

Service Unit Volunteer Coordinator/Adult Recognitions Guide 2023-2024





Introduction

The service unit volunteer coordinator provides communication and guidance to adult volunteers regarding continual training and learning opportunities (both required and elective) to support their ability to deliver a safe, balanced, and quality Girl Scout Leadership Experience to Girl Scouts. The service unit volunteer coordinator is also the key source of knowledge and support regarding all adult volunteer awards programs and enthusiastically promotes them within the service unit.

Our Mission

Girl Scouts builds girls of courage, confidence, and character, who make the world a better place.

Qualities of a Great Girl Scout Volunteer



Honesty

You are a trusted representative of your service unit and of Girl Scouts. If you strive to make honest and ethical decisions, your team will do the same.



Ability to Delegate

Where there is trust, there is strength! The ability to delegate tasks to appropriate team members is one of the greatest skills you can have.



Communication

Be clear and be knowledgeable about what you want done for the information you wish to convey. If you can't explain it, they can't understand it.



Sense of Humor

Always try to find the smiles inside the struggles! If you strive to find the “funny” and positive side of any situation, your teammates will too!



Confidence

When setbacks occur, help assure everyone that everything is going to be OK. Be a source of encouragement and calm during life's little storms.



Commitment

Lead by example. If you expect your team to work hard and give of their time and talents, always do your best to do the same.



Positive Attitude

Help keep your team focused on the goals ahead by keeping a smile on your face and in your voice. Positive energy produces positive results!



Creativity

Problems don't always have clear solutions and sometimes the best ideas take a little time to find. Always try to think outside the box!



Ability to Inspire

Motivation is key to achieving your goals. Keep everyone's spirits high by appreciating hard work and recognizing team members' strengths.



Intuition

Use your best judgment. Trust your gut. When there is no road-map telling you where to go or how to proceed, trust yourself and trust your team.

Service Unit Volunteer Coordinator and Service Unit Adult Recognitions Playbook

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Service Unit Volunteer Coordinator Position Description

The basic job description for the service unit volunteer coordinator is listed below. We would like for you to be the first line of contact for all of our troops across your service unit regarding volunteer training requirements and opportunities, volunteer awards, proper knowledge and adherence to GSUSA and GSCCC health and safety standards, and other duties as noted below.

- Promote volunteer development and ensure all volunteers complete required position training and sign volunteer agreements within the appropriate time frame.
- Communicate the need for volunteer trainings within the service unit to your volunteer support specialist.
- Provide start-up support and encouragement to new leaders, ongoing support to all volunteers, and be eager and available to answer questions.
- Acquaint volunteers with available activities, program materials, and community resources to help them enhance and evaluate their troop activities.
- Remain informed on GSUSA and GSCCC offerings, ensuring the most current materials are being used and information is communicated.
- Monitor and ensure troop level compliance with GSUSA and GSCCC health and safety standards.
- Plan and host service unit adult recognitions event in collaboration with the service unit adult recognitions coordinator, service unit program consultant, and/or service unit events coordinator.
- Create an atmosphere of appreciation within the service unit using both informal methods and more formal GSUSA and GSCCC adult volunteer awards and recognitions.
- Provide conflict resolution with the support of the council staff.

Thank You!

We appreciate your time and dedication!



Service Unit Adult Recognitions Coordinator Position Description

The Adult Recognitions Coordinator is responsible for promoting a year-round culture of appreciation, which establishes processes for identifying appropriate recognition methods within the service unit, coordinates the nomination process for annual national awards and plans and executes annual service unit adult recognition events. We would like you to be the first line of contact for all of our troops across your service unit regarding volunteer awards, proper knowledge and adherence to GSUSA and GSCCC health and safety standards, and other duties as noted below.

- Become familiar with all available volunteer awards, criteria for recipients, and nomination processes for each.
- Communicate award opportunities, nomination procedures, and deadlines to all service unit volunteers.
- Educate nominators in effective nomination writing techniques.
- Review all service unit nominations for completeness and accuracy before submission to council-level adult awards committee.
- Advise service unit volunteers and parents in recognizing service unit support, troop, and direct service volunteers within the service unit.
- Plan and execute service unit-level recognition events.
- Participate as an active member of the service team by attending regular service unit team and volunteer meetings, and participating in the annual service unit engagement plan.

Thank You!

We appreciate your time and dedication!

Fulfilling Your Role: Volunteer Training, Learning and Support

As a volunteer, you introduce Girl Scouts to new experiences that show them they're capable of more than they ever imagined. You're their cheerleader, guide, and mentor, helping them develop skills and confidence that will last long after the meeting is over. Envision their smiles, their excitement, the memories made – those are the moments you helped create by volunteering.

Learning is vital for Girl Scouts of all ages! Your journey through Girl Scouts and service to Girl Scouts begins with top-quality training! As a Girl Scout volunteer, you will receive specialized training to prepare you for your role as well as continuing support and education throughout your tenure with Girl Scouts.

GSCCC is committed to providing our volunteers with ongoing learning opportunities in a variety of topics. Volunteers will first complete any required courses and then select enrichment trainings to meet their specific position or troop needs and interest. By taking advantage of these opportunities, you will develop skills that will not only help you in your Girl Scout role, but throughout your life – tangible skills like time management, group management and event planning, and intangible skills like an increased sense of accomplishment, self-confidence and personal growth.

Why Take Trainings?

Leadership training goes beyond building skills and sharing information, as important as that may be. Training builds a leader's self-confidence. Confident leaders – who know how to use their resources – naturally feel pride in knowing how they play an important role in the development of Girl Scouts.

Training is also fun! In addition, Girl Scout training:

- Ensures safe and successful delivery of the Girl Scout program.
- Supports the Girl Scout Mission and initiatives.
- Reflects current trends, needs, and interest of today's volunteers.

Volunteer Training Process

- **Step 1 - Trainings are Scheduled**
 - Staff-scheduled training – the council volunteer support manager schedules basic trainings around the council based on the time of year and anticipated needs of the areas. The volunteer support manager will ask adult learning facilitators to facilitate the trainings.
 - Volunteer-facilitator-schedule training – adult learning facilitators are asked to submit dates that they are available to conduct trainings.
 - Classes by Request – the service unit volunteer coordinator may submit a request to having training in a specific location by emailing customer care@gsgccc.org. These classes typically require a minimum of 5-10 expected attendees, depending on the course.
 - Training dates are shared on the Event Search page GSCCC website. The Event Search can be found under the Activities tab. They should also be communicated at service unit meetings by the service unit volunteer coordinator.
- **Step 2 – Registration Opens**
 - Registration opens on a specified date. This date will always be listed with the course description online.
 - Volunteers can register through the Event Search page GSCCC website. The Event Search can be found under the Activities tab.
 - Once a volunteer has registered through MyGS for a course, they will receive a confirmation email.

