written in the form of a motion and provide justification for the motion.
      2. The Representative must obtain approval of the proposal from 15% of the service units.
   
   ii. Proposal is sent by mail, e-mail, or fax to the BRC c/o the council office. Supporting documentation, including letters of support from other units or individuals, should be included with the proposal document.
   
   iii. The BRC shall submit all proposals to the Board of Directors for consideration.
      1. Proposals related to council operations shall be forwarded to the council CEO via the Chair of the Board of Directors.
      2. On governance related proposals, the BRC shall:
         a. Forward the motion to the Representative Assembly Members and Coordinate input from the Representative Assembly.
         b. Analyze the input
         c. Submit recommendations to the Board based on the input.
   
   iv. Each proposal is presented in the form of a motion at the Assembly meeting and acted on in accordance with parliamentary law.

3. **Timeline**

   a. Preliminary Proposal Forms will be processed by the BRC within 60 days of receipt. Preliminary Proposal Forms will not be processed in lieu of an Official Proposal Form.
   
   b. Official Proposal Forms are submitted to the BRC **only after the Preliminary Proposal Form is accepted.** The Official Proposal Form must be submitted no later than 90 days prior to the Assembly meeting.
   
   c. Proposals not meeting this timeline will not be considered at the Assembly meeting.
   
   d. All proposals shall be sent to the Representatives 30 days prior to a scheduled meeting of the Assembly with their Representative packet. Proposals shall be discussed in service unit meetings prior to the meeting of the Assembly.
Even number service units appoint Representatives in the spring of even numbered years. Odd number service units appoint Representatives in the spring of odd numbered years.
GLOSSARY OF TERMS

**Annual Meeting** – The meeting at which the business of the council is conducted which includes election of officers and determination of major governance issues.

**Assembly** – See Representative Assembly

**Board Development Committee** – Group responsible to present to the Representative Assembly a single slate of nominees for the Board of Directors and National Council Delegates.

**Board of Directors** – An elected volunteer group charged with policy making, strategic planning, goal setting, fund development and financial management of the council.

**Board Representative Committee** – A committee of the Board of Directors whose primary function is to assist the Board in managing the governance structure. The committee serves as the key link between the Board and the appointed members of the Representative Assembly.

**Bylaws** – The rules and regulations made by a corporation to manage its affairs and to define the rights and obligations of its members, directors, and officers in the corporation and among themselves.

**Council** - Girl Scouts Heart of Central California (GSHCC) covers 18 counties: Alpine, Amador, Calaveras, Colusa, El Dorado, Glenn, Mariposa, Merced, Nevada, Placer, Sacramento, San Joaquin, Solano, Stanislaus, Sutter, Tuolumne, Yolo and Yuba counties. Girl Scouts Heart of Central California was formed in 2007 as a result of the merger of Girl Scouts Muir Trail Council and Girl Scouts of Tierra del Oro.

**Council Membership** – GSHCC has over 18,000 girls and 8,000 adult volunteers in over 1,500 troops throughout the Council’s 18-county jurisdiction.

**Council Service Fee** – Dues a council may collect (amount up to or equal to the national dues amount) at the time of girl membership registration, over and above the national dues collected by GSUSA. GSHCC does not change this fee.

**Customer Engagement Initiative (CEI)** – A Movement-wide initiative... ...that provides best in class technology solutions ...that supports the change needed to deliver a quality consistent program ...to register members and support volunteers

**Decision-Influencing** – The process by which the opinions and feelings of a variety of groups are sought and considered by those making the decision before the decision is made.

**Forums** – Held at least once annually, these are informal meetings at which relevant issues are discussed and input sought.

**Girls-At-Large Representative** – One of up to ten girl members, at least 14 years of age who is appointed to be a member of the voting body (the Assembly) by the Board Representative Committee.

**Girl Board Member** – The girl voice on the GSHCC Board of Directors, working to create the future direction of Girl Scout programming at GSHCC. Two girls, at least 14 years of age, on rotating two year terms, serve at one time.

**GSUSA** – Girl Scouts of the United States of America.

**Governance** – The process by which the board of directors, led by its chair, uses its authority to ensure organizational stability and fulfillment of the Girl Scout mission by providing leadership, strategic direction, policy making and fiduciary oversight for the council.
**Governance Volunteer** – A council member serving in the role of a Representative Assembly Member.

**National Council Delegates** – Elected council Representatives to the National Council of Girl Scouts of the USA.

**Operational Volunteer** – A council member who has had a criminal background check (CBC), functioning as a troop leader, service team member, trainer, etc.

