



Volunteer Policies and Standards

Girl Scouts Heart of Central California
Volunteer Policies and Standards

Table of Contents

<i>Purpose and Application.....</i>	<i>2</i>
<i>Volunteer Roles, Appointment, and Assignment</i>	<i>3</i>
<i>Volunteer Agreement and Conditions of Service</i>	<i>4</i>
<i>Girl Scout Promise and Law</i>	<i>4</i>
<i>Volunteer Code of Conduct.....</i>	<i>5</i>
<i>Volunteer Financial Accountability.....</i>	<i>6</i>
<i>Volunteer Performance and Accountability</i>	<i>6</i>
<i>Appointment, Removal, and Suspension.....</i>	<i>6</i>
<i>Conflict Resolution</i>	<i>7</i>
<i>Council Review Committee</i>	<i>8</i>
<i>Volunteer Engagement and Management.....</i>	<i>8</i>
<i>Anti-Bullying and Anti-Harassment Policy</i>	<i>8</i>
<i>Child Abuse Prevention and Mandatory Reporting.....</i>	<i>9</i>
<i>Volunteer Screening</i>	<i>9</i>
<i>Whistleblower Protection.....</i>	<i>10</i>
<i>Right to Revise Policies.....</i>	<i>10</i>
<i>Acknowledgement and Agreement.....</i>	<i>10</i>

Girl Scouts Heart of Central California Volunteer Policies and Standards

Purpose and Application

The purpose of this Volunteer Policies and Standards document (“Policies and Standards”) is to establish clear expectations, standards, and processes for individuals who volunteer on behalf of Girl Scouts Heart of Central California (“the Council”). These Policies and Standards are designed to:

- Protect the safety and well-being of girls and other youth participants
- Safeguard families, volunteers, staff, and Council assets
- Support volunteers in fulfilling their roles effectively and appropriately
- Ensure the integrity, reputation, and mission of Girl Scouts are upheld

Who This Policy Applies To

These Policies and Standards apply to all individuals who:

- Are registered Girl Scout volunteers
- Are in the process of becoming registered volunteers
- Act in any volunteer capacity, whether formally appointed or informally assisting, on behalf of the Council, a troop, a service unit, or a Council-sponsored activity.

Definition of volunteer: A volunteer is an individual who, without compensation, performs services on behalf of Girl Scouts Heart of Central California Council (GSHCC) in support of the Girl Scout mission. Volunteers must be approved by the Council prior to service and must meet all eligibility requirements and screening standards applicable to their assigned role, as outlined in the role description and Council policies.

All volunteers are subject to these Volunteer Policies and Standards regardless of role, length of service, or prior experience.

Relationship to GSUSA and Council Authority

The Council operates under a charter from Girl Scouts of the USA (GSUSA). Volunteers are expected to comply with GSUSA policies, standards, and guidance, as well as all Council Policies and Standards. In the event of a conflict, Council policies and determinations supersede troop, service unit, or individual volunteer practices.

Cross-Reference to GSUSA Blue Book of Basic Documents

These Policies and Standards are intended to align with and support compliance with the GSUSA Blue Book of Basic Documents, including but not limited to:

- Charter and Bylaws of Girl Scouts of the USA
- Policies of the National Council
- Standards of Ethical Conduct
- Credentialing, membership, and governance requirements

Where GSUSA policies establish minimum standards, the Council may adopt additional or more specific requirements. Volunteers are responsible for complying with both GSUSA and Council policies. In the event of a conflict between GSUSA requirements and local practices, volunteers will comply with the highest of the two standards.

Volunteer Roles, Appointment, and Assignment

Volunteer roles may include, but are not limited to:

- Troop leadership roles
- Service unit team roles
- National council delegates
- Event, program, or camp volunteers
- Council committee or advisory roles
- Short-term or episodic volunteer assignments

Each role has defined responsibilities, qualifications, and reporting relationships established by the Council.

Appointment Process

The Council must formally appoint all volunteers. Appointment is contingent upon:

- Completion of registration requirements
- Successful completion of screening and background checks (Live Scan)
- Completion of required training
- Council determination that the individual is suitable for the role

Appointment of a volunteer role is at the sole discretion of the Council and does not create any contractual or employment relationship.

Eligibility Requirements

Eligibility requirements may include, but are not limited to:

- Minimum age requirements for specific roles
- Compliance with GSUSA membership standards
- Successful completion of screening requirements
- Ability to perform the essential functions of the role

Term Limits

Certain volunteer roles may have defined terms or term limits. Term limits, where applicable, are established by Council policy or practice and do not guarantee renewal or reappointment.

Training and Certification

Volunteers must complete all required training, certifications, and renewals provided by the council that are applicable to the volunteer role, including safety, youth protection, and role-specific training, before and during service. If volunteers are self-selecting for a position or activity that requires specific training, then they must complete associated required training(s) to become eligible for that additional role or activity.