- **Step 3 – Registration Closes**
 - Registration closes on a specified date. This date will always be listed with the course description online.
 - Once registration has closed, registrants of the class will receive a reminder email to all those on the course roster and will include any special instructions or resources needed for the training.
- **Step 4 – Session Takes Place**
 - Attendance is taken by the attendees signing in on the course roster.

- **Step 5 – Course is Recorded**

The volunteer's training record is updated by the customer data specialist, following the completion of the class and when the course roster is received by the volunteer facilitator.

Course Formats

- In order to meet a variety of needs in terms of schedule and preferred learning method, classes are available in several formats: virtual, webinar, classroom, and outdoors.
- **Virtual** – Virtual classes give participants the chance to take courses when and where they need them.
- **Webinar** – Webinars are used for conducting training where volunteers can listen in the comfort of their own homes. Most webinars are recorded and made available for viewing at a later date.
- **Classroom** – Classroom courses are taught in structured classes. This gives participants the opportunity to work collaboratively, participate in group activities, and connect with other Girl Scout volunteers.
- **Outdoors** – Outdoor courses are conducted in a camp setting and specific to the course material. For example, if a volunteer is taking the Archery Instructor Course, the course would be held at one of the GSCCC's camp properties on the archery range.

Training Course Descriptions*

*This is not an all-inclusive list of available learning sessions

American Safety and Health Institute First Aid/CPR/AED - This course covers adult and child CPR (cardiopulmonary resuscitation), basic first aid, and how to use an AED (automated external defibrillator). This is a two-year certification. Please take note that this class will not show up on your Girl Scout training record kept by the Council; be sure to get your training card signed for your own records.

Archery Instructor Course - This course will teach you the basic steps of shooting, preparing you to instruct archery courses for Girl Scout groups.

Challenge Course/Low Ropes - By completing this class, you be qualified to work with Girl Scouts on the low ropes courses at Camp Darden and Camp Skimino. You will learn Girl Scout activities that are appropriate to do with Girl Scout Brownies, Juniors, Cadettes, Seniors, Ambassadors, and adults, on the ground as well as on the challenge course. You will also learn activities on fixed initiatives and low ropes course elements while learning spotting techniques, how to use the obstacles and elements while making safety a priority. Learn games that will build self-esteem, encourage teamwork, teach conflict resolution, and enhance communication and problem-solving skills.

282 Effectively Facilitating Adult Learning - This course focuses on developing facilitation skills that will prepare participants to deliver learning sessions to a group of adult learners utilizing the three learning styles and to become more comfortable with speaking in front of a group of people.

282 Elements of a Troop Meeting - Troop meetings are divided into six elements. Learn how your troop can follow the six elements to stay organized and on track.

282 Girl Scout Bridging webinar - Do you have at least one girl in your troop who will be bridging to the next Girl Scout level? If so, view this webinar on Girl Scout bridging. Learn about the bridging steps as well as the awards the Girl Scouts can earn.

GSCCC Canoe Course – This course will provide the volunteer with basic understanding of the responsibilities of a canoe instructor for taking Girl Scouts out canoeing on flatwater. In addition, the volunteer will learn to locate resource materials that assist them in planning their canoe trip or outing. Completion of this course will allow participants to instruct canoeing on all of the GSCCC properties and flatwater bodies of water.

282 Troop or Group Treasurer Position Training - Helping Girl Scouts earn and manage money is an integral part of the Girl Scout Leadership Experience (GSLE). Learn how to work with Girl Scouts to cooperatively set goals, make decisions, manage a budget, maintain records, learn people skills, and develop good marketing, entrepreneurial, math and financial skills. During this module you will also learn about the paperwork you need to complete, reporting guidelines and policies.

Basic Troop Camping - The course will prepare volunteers to introduce Girl Scouts to outside adventures. Emphasis is on knowledge of outdoor skills: meal planning and preparation (involving actual cooking/clean up), use of kaper charts, propane stoves, knot tying, knife safety, and protection of the natural world. You will be preparing a one- pot entrée on a propane stove, cooking using foil over charcoal, and prepare a no-cook recipe. Plan to eat during this course. This course will allow you to cook using charcoal and propane, and sleep in a cabin and tents, and build a ceremonial campfire.

Advanced Camping - This two-part course is designed for adults with camping experience to learn advanced cooking methods, program and outdoor skills. Emphasis is on advanced lashing, compass skills and nature exploration. Attendance at a pre-course planning session is required. The planning session will cover what items to bring, menu, and other details pertaining to the overnight portion of the course.

Backpacking - This two-part course is designed for adults with camping experience to learn advanced cooking methods, program and outdoor skills. Emphasis is on advanced lashing, compass skills and nature exploration. Attendance at a pre- course planning session is required. The planning session will cover what items to bring, menu, and other details pertaining to the overnight portion of the course.

282 Outdoor Progression Webinar Recording – This webinar will review the Outdoor Progression steps and provide suggestions of what you can do with your Girl Scouts for each step.

282 Parent and Caregiver Meeting - View this online learning session and learn how to plan a parent and caregiver meeting, carry out the meeting, and ask your parents and caregivers for support.

282 Risk Management - Safety is the number one priority in Girl Scouts. View this online learning module and become familiar with Girl Scout safety guidelines. This is a required session for all volunteers working with Girl Scouts, and is updated annually, or as needed.

Service Unit Information Session - New troop volunteers will have a short information session with their service unit volunteer coordinator to learn about their service unit and volunteer support team. Service unit volunteer coordinators will assist new troop volunteers with finding the resources and support they need to get their troops started.

Swim Watcher – This online course is for troop or group volunteers engaging in activities on or near the water.

282 Troop Government - Every level of Girl Scouts uses some form of troop government. Using troop government at your meetings gives Girl Scouts the opportunity to learn responsibility, independence, and how to become leaders. Find out how you can use troop government at your next meeting.

