

VOLUNTEER POLICIES

Volunteers are vital to the success of Girl Scouting. It is essential that volunteers be engaged in positions that provide satisfaction, a sense of purpose and clear-cut responsibilities in order to effectively provide the Girl Scout program to girls. *Every girl and adult is responsible for adhering to Hornets' Nest Council and Girl Scouts USA's (GSUSA) policies and standards.*

Policy: An official course of action which must be followed. May only be set by the National Board of Directors and/or the Girl Scouts, Hornets' Nest Council Board of Directors.

Standard: An established model or example that explains how to uphold a policy.

Procedure: Established criteria or steps for doing something well and safely in order to meet a policy or standard.

Girl Scouts of the USA policies are located in the *Blue Book of Documents*. Girl Scouts of the USA standards are found in the *Volunteer Essentials manual* and *Safety Activity Checkpoints*.

Volunteers are responsible for following GSUSA and Hornets' Nest Council policies, standards, and procedures.

Procedure

- 1. Questions or clarifications related to Board Policy or standards and procedures should be directed to Customer Care at 704-731-6500 or Customercare@hngirlscouts.org.**
- 2. Recommendations for changes to Board Policy should be directed to Chair, Human Resources Committee GSHNC Board of Directors at boardofdirectors@hngirlscouts.org.**

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Membership

Membership Policy

Membership requirements are set forth by Girl Scouts of the USA. Membership as a Girl Scout adult volunteer is granted to any person who:

- Accepts the principles and beliefs as stated in the Preamble of the Constitution of GSUSA, including the Promise and Law.
- Has paid the annual membership dues or lifetime membership dues to Girl Scouts of the USA.
- Meets membership standard for Girl Scout adults' minimum age of 18 years.

Standard

Service Unit assignments are determined by the location of the sponsorship/meeting site.

Uniform Policy

The business adult uniforms will be a scarf worn with the membership pins for women and a tie for men. The scarf/tie and membership pins will be worn with navy blue business attire. The tab with appropriate pins worn on a Girl Scout shirt is suitable for more casual occasions. Any previously approved uniform remains an acceptable uniform.

Program

Safety Policy

Everyone who delivers the Girl Scout program is expected to meet the program, health, safety, and security standards as written in *the Volunteer Essentials Manual and Safety Activity Checkpoints*.

Accident and Liability Policy

Any serious accident or fatality must be reported immediately to the council.

Standard

1. All registered members are protected under Girl Scout Activity Accident insurance, basic coverage. This insurance provides basic accident protection for accident medical care to members traveling to and from and participating in APPROVED, supervised Girl Scout activities, e.g., day camp, troop camp, service units unit events, weekend trips (of two consecutive nights or less), and regular troop meetings.
2. Additional accident insurance coverage is required for any Girl Scout activity that involves non-Girl Scouts or lasts longer than three days and two nights. An optional plan of activity insurance is available to purchase for Girl Scouts taking extended trips and for non-members who participate in Girl Scout activities.
3. These plans are secondary insurance that individuals are entitled to receive while participating in any APPROVED, supervised Girl Scout activity.

Procedure in Case of an Accident or Emergency

1. Adults should have access to a working phone/cell phone.
2. Wherever Girl Scouts gather, first aid supplies should be on hand. Always check Volunteer Essentials and the appropriate Safety Activity Checkpoint(s) to see if a first-aider is required.
3. Use telephone for immediate communication with parent or guardian reporting nature of emergency, condition of injured person, securing parent wishes for medical treatment, hospitalization, transportation and personal attendance.
4. Report within 48 hours of accident or incident on GSHNC's Confidential Incident/Accident Report Form and submit to Customer Care Department.
5. Girls should be made aware of the importance of promptly reporting any accident or illness to the leader. An adult should give or supervise all treatment.

Procedure in Case of a Life Threatening Accident or Fatality

- 1. Give priority attention to providing care for the injured.**
- 2. Call emergency service(s), ambulance, fire and/or police. Police must be called in case of traffic accident or fatality.**
- 3. Designate a responsible person at the scene until emergency authority has assumed responsibility. In case of fatality, insure body and surroundings are not disturbed.**
- 4. Locate victim(s) Health History Record and Permission Form.**
- 5. At all times, contact council office. Use code "Daisy." Leave name, telephone number and location. Your call will be forwarded to our staff member on call.**
- 6. Make no statement to the media. If approached by the media, use this statement and repeat it as often as necessary: "I am not in a position to answer any questions. Thank you for sharing our concern. Please call the council office in Charlotte, NC."**

Volunteer Management

Non-Discrimination Policy

Every adult volunteer in Girl Scouting must be selected on the basis of qualifications for membership, ability to perform the job and willingness and availability to participate in training.

Standards

1. There shall be no discrimination on the basis of race, color, religion, ethnicity, sexual preference, gender, creed, national origin, or socioeconomic status.
2. There shall be no discrimination against any qualified adult volunteer by reason of disability or on the basis of age as defined in applicable law.
3. There shall be special efforts in recruitment, selection, training, recognition, and advancement of volunteers to ensure that they are a committed, qualified and diverse group of individuals.

Volunteer Recruitment/Selection Policy

Girl Scouts, Hornets' Nest Council will recruit qualified volunteers to fill volunteer position vacancies on the basis of interest, skill, ability, aptitude and time required to perform the function of the position.