Council Discretion

The Council retains sole discretion regarding volunteer assignments, reassignments, and roles based on organizational needs, safety considerations, and performance.

Girl Scouts Heart of Central California Volunteer Policies and Standards

Volunteer Agreement and Conditions of Service

Volunteer service with Girl Scouts Heart of Central California Council is governed by this Volunteer Policies and Standards document and related Council and GSUSA policies. Volunteers are not employees and serve at the discretion of the Council.

Agreement Through Acceptance of Role

Acceptance of a volunteer role constitutes agreement to:

- Fulfill the responsibilities of the assigned role as defined by the Council
- Comply with all Council and GSUSA Policies and Standards
- Uphold the Girl Scout Promise and Law
- Adhere to all safety, financial, and conduct standards
- An understanding that a volunteer position does not qualify for compensation or employment benefits

Upon signing up for the volunteer position, volunteers acknowledged agreement to the Policies and Standards outlined in this document. No separate signature is required for this agreement to be effective.

Ongoing Obligation

Volunteers are responsible for remaining informed of current Policies and Standards. Continued service in a volunteer role constitutes ongoing agreement to comply with all applicable policies, including revisions adopted by the Council.

Consequences of Noncompliance

Failure to meet the conditions of volunteer service or to comply with applicable policies may result in corrective action, suspension, or removal from volunteer service.

Girl Scout Promise and Law

Girl Scout Promise

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

Girl Scouts Heart of Central California Volunteer Policies and Standards

Girl Scout Law

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

Volunteer Code of Conduct

Professionalism and Behavior

Volunteers are expected to act respectfully, cooperatively, and professionally at all times, upholding the Girl Scout Promise and Law. Failure to do so may result in corrective action.

Communication

Communication with families, staff, and other volunteers must be appropriate, respectful, and transparent.

Social Media

Volunteers must use social media responsibly and may not post content that compromises safety, confidentiality, or the reputation of Girl Scouts.

Confidentiality

Volunteers must protect confidential and sensitive information regarding families, volunteers, staff, and the Council.

Prohibited Conduct

Prohibited conduct includes, but is not limited to:

- Abuse, neglect, or exploitation of any individual
- Discrimination, harassment, or bullying
- Use of alcohol or illegal substances during Girl Scout activities
- Misuse of Council property or funds

Public Representation

Volunteers represent Girl Scouts in public settings and must do so in a manner consistent with the Council standards.

**Girl Scouts Heart of Central California
Volunteer Policies and Standards**

Volunteer Financial Accountability

Handling of Funds

All funds must be managed in accordance with Council financial policies outlined in Volunteer Essentials.

Banking and Recordkeeping

Volunteers must maintain accurate financial records and submit reports annually or upon request.

Separation of Funds

Personal funds and Troop or Service Unit funds must be kept strictly separate.

Prohibited Practices

Prohibited practices include commingling funds, unauthorized expenditures, and personal use of Girl Scout funds.

Audits and Reviews

The Council may conduct audits or financial reviews at any time.

Consequences

Misuse or mishandling of funds may result in removal and potential legal action.

Volunteer Performance and Accountability

Performance Expectations

Volunteers are responsible for fulfilling all duties and expectations outlined by the Council for their assigned role.

Monitoring and Evaluation

The Council may monitor performance through observation, feedback, and documentation.

Corrective Action

Volunteer service is a privilege, not an entitlement. The Council retains sole authority and discretion to assign, reassign, suspend, limit, or remove volunteers from any role, position, or assignment at any time, with or without cause, notice, or prior corrective action.

Appointment, Removal, and Suspension

Council Authority

The Council has sole authority to appoint, suspend, or remove volunteers.

Girl Scouts Heart of Central California Volunteer Policies and Standards

Grounds for Removal

The Council retains sole discretion to suspend, limit, reassign, or remove a volunteer from any role, position, or assignment at any time. Reasons for such action may include, but are not limited to, safety concerns, policy violations, misconduct, failure to meet role requirements, or other circumstances determined by the Council to be inconsistent with its mission, standards, or operational needs.

Immediate Suspension

The Council may, in its sole discretion, immediately suspend, limit, or restrict a volunteer's participation, responsibilities, or access pending further review or for any other reason deemed appropriate by the Council.

Reappointment

Reappointment of troop and service unit volunteers is at the sole discretion of the Council, is not guaranteed, and is subject to final Council approval.

Volunteer Resignation

A volunteer may resign at any time by providing written notice and by returning any Council property, records, and accounts to support a smooth transition.

No Entitlement

Volunteers do not have an entitlement to a specific role or continued service, even if they have historically served in that role.

Conflict Resolution

Informal Resolution

Volunteers are encouraged to work through concerns directly with one another and seek a respectful, informal resolution when appropriate.

Formal Complaints

Formal complaints may be submitted to the Council for review using the [Concerns Form](#).