GSUSA Volunteer Toolkit – Troop Leader View – An introduction to the Volunteer Toolkit (VTK), a customizable tool that will help you power a fun-filled – and organized – Girl Scout year. Learn how to find suggested meeting plans for most badges, access activity guides and badge requirements, track your Girl Scouts' progress, and more.

282 Welcome to Girl Scouts! – This online session is an introduction to Girl Scouts of the Colonial Coast and the resources available to you as a volunteer. This is a required session for troop co-leaders, and recommended for any volunteer.

Volunteer Training Frequently Asked Questions

Why do I need training?

By participating in trainings, you will have the necessary tools to help today's Girl Scouts become tomorrow's leaders. Training will strengthen your understanding of the Girl Scout Leadership Experience and your commitment as a volunteer. It will also enable you to feel more comfortable in your position, ensuring that both you and the Girl Scouts will have a rewarding and purposeful experience.

Do I need to register for trainings?

Yes for classroom and outdoor trainings. Some sessions fill quickly, so early registration is encouraged. Trainings will be filled on a first come, first serve basis. Registration will continue until the maximum attendee limit has been reached or the registration deadline has passed. Registrations are not considered complete until payment has been received, when applicable. Volunteers will not be able to register after the registration period has closed, so pay attention to deadlines for sessions.

How do I register for training?

Visit the GSCCC website. Courses can be accessed through the Event Search page GSCCC website. The Event Search can be found under the Activities tab. Click the course for which you would like to register and follow the prompts.

I've already registered for a training class. Why do I need to also confirm my registration? Many times, volunteers register for a training class well in advance of the date. The confirmation serves as a reminder for the volunteer. It also gives the council the opportunity to get the most accurate count for the class, to alter plans if fewer volunteers will be in attendance than originally registered, and to move people from the wait list if there are newly opened spots.

Can I attend a training anywhere in the council?

Yes! You may attend any session that fits your schedule.

May I bring my children to a training session? We cannot accommodate children at training events. Please do not bring children unless childcare arrangements are advertised.

I don't see a specific training in my area. Why is that?

Because we have a large area to serve and limited trainers, we cannot provide training in every community. We do our best to spread trainings around, and offer them in areas that are centrally located to the majority of our membership.

None of the scheduled trainings work for me. Can I request a special training session?

Yes. If there is a training that is needed by at least five or more volunteers in your area, you are encouraged to send an email to customercare@gsgccc.org. We will make every effort to accommodate your request.

Can I pay at the door for trainings that have a fee?

Your registration cannot be completed and your spot in the class is not secured until you have paid any associated fees. If you do not have a credit card with which to pay the registration fee online, you may send or bring your payment in to your local Girl Scout Service Center.

Is financial assistance available for training fees?

No; however, training fees are an approved troop expense. You can pay for training out of the troop's bank account or be reimbursed by the troop for the registration fees. This needs to be approved by the troop (Girl Scouts/caregivers) in advance.

What do I need to bring to training?

Always bring note-taking materials. You may also choose to bring a drink or snack. If a course ever requires you to bring something more, you will be notified ahead of time.

What do I do if my plans change and I cannot attend a training for which I'm registered?

If the training does not require a fee, please notify the council as soon as you know that you will not be able to attend but no less than 24 hours before the training date. Early notification of your cancellation is very important. Our facilitator may be traveling to your area to provide the training and may need to alter plans if there are cancellations. There may be other volunteers on a waiting list who could use your spot. If it is a training that requires a fee you must cancel your registration as soon as you know you cannot make the training date. You will have the option to reschedule.

Will I receive a refund if I cancel my registration for a training?

You must cancel your registration more than five business days prior to the training date in order to receive a refund. You may also choose to transfer your registration and fee to another date. Cancellations and transfers that occur within five business days of the scheduled training will not be refunded or transferred.

How will I be notified if a course is canceled?

Courses may be cancelled due to low/no registration, inclement weather, or other emergencies. In these events, you will be notified by email or phone. Only those registered for a course can be notified of changes. Make sure you register ahead of time. If the closing date of the course has changed, contact customercare@gsgccc.org to find out if you can still register for the course.

I know of a great place in my community to hold training sessions. How do I recommend a location?

Send an email to customercare@gsgccc.org with the site details and contact information for the location. We're always in need of more training space!

Who do I call with a training question?

For questions about training, contact customercare@gsgccc.org.

Fulfilling Your Role: Troop-Level Safety Guidelines and Compliance

Every adult in Girl Scouts is responsible for the physical and emotional safety of Girl Scouts, and we all demonstrate that by agreeing to follow these guidelines at all times (as stated in Volunteer Essentials, Creating a Safe Space). Every adult in Girl Scouting is responsible for the physical and emotional safety of Girl Scouts, and we all demonstrate that by agreeing to follow these guidelines at all times.