**Operations** – The process by which the CEO develops and implements a system to carry out the strategic direction set by the board, providing leadership for the staff and operational volunteers in carrying out the day to day operations of the council.

**Operations-influencing** – The process by which opinions and feelings are sought and considered by the CEO prior to major operational decisions (for example, a significant change in the service delivery system).

**Policy** – An established course of action that must be followed.

**Policy-influencing** – The process by which the opinions and feelings of a variety of people are sought and considered by the Board of Directors before making a policy decision.

**Representative** – A Girl Scout member, 14 years of age or older who is appointed or elected to a voting position in the Council. Voting positions include Board members, National Council Delegates, Service Unit Representatives and up to ten Girls-At-Large.

**Representative Assembly** – The body of all voting members of the council.

**Rules of the Day** – A set of procedures adopted at the beginning of each annual meeting which govern how speakers will act during the business portion of the annual meeting.

**Salesforce** – The customer service software used to track membership, inquiries, activities, etc. to care for our customer base/membership. Girl Scouts call it Volunteer Systems.

**Service Unit Representatives** – Two members 14 years of age or older who are appointed by the Service Team Coordinator to serve on the Representative Assembly. They are accountable to the service units from where they were appointed and responsible for carrying out their responsibilities as described in their position description.

**Volunteer Systems** – Girl Scouts’ version of the Salesforce application used in CEI.

**Volunteer Toolkit**– The Volunteer Toolkit, or the VTK, is a web application designed to aid new and experienced volunteers in delivering easy, fun troop meetings. The VTK can be used on all desktop and mobile devices and features calendar, drag-and-drop, auto-email functions, a resources and a finances tab.

**Single Slate** – A list of candidates for office with one candidate for each vacant position. This is in contrast to a contested election with multiple candidates for each position.
APPENDIX

♦ Preliminary Proposal Form
♦ Official Proposal Form
♦ Council Policies
♦ Amended and Restated Bylaws
Representative Assembly Members of Girl Scouts Heart of Central California may submit proposals to the
Board Representative Committee at any time. This preliminary form is submitted as a means to determine
if the proposal has merit to continue on to the formal proposal process. Please complete a separate
Preliminary Proposal Form for each topic. This proposal is made concerning: (check one)

☐ Council bylaws  ☐ Council policies  ☐ Other

Service Unit: ____________________________

Representative Name: ______________________  Term of Appointment: ______________________

Address: _______________________________  City: ______________________  Zip: __________

Phone: ______________________  Email: ______________________________

We would like to make the following change in policy or new policy recommendation:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

We think this change is necessary because:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Submit completed form to: Girl Scouts Heart of Central California, ATTN: Board Representative Committee, 6601
Elvas Ave, Sacramento, CA 95819 or fax to 916.452.9182.

Preliminary Proposal Forms may be submitted at any time during the year. The Board Representative
Committee will notify you if the proposal should move into the formal process. Once notified you need to
complete an Official Proposal Form no later than 90 days prior to a Representative Assembly Meeting.
Governance related issues will be considered by the Board of Directors. Operations related issues will be
forwarded to the council CEO.

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Submit completed form and any attachments to: Girl Scouts Heart of Central California, ATTN: Board Representative Committee, 6601 Elvas Ave, Sacramento, CA 95819 or fax to 916.452.9182

This form is completed after a Preliminary Proposal Form has been submitted to the Board Representative Committee and found appropriate by the Board of Directors for placement on the agenda at the annual Representative Assembly meeting.

Service Unit: ____________________________

Representative Name: ______________________ Term of Appointment: _______

Title of Proposal: __________________________

Statement of proposal (in the form of a motion):

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Reasons:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Approval from 15% of the service units must be obtained. Document the approval process:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

(Signature of Representative submitting proposal) Date __________

List of Attachments:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

This form and any attachments must be submitted to the council no later than 90 days prior to a Representative Assembly Meeting.

(If additional space is needed, please attach a separate page.)

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GIRL SCOUTS HEART OF CENTRAL CALIFORNIA POLICIES

Girl Scouts Heart of Central California abides by all policies and standards of Girl Scouts of the U.S.A. as set forth in the Blue Book of Basic Documents and the Safety Activity Checkpoints. A policy is an established, binding course of action to be followed. A standard is an established rule or principle intended to serve as a model or example. Policies and standards of our council include: volunteer management, troop financial management and program activity. The policy statements provide the framework for procedures and practices. The following policies were approved by the board of directors.