Respectful Engagement

All parties are expected to engage respectfully throughout the process.

Final Authority

The Council's determination is final.

Girl Scouts Heart of Central California Volunteer Policies and Standards

Council Review Committee

Purpose and Authority

The Council Review Committee reviews serious or complex volunteer matters and manages all formal concerns submitted to the Council.

Decision-Making

The committee has the authority to make decisions on behalf of the Council in accordance with established Policies and Standards. Decisions are made without unlawful discrimination.

Confidentiality

All proceedings are confidential, though documentation will be maintained in the Council's volunteer management system.

Volunteer Engagement and Management

Council Commitment

The Council is committed to supporting volunteers through training, communication, and resources.

Feedback

Volunteers are encouraged to provide constructive feedback.

Collaboration

Volunteers are expected to collaborate with staff and peers. Mutual respect, collaboration, and adherence to established roles and responsibilities are essential to this partnership.

Anti-Bullying and Anti-Harassment Policy

Definitions

See Appendix D: GSHCC Anti-Bullying, Anti-Harassment, and Non-Discrimination Policy for definitions.

Covered Individuals

This policy applies to all volunteers, staff, Girl Scouts, and families.

Prohibited Behaviors

Bullying, harassment, and retaliation are prohibited.

Reporting

Concerns should be reported to the Council promptly.

Girl Scouts Heart of Central California Volunteer Policies and Standards

Expected Behaviors

Volunteers are expected to communicate in a manner that is:

- Consistent with the Girl Scout Promise and Law;
- Respectful, inclusive, and professional;
- Protective of youth safety and privacy; and
- Aligned with Council and GSUSA policies.

Child Abuse Prevention and Mandatory Reporting

Commitment

The Council is committed to safeguarding all youth.

Volunteer Responsibilities

Volunteers must follow all youth protection policies.

Mandatory Reporting

Volunteers must report suspected abuse or neglect in accordance with the law and the Council.

Council Reporting Standards

Reports should be made immediately to [GSHCC's Customer Care Team](#) and the appropriate authorities.

Non-Retaliation

Volunteers who report in good faith are protected from retaliation.

Volunteer Screening

Background Checks (Live Scan)

Background checks are required for the following volunteer roles:

- Troop Leader
- Troop Support Volunteer
- Troop Cookie Manager
- Troop Fall Product Manager
- Troop Treasurer
- Service Unit Team Members (all roles)

Reference Checks

Reference checks may be required for certain positions.

Girl Scouts Heart of Central California Volunteer Policies and Standards

Ongoing Monitoring

Eligibility may be reviewed periodically.

Failure to Pass Screening

Failure to pass screening results in ineligibility for volunteer service.

Whistleblower Protection

Right to Report

Volunteers may report concerns in good faith.

Protection

Retaliation is prohibited.

Reporting Options

Reports may be made confidentially to the Council Review Committee using the [Concerns Form](#).

Right to Revise Policies

Authority

The Council may revise these Volunteer Policies and Standards at any time.

Notification

Volunteers will be notified of significant changes.

Acceptance

Continued service constitutes acceptance of revisions.

Related Council Policies

These Policies and Standards incorporate and are supported by additional Council policies, which are maintained as appendices and incorporated by reference. Volunteers are responsible for reviewing and complying with all applicable appendices.

Acknowledgement and Agreement

Acceptance of a volunteer role with Girl Scouts Heart of Central California Council constitutes acknowledgement of, and agreement to, comply with the policies contained in this Volunteer Policies and Standards document, as well as all applicable Council and GSUSA policies.

Volunteers are responsible for reviewing and adhering to current policies as a condition of their volunteer service. Failure to comply with these policies may result in corrective action, suspension, or removal from volunteer service.

Continued service as a volunteer constitutes ongoing acceptance of these policies and any revisions adopted by the Council.

Girl Scouts Heart of Central California Volunteer Policies and Standards

NOTE: APPENDIX WILL NOT BE PUBLISHED WITH FINAL DOCUMENT – AVAILABLE BY REQUEST

Appendices (Incorporated by Reference)

The following Council policies are incorporated into this document by reference and have the same force and effect as if fully outlined in the body of this document.

Each appendix is available upon request from the Council. Please contact customercare@girlscoutshcc.org to request a copy.

Appendix A: GSHCC Volunteer Screening and Background Check Policy

Appendix B: GSHCC Child Abuse Prevention and Youth Protection Policy

Appendix C: GSHCC Financial Management and Troop Finance Policy

Appendix D: GSHCC Anti-Bullying, Anti-Harassment, and Non-Discrimination Policy

Appendix E: GSHCC Social Media and Communications Policy

Appendix F: GSHCC Incident Reporting and Mandatory Reporting Procedures

Appendix G: GSHCC Council Review Committee Procedures

Appendix H: GSHCC Whistleblower and Ethics Reporting Policy