1. **Follow the Safety Activity Checkpoints.** Instructions for staying safe while participating in activities are detailed in the Safety Activity Checkpoints, available from the Council. Read the checkpoints, follow them, and share them with other volunteers, caregivers, and Girl Scouts before engaging in activities with Girl Scouts.
2. **Arrange for proper adult supervision of Girl Scouts.** Your group must have at least two unrelated, approved adult volunteers present at all times, plus additional adult volunteers as necessary, depending on the size of the group, age/grade levels, and abilities of Girl Scouts. Adult volunteers must be at least 18 years old and must be screened and appointed by the Council before volunteering. One lead volunteer in every group must be female.
3. **Get caregiver permission.** When an activity takes place that is outside the normal time and place, or a topic is discussed that could be considered sensitive, advise each caregiver of the details of the activity and obtain permission for Girl Scouts to participate.
4. **Be prepared for emergencies.** Work with Girl Scouts and other adults to establish and practice procedures for emergencies related to weather, fire, lost Girl Scouts/adults, and site security. Always keep handy a well-stocked first-aid kit, Girl Scout health histories, and contact information for Girl Scouts' families.
5. **Travel safely.** When transporting Girl Scouts to planned Girl Scout field trips and other activities that are outside the normal time and place, every driver must be an approved adult volunteer, over the age of 21 and have a good driving record, a valid license, and a registered/insured vehicle. Insist that everyone is in a legal seat and wears her seat belt at all times, and adhere to state laws regarding booster seats and requirements for children in rear seats.
6. **Ensure safe overnight outings.** Prepare Girl Scouts to be away from home by involving them in planning, so they know what to expect. Each participant is to have her/his own bed. Caregiver permission must be obtained if Girl Scouts are to share a bed. Adults and Girl Scouts never share a bed. It is not mandatory that an adult volunteer sleep in the sleeping area with the Girl Scouts. If an adult female volunteer does share the sleeping area, there are to be two unrelated adult female volunteers present. Males are required to sleep in areas separate from Girl Scouts and women, and males are required to have separate restroom facilities. During family or caregiver-Girl Scout overnights, one family unit may sleep in the same sleeping quarters. When caregivers are staffing events/activities, daughters are to remain in quarters with other Girl Scouts rather than in staff areas. During "He and Me" events (in which Girl Scouts share sleeping accommodations with males), ensure the details are clearly explained in the caregiver permission form.
7. **Role-model the right behavior.** Never use illegal drugs. Don't consume alcohol, smoke, or use foul language in the presence of Girl Scouts. Do not carry ammunition or firearms in the presence of Girl Scouts unless given special permission by the Council for group marksmanship activities.
8. **Create an emotionally safe space.** Adults are responsible for making Girl Scouting a place where Girl Scouts are as safe emotionally as they are physically. Protect the emotional safety of Girl Scouts by creating a team agreement and coaching Girl Scouts to honor it. Agreements typically encourage behaviors like respecting a diversity of feelings and opinions; resolving conflicts constructively; and avoiding physical and verbal bullying, clique behavior, and discrimination.
9. **Report abuse.** Sexual advances, improper touching, and sexual activity of any kind with girl members are forbidden. Physical, verbal, and emotional abuse of Girl Scouts is also forbidden. Follow the Council's guidelines in Volunteer Essentials for reporting concerns about abuse or neglect that may be occurring inside or outside of Girl Scouting.
10. **Ensure that no one is treated differently.** Girl Scouts welcomes all members, regardless of race, ethnicity, background, disability, family structure, religious beliefs, and socioeconomic status. When scheduling, helping plan, and carrying out activities, carefully consider the needs of all Girl Scouts involved, including, but not limited to, school schedules, family needs, financial constraints, religious holidays, and the accessibility of appropriate transportation and meeting places.

11. **Promote online safety.** Instruct Girl Scouts to never put their full names or contact information online, engage in virtual conversation with strangers, or arrange in-person meetings with online contacts, other than to deliver cookies and only with the approval and accompaniment of a caregiver or designated adult. On group websites, publish Girl Scouts' first names only and never divulge their contact information. Teach Girl Scouts the Girl Scout Internet Safety Pledge and **have them commit to it.**
12. **Keep Girl Scouts safe during money-earning activities.** Girl Scout cookies and other Council-sponsored product sales are an integral part of the program. During Girl Scout product sales, you are responsible for the safety of Girl Scouts, money, and products. When representing Girl Scouts, Girl Scouts cannot participate in money-earning activities that raise funds on behalf of or for another organization, or that are not Girl Scout-approved product sales and efforts.

Volunteer Coordinator Responsibilities for Mentoring a New Troop Volunteer

Follow these guidelines for coaching newly assigned troop volunteers.

Within 24-48 hours

- Contact volunteer by phone, text, and/or email to officially welcome them to the service unit and to offer support. Once the volunteer has completed online the current Leader Learning Path, Risk Management, and the Volunteer Professional Conduct and Confidentiality Agreement, set up a time to provide an informational session. This informational session can be done in person, virtually, or over the phone.

Cover the following information in the service unit informational session, ask the following questions:

- Do you have any questions about the online learning sessions you viewed?
- Answer all questions or guide volunteer to appropriate resources.
- Set up a time to meet with the new volunteer to give her or him the Service Unit Information Session.
- Offer assistance with Parent and Caregiver Meeting.

Monthly

- Check in by email or phone to see how everything is going, especially during product sales time, to find out if any additional support is needed.

Toward the end of the first year

- Assess how the year went.
- Find out if the volunteer felt that they had the level of support they needed.
- Provide information about re-registration and ask if the volunteer has any support needs for getting ready for the upcoming year.

Ongoing Volunteer Support

- Volunteers continue to need support beyond their first year in troop leadership. The type of support they require may change. Continue to monitor all troop volunteers' progression and support needs and find ways to offer additional learning and leadership development opportunities beyond the initial required training.
- Promote learning and enrichment events that are offered throughout the council area. There are several council and community-sponsored learning events throughout the year that are opened to all volunteers.
- Identify training needs within the service unit and work with community volunteer support organizers and adult learning facilitators to provide custom learning opportunities.
- Seek out, encourage and mentor new volunteers. Do you remember what it was like when you attended your first service unit leader meeting? Wouldn't it have been easier if there was someone there whom you knew and who could explain the ins and outs?

As a seasoned service unit team member, you have the opportunity to get the leaders off to a good start and give them a positive experience.

Include a training or activity as part of your service unit leader meeting. GSCCC staff, adult learning facilitators, and service unit team members can provide short trainings, also known as “Short and Snappy” trainings, at your meetings (or on a separate date) on a variety of beneficial subjects, such as:

- GSLE education piece/tip
- Getting caregiver help/support
- Financial paperwork
- GSLE program ideas
- SWAPs
- Grade level Journey activity
- Trips and Paperwork
- Enhancing Product Sales
- Final cookie paperwork
- Creative cookie booths
- Great field trips
- Ceremonies: Investitures, Rededications, Bridging
- Community Resources
- Troop Management Tips: governance, leadership, kapers, etc

Mini learning sessions, or “Short and Snappy” sessions can be presented in very short periods of time. Several Short and Snappy session designs are available from the volunteer services department and are included regularly with service unit meeting agendas on Volunteer Connection. Short and Snappy sessions topics can be planned to coincide with certain parts of the Girl Scout membership year, like product sales, volunteer recognition, troop finance submission or bridging.

Provide opportunities for learning, networking and leadership development during or after service unit meetings.

Training or Activity Part of Leader Meeting – The majority of your time together should be devoted to a training or an activity. This is your opportunity to bring in speakers and community resources, or facilitate a Journey, badge, or other outcomes-based training or activity. Be creative!