Volunteer Management Policies
Girl Scouts Heart of Central California welcomes adult volunteers, 18 years of age and older, to participate in service to all girls within the council jurisdiction. The Girl Scout program is filled with challenge and offers an opportunity for personal growth and fulfillment. The council policies for operational volunteers are as follows.

Affirmative Action
There shall be no discrimination against an otherwise qualified adult volunteer by reason of disability or on the basis of age. Furthermore, there shall be no discrimination on the basis of race, color, ethnicity, gender, creed, national origin, or socioeconomic status. In addition, to ensure full equality of opportunity in all operations and activities of the organization, affirmative action policies and procedures shall be utilized in the recruitment, selection, training, placement, and recognition of volunteers. Special emphasis shall be placed upon securing representation of underutilized racial/ethnic populations. Girl Scouts Heart of Central California is committed to affirmative action in the extension of Girl Scouting to girls and adults in all communities within our jurisdiction.

Membership
All volunteers participating in the movement shall be registered as members of the Girl Scout movement and individually pay the applicable membership dues, except those adults functioning as temporary advisors or consultants. All volunteers, as members of the Girl Scout movement, shall agree to abide by the policies, principles and mission of GSUSA and Girl Scouts Heart of Central California.

Application Process
Candidates for designated volunteer positions are required to complete the application process which will include a criminal background check.

Selection
Every adult volunteer is selected on the basis of commitment to and belief in the Girl Scout program, qualifications for membership, ability to perform the job, and willingness and availability to participate in training for the position.

Volunteer Agreement - Appointment
While completing the registration process volunteers agree to the terms and conditions established by Girl Scouts Heart of Central California.
Required Training
Operational volunteers must complete a series of online training videos. Unless otherwise specified by council personnel, additional applicable training must be completed within the first three months after initial appointment.

Benefits
Benefits to operational volunteer personnel include:
- Training and other learning opportunities
- Support and supervision in the position
- Liability insurance and supplemental accident insurance as part of the Girl Scout membership
- Council resources and publications

Supervision and Performance Appraisal
Each Girl Scout operational volunteer has a supervisor who will provide support and assistance. Supervision may include periodic evaluations based upon the position expectations outlined in the volunteer agreement.

Uniforms
A uniform is not required. Operational volunteers are encouraged to wear the Girl Scout pin when participating in Girl Scout activities.

Grievance
A grievance is a complaint that policies and/or procedures related to a volunteer’s position are not being administered properly as applied to her/him. The grievance procedure is a systematic process to ensure the objective hearing and orderly handling of volunteer grievances. The grievance procedure may be used by all operational volunteers. Every volunteer may expect a fair resolution of her/his grievance without fear of jeopardizing her/his volunteer status. The council also maintains an open door policy regarding volunteer concerns. Situations involving conflict or problems are best handled by the volunteer and her/his supervisor. When resolution cannot be achieved, the situation will be documented and referred to the appropriate council personnel for consultation.

Termination
Any volunteer may terminate her/his services upon written notification to the supervisor. The council may terminate the services of a volunteer because of, among other things: restructuring of volunteer positions; the elimination of the volunteer position in which a person serves; the inability or failure to complete the requirements of the position; the refusal to comply with council or Girl Scouts of the U.S.A. policies; the refusal to support the mission of the organization and council goals; or membership in an organization whose goals are not compatible with those of GSUSA.
An adult volunteer who is terminated from her/his Girl Scout position may continue her/his adult membership with GSUSA unless it is determined that she/he is not able to meet the membership requirement related to accepting the principles and beliefs of the movement or to support the mission of the organization. When this is the case, her/his Girl Scout membership will not be renewed.
Harassment
It is the policy of the organization to provide all volunteers with an environment free from all forms of unlawful or unwelcome harassment, including implied or expressed forms of sexual harassment. The council expressly prohibits any form of harassment on the basis of race, color, religion, gender, age, national origin, or disability. Any volunteer who feels that she or he has been subjected to harassment of any type, whether by another volunteer, council staff member or any agent of the organization, should promptly report the incident to the chief executive officer. The chief executive officer will take appropriate measures to resolve or correct the situation in an expeditious manner.

Sexual Harassment
The council policy guarantees volunteers an environment free of sexual harassment. Sexual harassment has been defined as “unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.” It is against the organization’s policies for any volunteer, male or female, to sexually harass another volunteer, employee, or Girl Scout member of the same or opposite sex.