Make sure to ask the leaders in your area about what they would like to see at the meetings. Many times the service unit team is made up of experienced leaders who need different training than newer leaders, so be sure to keep your audience in mind when planning service unit meeting activities and trainings.

Consider who can lead the trainings that the leaders choose. Volunteers within your service unit might excel in certain subjects, and you may find a volunteers who is willing to share their experience with others. If you cannot find someone to facilitate a particular training, contact customercare@gsgccc.org.

Another great use of volunteer mentors is to engage Girl Scout alumnae. Many alumnae continue to stay engaged and can offer many activity suggestions and resources. Some are even willing to travel and assist with troop meetings or events. Contact customercare@gsgccc.org to find alumnae volunteers.

Roundtable discussions are also a great way to have volunteers share ideas on a variety of topics, including working with specific grade-levels, exchanging best practices, or brainstorming new ideas.

Here are some tips on conducting a roundtable:

- Take Charge! Be sure that you are the one running the meeting. If you don't take control of your meeting, someone else will.
- Be sure to have an agenda. It's nice to send out your agenda before the meeting. That way, your volunteers/teammates know what to expect.
- State the purpose of your meeting or roundtable. Let people know what to expect.
- Give an allotted time for your meeting or roundtable. If you start on time and end on time consistently, then others will know not to be late and be more willing to attend once they realize that they will get out on time every time.

- Get everyone involved. If the purpose is to discuss and get everyone's input, ask questions to those who have not given any input.
- Go over any ground rules.
- Turn off cell phones and pagers.
- No side conversations.
- Only one person speaking at a time.
- Keep focused. When you get off subject, you waste time and it's hard to get back on track. Have post-it notes or small pieces of paper for questions/discussions that can be addressed after you've accomplished everything on the agenda.

Fulfilling Your Role: Volunteer Appreciation

As we all know, it's nice to feel appreciated for a job well done, and it is the role of the service unit volunteer coordinator to make sure this happens. We have many fun ways to help make this easy for you.

Appreciation can take many forms including the awarding of formal GSUSA Adult Awards to a simple Thank You celebration.

Formal GSUSA Adult Awards

GSUSA offers several formal awards that can be bestowed upon deserving adult volunteers. All submissions need to be received by the deadline and must be complete, including all endorsement letters, in order to be considered. Anyone can nominate a volunteer. Nomination requirements and forms for each specific GSUSA Adult Award can be found on the GSUSA website. They are:

Appreciation Pin

This pin recognizes an individual's exemplary service in support of delivering the Girl Scout Leadership Experience. The impact is within one geographic area of service.



Honor Pin

The Honor Pin recognizes an individual's exemplary service in support of delivering the Girl Scout Leadership Experience; this support has had measurable impact on two or more geographic areas of service to reach and surpass the mission-delivery goals of the council.



Thanks Badge

This award honors an individual whose ongoing commitment, leadership, and service have had an exceptional, measurable impact on meeting the mission-delivery goals and priorities of the entire council or the entire Girl Scout Movement.



Thanks Badge II

This award honors a previous Thanks Badge award recipient who has continued to provide exemplary service in a leadership role which resulted in a measurable impact benefitting the entire Girl Scout Movement.



Volunteer Years of Service Pin

This pin recognizes an adult member registered with Girl Scouts of the U.S.A. for her or his years of active volunteer service at five-year intervals (5, 10, 15, etc.). This pin differs from the numeral guard in that it represents the number of years an adult has actively provide service, whereas the numeral guard recognizes years of membership. Volunteers receiving pins for 20 years and above will be honored at the Annual Awards Celebration.



Membership Numerals

These recognize tenure in Girl Scouts. Numeral guards are available in five-year increments to recognize total girl and adult membership years. These can be purchase through the council shop.



Volunteer of Excellence

This award recognizes volunteers who have contributed outstanding service while partnering directly with Girl Scouts in any pathway to implement the Girl Scout Leadership Experience through use of the National Program Portfolio or who have contributed outstanding service in support of the council's mission delivery to girl and adult members.



Community Award

This award recognizes an organization or an individual in the community who has supported Girl Scouts over the past year. Community Award certificates signed by the CEO may be requested any time. Please allow up to four weeks from the request date to receive the certificate.



President's Award

This award recognizes the efforts of a service-delivery team or committee whose exemplary service of delivering the Girl Scout Leadership Experience surpassed team goals and resulted in significant measurable impact toward reaching the council's overall goals.



Nominating Volunteers for GSUSA Adult Awards

Listed below are the suggested general steps for making GSUSA Adult Award nominations. Nomination requirements and forms for each specific GSUSA Adult Award can be found on the gsccc.org website.

1. Step 1 – Identify Nominees

Select candidate(s) for nomination (see criteria on each award nomination form):

- Nominees must be registered and active Girl Scouts.
- Find out how long the volunteer has held their position.
- Identify which volunteers go “above and beyond” their position responsibilities.

2. Step 2 – Research Nominees

- Talk to your service unit coordinator and other volunteers, or GSCCC staff about the nominee. Get as much information about their volunteer roles and responsibilities.
 - What additional volunteer positions, if applicable, has the nominee held within Girl Scouts?
 - Has the nominee received any awards in the past? If so, when and what?

3. Step 3 – Select the Award

Once you have researched and selected your nominee:

- Carefully review the criteria for each award. For which award does the nominee meet all the criteria?
- Review the nomination form to see what must be turned in.

4. Step 4 – Complete the Nomination Packet

Prepare required documentation:

- Complete the appropriate nomination form.
- Identify the people who will write letters of endorsement. When selecting an endorser, ensure they are:
 - Familiar with the nominee’s work in relation to the award criteria.
 - Able to write their expressions clearly and concisely.
 - Ask the selected endorsers to write the letter of endorsement.
 - Provide the endorsers with the award criteria and a timeframe as to when it needs to be returned to the nominator. Timeliness is essential!
 - Collect all endorsement letters and attach them to the nomination form.

This completes the nomination packet.

- Review the nomination packet for completeness and ensure endorsement letters support criteria for the award.
- If an endorsement letter does not support the award criteria, request a new letter from the endorser with suggestions on how to make it more supportive of the criteria.
- Make a copy of the completed nomination packet for your records, if submitting a hard copy.

5. Step 5 – Submit Completed Paperwork

- Ensure all paperwork for the Appreciation Pin, Honor Pin, Thanks Badge, Thanks Badge II, Volunteer Years of Service, President’s Award, and Volunteer of Excellence is received no later than **May 31**. Submit completed nomination along with required letters of endorsement to customercare@gsccc.org.
Please do not submit documents separately.

6. Step 6 – Council Receives and Reviews Nominations

Volunteer of Excellence, Appreciation Pin, Honor Pin, Thanks Badge, Thanks Badge II Awards:

- The volunteer support department confirms that the nomination packet is complete.
- Following the May 31 deadline, the Awards Committee will review awards.
- The board of directors is provided with a list of potential awardees.
- Nominator is contacted with the award recommendation.
- Awardees are contacted and invited to the Annual Awards Celebration.

7. Step 7 – Awards are Presented

- Volunteer of Excellence, Appreciation Pin, Honor Pin, Thanks Badge, Thanks Badge II Awards are presented at the Annual Awards Celebration.

Helpful Hints for Writing Endorsement Letters

Begin compiling your endorsement letters early. People need time to formulate thoughts and write good supporting letters. Give your letter writers a deadline, allowing you enough time to review all letters prior to submitting.

Before Writing the Letter

- Gather information about your nominee(s), and determine how many letters of endorsement are required.
- Pay close attention to the award's requirements and specific criteria, identifying specifics to be addressed in the endorsement letter(s). Make sure that endorsement writers have a copy of the award description and criteria.
- To help you understand what is expected and "what is beyond expectations" of the nominee's position, you may want to review their specific volunteer position description.

Writing the Letter

- The letters need to be detailed and thorough, but not real long. Concise and to the point is best. You can use bullet points if it makes it easier to list what the volunteer did.
- Consider what sets your nominee apart from other adults with the same responsibilities.
- Provide relevant facts, and specific examples that demonstrate that the requirements of the chosen award were met and the nominees went "above and beyond" the expectations of their position. Include statistics and as many facts and figures as possible to help the committee see the nominee in the best light. Remember, you are submitting your nomination to a volunteer committee that more than likely doesn't know the nominee.
- Focus on the nominee's individual contributions rather than providing an overall summation of their involvement. Being specific helps ensure the nomination is approved.
- Endorsement letters may not be written by the nominator. Nominators provide endorsement for their nominee when completing the nomination form. Endorsement letters support what the nominator wrote and are in the letter writer's own words.
- If you are writing letters for multiple nominees, please make sure each letter is unique and speaks to that individual's specific services and value. Each letter must be from a different person. Identical letters with different signatures and/or multiple signatures will not be accepted.

Submitting the Paperwork

- Nominator reviews nomination form for clarity and completeness and ensures letters of endorsement support specific award criteria.
- Prepare nomination packet by attaching the nomination form with supporting letters of endorsement. Nominations will not be considered if the nomination packet is incomplete.
- Make a copy of the completed nomination packet for yourself if submitting a hard copy.
- Submit the complete nomination packet by the May 31 (for National and Volunteer of Excellence awards) deadline! Late submissions will not be considered.

Sample Endorsement Letter

Below is a good example of how the endorser presented the nominee's accomplishments and show how the nominee went about and beyond the position description.

Dear GSCCC Adult Recognitions Committee:

I am writing this letter to support Jane Doe, Training Liaison for Sweet Valley Service Unit, for Honor Pin. Jane has worked diligently in the Sweet Valley, Cedar River and River End service units to provide quality training to leaders which resulted in improved delivery of the Girl Scout program.

Jane recognized that many of our leaders have not completed the required trainings. She realized that in our community many of the adults work in 2nd and 3rd shift jobs. This created a challenge when it came to training volunteers. She found out that several neighboring service units had the same problem. She called a meeting of the service unit managers and training liaisons. She proposed that they offer training at "unconventional times" due to their audience. The service units were immediately behind her. Working together with both the service units and paid staff, she orchestrated training sessions that offered the courses needed by the volunteers. The amazing thing was that they were offered at a local church from 6am – 9 am when everyone was getting off work. She worked with the service units and they were provided the funds for breakfast.

Jane's hard work resulted in 30 leaders in three service units being trained to work with their troops. She showed leaders that with some collaboration things can get done. She also showed them they were valuable enough for their needs to be considered. Jane's hard work across three service units benefitted over 200 Girl Scouts and has created strong relationships with each of the service units.

For her innovation in training across service units and willingness to take action when needed, Jane Doe deserves the Honor Pin.

Sincerely,

Mary Smith
123 Street
City, State, Zip
Phone

Qualification Statements and Endorsement Letters

Qualification Statement A – Example of a “Not-So-Good” Statement

Sue Scout has been a leader for four years. She completed all her training. Her Girl Scout Brownies think she is the best leader ever and they always have a lot of fun. They went on several field trips and earned lots of badges from the *Girl's Guide to Girl Scouting* handbook and even completed three Leadership Journeys.

Qualification Statement B – Good Example

Over the past four years, Sue Scout has led a troop of 20 Girl Scouts who began as Girl Scout Daisies and will now be bridging to Girl Scout Juniors. The Girl Scouts have completed at least one Leadership Journey each year, and have truly embraced the meaning of Take Action and making the world a better place. This past year they completed the WOW (Wonders of Water) Journey and learned about the importance of water in their community and in the world. They took several day trips where they met a meteorologist from a local television station, a scientist working on keeping the Elizabeth River clean, and several volunteers from the Clean the Bay Day committee. They participated in Clean the Bay day and each girl talked to their classmates about the importance of conserving water. Their classmates all took pledges to take shorter showers and to make sure they don't keep the water running when they brush their teeth. These Girl Scouts truly learned that even at such a young age, they can make a difference in their world. Sue was able to truly embrace the Girl Scout Leadership Experience and bring it to life for this group of Girl Scouts. She saw the value of creating a girl-led environment so that, even at such a young age, the Girl Scouts in her troop were able to grow and gain valuable independence and self-esteem.

Volunteer Recognitions – Frequently Asked Questions and Answers

Recognitions

What volunteer recognitions are available on the council level?

Volunteer of Excellence, Appreciation Pin, Honor Pin, Thanks Badge, Thanks Badge II, and Years of Volunteer Service Pins 20 years and beyond are presented at the Annual Awards Celebration.

What recognition is available for service unit volunteer support teams on the council level?

The President's Award

Who can nominate a volunteer for council recognition?