Child Abuse
The council supports and maintains environments that are free of child abuse and neglect as defined by the Child Abuse Prevention and Treatment Act. Child abuse is an unlawful act and it is against the council’s policy for any volunteer, male or female, to physically, sexually, or mentally abuse or neglect any girl member. The council reserves the right to refuse membership endorsement or reappointment, and to dismiss or to exclude from affiliation with the council, any volunteer implementing Girl Scout program who is found guilty of child abuse and neglect or who has been convicted of child abuse and neglect.

Financial Management Policies

Troop Financial Accounts
All Girl Scout troops must deposit and disburse all troop funds through an account in a federally insured financial institution in the name of Girl Scouts Heart of Central California, Troop # _____.

Signature Requirements
A minimum of three persons shall be authorized to sign on each troop account, at least one of whom must be a service team or administrative volunteer. Only one person from the same family or household may sign on a troop account.

Troop Financial Reports
Troops shall submit an annual financial report of all monies received and disbursed, using the Finances tab on the Volunteer Toolkit.

Disbanded Troop Funds
Unused troop funds remaining after a troop disbands will be used within the service unit according to council procedures.
Product Programs
All Girl Scout troops are encouraged to participate in council-sponsored product programs. (Standard)

Money-Earning Projects
A troop is normally limited to three money-earning projects per year. These shall include the Girl Scout Cookie Program and the Fall Product Program. (Refer to Chapter 5: Managing Troop Finances /Financial Management Policies section)

Service Unit Financial Accounts
Service units may establish accounts as needed and approved by the council. All Girl Scout funds shall be deposited and disbursed through an account in a federally-insured financial institution in the name of Girl Scouts Heart of Central California, Service Unit # _____. A minimum of three persons shall be authorized to sign, at least one of whom shall be a service team or administrative volunteer. Only one person from the same family or household may sign on a service unit account.
A written financial report must be distributed to leaders quarterly. An annual report of all monies received and disbursed shall be prepared, signed by two authorized signers, and submitted to the appropriate member support specialist no later than July 15 each year. All reports shall be subject to review by the council auditor.

Program Activity Policies

Troop Composition
Girl Scout troops/groups must be multi-family in membership. (See Safety Activity Checkpoints for recommended adult/girl ratios for a specific activity.)

Emergency Medical Treatment
Each girl participating in a Girl Scout activity must submit a completed release form authorizing emergency medical treatment, which includes the date of the activity, an emergency contact, insurance information, and a parent/guardian signature. An adult must complete an adult emergency form when participating in Girl Scout activities.

Vehicle Charter, Rental or Lease
Persons chartering, renting or leasing vehicles or vessels for use by Girl Scouts shall receive council authorization prior to signing a rental agreement.

Van Usage
Fifteen-passenger vans may not be used for transporting Girl Scouts. A Commercial Driver’s License is required to operate any vehicle that is used or designed to transport more than ten passengers including the driver (see CA vehicle code).
Vehicle Safety
Everyone (girls and adults) will be transported in vehicles designed by the manufacturer for carrying passengers. Persons will not be transported in a camper attached to a truck. Only the cab or driver compartment will be used for passengers. All occupants in a private passenger motor vehicle must wear seat belts at all times. Drivers must follow the specific vehicle manufacturer guidelines for the safe use of air bags.

Troop Camping
A troop shall be given permission to go troop camping for one or more nights only if one of the people participating is certified for troop camping by this council. Camping events requiring a troop camp certified adult for each troop include: troop camping, service unit and council-sponsored camping events, core camp and multiple troop camping events.

Tobacco Products
The use of tobacco products will not be permitted at any Girl Scout function, except by adults in designated areas. Designated areas will be away from non-users, and whenever possible, out of the view of girl members. Designated areas will not include vehicles.

Prohibited Items
Explosive devices are not permitted at any Girl Scout function or on Girl Scout property. Alcoholic beverages are prohibited at any Girl Scout function where the main objective is girl program. If girls members are present where alcohol is served at an adult only event (sponsored and run by adults) the girls must be supervised by an adult who is not consuming alcohol and who is responsible for the girl’s safety and well-being. Adults at any Girl Scout event where girls are present shall not be under the influence of drugs or alcohol.
NOTE: For standards related to Shooting Sports refer to Safety Activity Checkpoints for guidance.

Registered Sex Offenders
A Registered Sex Offender (those persons subject to registration under any state registry of registered sexual offenders) may not serve as a troop leader, troop helper, chaperone or in any troop volunteer position. A Registered Sex Offender may not participate in any way or be present, either in troop activities of any kind or in GSHCC activities where girl members may be present. Troop meetings and activities may not be held or conducted at any residence where a member of the household is a Registered Sex Offender.
MY NOTES