Anyone can nominate a volunteer.

What is the difference between the Years of Service Pin and the Membership Numeral Guard?

The Years of Service Pin recognizes adult members for years of active service at five- year intervals. For volunteers who have reached 20-years or beyond, the council will present this award at the Annual Awards Celebration. The Membership Numeral Guard recognizes tenure in Girl Scouting. Numeral Guards are available in five-year increments to recognize total girl and adult membership years. These can be purchased through the council shop.

Nominations

How do I nominate a volunteer for an award?

You can find this information on our website: www.gsccc.org, or you may contact customercare@gsccc.org.

Is there a deadline for turning in nominations?

Yes. The deadline for the Volunteer of Excellence, Appreciation Pin, Honor Pin, Thanks Badge, Thanks Badge II, President's Award, and Volunteer Years of Service 20 years and beyond is May 3.

Where do I find information about the Volunteer Award Nomination Process? You can find this information on our website, www.gsccc.org, or you may contact customercare@gsccc.org.

What is the nomination process for awards?

1. Identify nominees
2. Research nominees
3. Select the award
4. Complete the nomination packet
5. Submit completed paperwork
6. Council receives nominations and award are reviewed
7. Awards are presented

Appreciation throughout the Year

Showing appreciation is an everyday commitment. Whenever and whatever the recognition – a pin, a gift, a certificate or a simple verbal thank-you – a presentation ceremony is not always necessary, but can enhance its significance. Throughout the year, present recognitions soon after the service is rendered.

While people appreciate recognition by other adults in Girl Scouting, the most special thank-you gestures come from the Girl Scouts.

102 Ways to Say “Thank You” and Recognize Volunteers

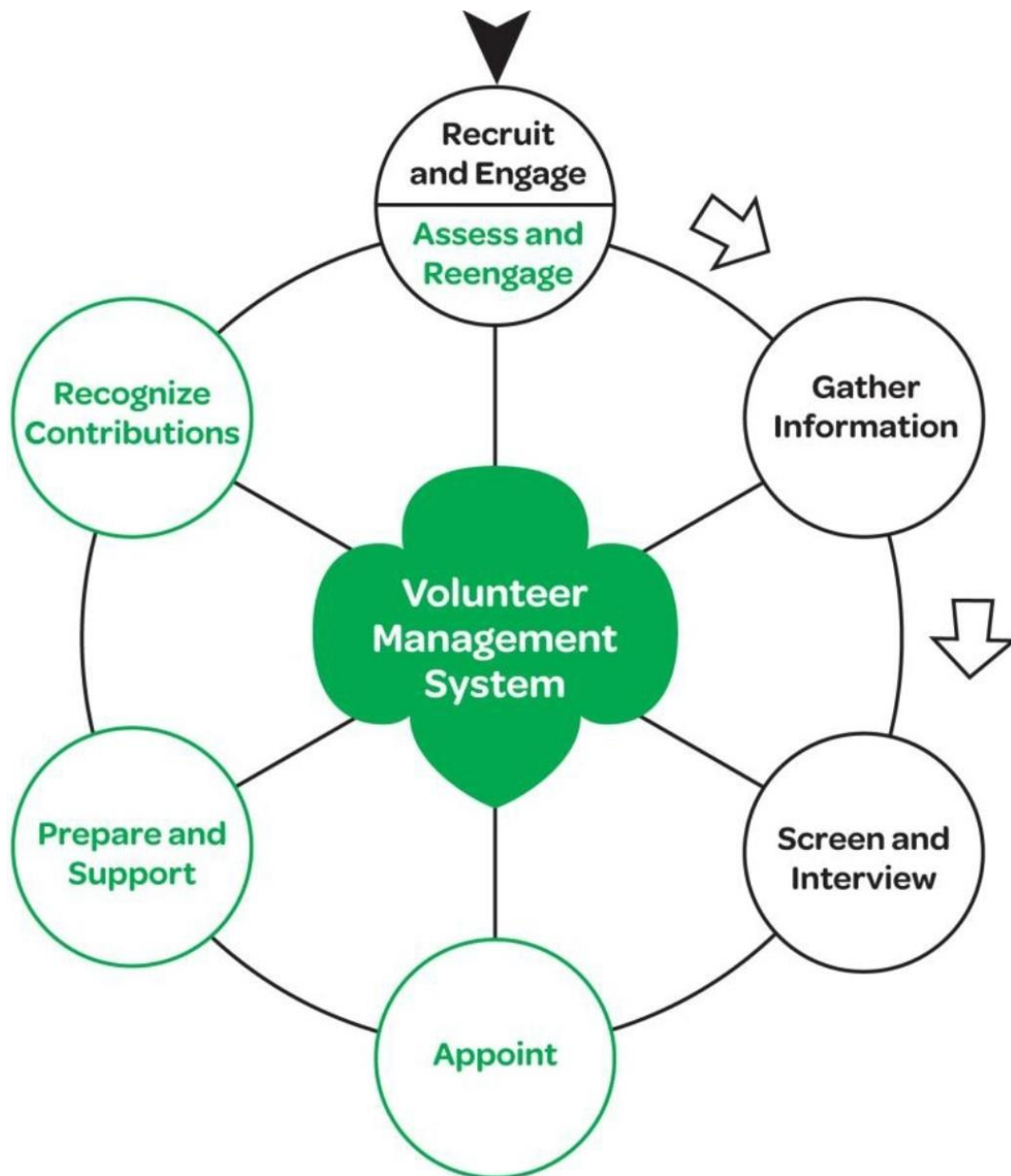
1. Send cards for personal achievements (birthday, anniversary, new arrival, promotion, graduation, etc.).
2. Have an “at home tea party” (send volunteers a tea bag in a card and ask them to enjoy a cup of tea in the quiet of their own home).
3. Share volunteer accomplishments with the service unit community relations coordinator for council publications.
4. Send a thank you note.
5. Smile.
6. Send a holiday greeting card.
7. Spontaneously say “thank you” during a chance or planned meeting or gathering.
8. Ask a volunteer for their input about a program or evaluation.
9. Utilize a volunteer suggestion box. Carefully consider their suggestions!
10. Ask a volunteer to serve in a leadership role.
11. Present service strips, candy sticks or candy canes with the message “You’ve earned your stripes!”
12. Ask a volunteer to conduct an orientation or educational program.
13. Have a soft drink party.
14. Ask a volunteer to coordinate a program, event, or initiative.
15. Shake hands.
16. Plan a theme party (pajama, costume, western, etc.).
17. Give a pat-on-the-back.
18. Ask the volunteer to present a report, lesson, workshop, or seminar on their area of expertise.
19. Cultivate volunteer’s special interests. Whenever possible, encourage a pursuit in their volunteer role.
20. Utilize a volunteer’s unique special talents.
21. Be flexible.
22. Share the success or impact of one volunteer with others at a meeting or gathering.
23. Provide “perks” (free admission to paid program events, discount on encampment, etc.).
24. Take an interest in their personal lives.
25. Have a “Volunteer of the Month” award.
26. Host a banquet, luncheon, dessert, tea, or reception in the volunteers’ honor.
27. Invite a volunteer out to lunch.
28. Reimburse travel expenses.

29. Establish a Volunteer Honor Roll.
30. Provide volunteers with clerical or office support.
31. Provide educational resources for the volunteers to utilize
32. Motivate and challenge them.
33. Ask effective volunteers to each recruit another volunteer who is "just like them."
34. Debrief with volunteers following a conference, program, or activity which they participated in or assisted with.
35. Always use their first name.
36. Provide special interest materials to targeted volunteers.
37. Nominate a volunteer to teach a workshop.
38. Label the leader meeting coffee pot in honor of an effective volunteer. ("Vicki pours her-self out for Girl Scouts!" or "Joe keeps things perking!")
39. Greet each volunteer with enthusiasm and appreciation.
40. Ask an effective volunteer to mentor a new recruit.
41. Send Hershey's Kisses to your volunteers.
42. Provide useful and effective orientation and support for each volunteer position.
43. Send peppermint candies to your volunteers with the message "You're worth a mint!"
44. Develop leadership skills and self-confidence.
45. Ask a volunteer for their input or opinion.
46. Recognize and share innovative suggestions or programs.
47. Be patient.
48. Recognize volunteers and program participants for community service activities.
49. Take time to explain.
50. Build consensus. Build support.
51. Recognize tenure.
52. Practice the "Platinum Rule." ("Do unto others as they prefer being done unto.")
53. Recognize the number of hours contributed to the service unit, event or project, agency, organization, or program.
54. Hold a round table feedback session.
55. Ask a volunteer to speak at a volunteer meeting.
56. Ask a volunteer to write a news article or news release.
57. Foster personal growth.
58. Enable a volunteer to move on to expanded or higher level responsibilities.
59. Ask the volunteer to direct a membership recruitment campaign.
60. Share the volunteer's personal success story.
61. Have a youth share a success story about the volunteer.
62. Be respectful.
63. Schedule monthly birthday bashes.
64. Have a program participant share a success story about the volunteer.
65. Provide transportation to meetings, events, educational workshops, and volunteer activities.
66. Write letters of reference to prospective employers.
67. Surprise a volunteer with a birthday cake.
68. Utilize a volunteer as a consultant.
69. Send flowers.
70. Nominate volunteers for awards.
71. Take note of volunteers' children's accomplishments. Recognize them.
72. Make sure that each volunteer is a "good fit" with their volunteer role.
73. Let each volunteer know they were missed.
74. Make telephone calls.
75. Encourage program participants to send a thank-you note.
76. Plan a Service Unit outing for volunteers (picnic, theater, ball game, family day, pool party, etc.).
77. Praise in public; especially in front of family and friends.

78. Praise in public; especially in front of family and friends.
79. Send get well cards.
80. Send a note of congratulations for personal achievements.
81. Send volunteers an "Encouragement".
82. Provide child care.
83. Send hand-written notes.
84. Print business cards for volunteers.
85. Stage a potluck dinner in a volunteer's honor.
86. Bounce new ideas off of a volunteer.
87. Involve volunteers in problem solving efforts.
88. Organize a card shower.
89. Plant a tree or flower bed in a volunteer's name.
90. Send spices, seasonings, or herbs with the note: "You are the spice of life!"
91. Print and distribute bumper stickers.
92. Provide caps or shirts to promote unity among volunteers.
93. Organize a holiday open house for your volunteers.
94. Feature volunteers in a slide show.
95. Provide favors at meetings or events.
96. Give out balloons
97. Give out candy.
98. Surprise everyone by bringing baked treats.
99. Encourage volunteers to assume community leadership roles.
100. Give a volunteer a flash light or candle with the message "You light up my life."
101. Send valentines.
102. Give calendars, notepads, pens, or pencils.
103. Be pleasant and appreciative

Appendix — GSCCC

Goal: More volunteers guiding Girl Scouts to make the world a better place



Monthly Checklist template

September ☐ Check in with 1st & 2nd year leaders ☐ Set up agenda items for first meeting ☐ Send out meeting reminder note ☐ Announce all October Events ☐ Set up round table 15 minute meetings about each upcoming event	October ☐ Announce all November events ☐ Check in with 1st and 2nd year leaders ☐ Announce all November Events ☐ Set up round table 15 minute meetings about each upcoming event
November ☐ Check in with 1st and 2nd year leaders ☐ Announce all December Events ☐ Set up round table 15 minute meetings about each upcoming event	December ☐ Check in with 1st and 2nd year leaders ☐ Set up agenda items for first meeting ☐ Send out meeting reminder note ☐ Announce all October Events ☐ Set up round table 5-10 minute learning session – How to Nominate a Volunteer
January ☐ Check in with 1st and 2nd year leaders ☐ Announce all February Events ☐ Set up round table 15 minute meetings about each upcoming event	February ☐ Check in with 1st and 2nd year leaders – wellness check-in ☐ Announce all March Events ☐ Set up round table 15 minute meetings about each upcoming event
March ☐ Check in with 1st and 2nd year leaders - early renewal ☐ Announce all April Events ☐ Set up round table 15 minute meetings about each upcoming event	April ☐ Check in with 1st and 2nd year leaders – bridging, end of year wrap-ups, early renewal ☐ Volunteer Appreciation month ☐ Announce all May Events ☐ Set up round table 15 minute meetings about each upcoming event
May ☐ Check in with 1st and 2nd year leaders – bridging, end of year wrap-ups, early renewal	June ☐ Check in with 1st and 2nd year leaders – on-time renewals, feedback