Standards

1. Troop or Service Unit volunteers whose position requires a criminal background check (see Criminal Background Check Policy) must register as a member of the Girl Scouts of the U.S.A.
2. Believe in the aims and purposes of the Girl Scout organization, subscribe to the principles expressed in the Promise and Law and willingness to abide by the policies and standards of Girl Scouts, Hornets' Nest Council and Girl Scouts of the U.S.A.

Procedure

1. Candidate completes Criminal Background Check through the secure internet portal.
2. Informal interview with candidate to include: Girl Scout Mission, Promise and Law, membership requirements, volunteer position description, training requirements, discussion of year-end survey.
3. GSHNC provides volunteers with the following:

- a. Training and skills development
- b. Personal and professional development and exploration
- c. Subscription to council publications.
- d. Accident and Liability insurance as a part of national and council membership provided that GSHNC, GSUSA and Volunteer Essentials policies and procedures are followed.

Criminal Background Check Policy

A Criminal Background Check Authorization through a secure online portal must be submitted if serving in a position designated by the Council and listed in the Procedure below.

Procedure

1. Each applicant who seeks to act as a volunteer in the following categories: board member, , troop co-leader, service unit manager, service unit treasurer, troop treasurer, troop cookie manager, troop fall sale manager, series advisor, service unit Product Program manager, adult learning facilitator, GGB Facilitator, episodic volunteer at any overnight event, or Sister 2 Sister Campaign coordinator is required to successfully complete a criminal background check (CBC).
2. Each volunteer applicant shall give authorization for the Council to obtain a criminal background check pursuant to the federal Fair Credit Reporting Act, 15 USC 1681-1681u, as currently in effect and as it may be amended from time to time. This is processed through a secure internet portal.
3. Criminal Offenses – If the council learns that an applicant or volunteer has been convicted of, has pleaded guilty to, or has pleaded no contest to a misdemeanor or felony under the laws of the State of North Carolina, another state, or the United States laws, the following shall apply:
 - a. Any person ever convicted of crimes against children, offenses against persons, offenses against the family, crimes involving weapons, arson, any violent crime or drug-related offense other than as provided in Section 3B, will not be allowed to serve in any capacity.
 - b. For a first offense DWI, DUI or possession of marijuana under two ounces, if it has been five years or more since the date of disposition, then the decision whether to allow service shall be within the absolute and exclusive discretion of the CEO or VP of Human Resources. Other than a first offense, that person shall not be allowed to serve in any capacity.
 - c. Any person convicted in the past 5 years for shoplifting, fraud, false pretense, embezzlement, or larceny will be restricted from serving as a volunteer.
 - d. For any other criminal offenses, regardless of whether it is classified as a felony or as a misdemeanor, that person shall have his or her case reviewed on a case by case basis. The decision whether to allow service shall be within the absolute and exclusive discretion of the CEO or VP of Human Resources.
4. For pending charges related to any criminal offense other than minor traffic violations:
 - a. Application with, or current involvement with the council, as a volunteer, will be suspended pending disposition of the case.
5. Contest of Criminal History Transcript Any volunteer who disputes and desires to contest any information that appears on the criminal history record transcript must file with the Council written notice challenging the accuracy of the transcript following the submission of each notice, the individual must take all steps necessary to challenge the report and provide the Council with sufficient documentation that the transcript is in error and that steps are being taken to correct the transcript. Upon resolution of the matter with the Information Management Agency, the individual

may submit a certified copy of the corrected criminal history report transcript to the Council. All costs associated with an appeal of the criminal history report provided to the Council shall be borne by the applicant or volunteer. Further, it is the responsibility of the individual contesting the report, not the Council, to take all action necessary to contest or correct the criminal history report. Notwithstanding, an “individual” contest of information contained in the criminal history report, the Council is entitled to and shall rely upon the information contained in the criminal history report until such time as a corrected criminal history manuscript has been provided. The Council does not control the information that is contained in criminal history reports, and the Council shall have no liability to any person for the information contained in such reports or for its actions taken in reliance upon such reports.

6. **Continued Service.** Each volunteer as a condition of continued service consents to a periodic review of his or her criminal background. Upon request of the Council, each volunteer and volunteer applicant shall give authorization through a secure internet portal for a criminal background check when requested, failure to do this may result in the suspension of the volunteer’s position with the council. Subsequent checks are conducted following the same guidelines as the original review. Should a review uncover results that are not in compliance, the volunteer’s service may be suspended or terminated.

Adult Learning/Training Policy

All volunteers will complete training designated as mandatory for their position. At the discretion of the Membership and/or Outdoor Program Departments, some training may be waived upon written confirmation and/or experience. Failure to participate in training may result in non-reappointment or release.

Standard

1. GSHNC provides the opportunity for every adult in Girl Scouting to receive training that he/she needs in order to perform the responsibilities of the Girl Scout position he/she has accepted.
2. This training shall be provided on a regular and convenient basis at locations that are accessible to all our membership and should be completed upon appointment.
3. Training requirements are frequently updated. Please contact Adult Development Department for current training requirements for your volunteer position.
4. Each Troop/Group should have a first-aider, who has received formal first aid training by a certified health and safety agency.
5. Other enrichment opportunities are available throughout the year.

Procedure

1. Register at least two weeks prior to training via online registration.

Service Unit Manager Policy

A Service Unit Manager may serve up to a four (4) year term. An extension may be approved by a council staff member. The position must be vacated for at least one year following the term.

Standard

1. **Believe in the aims and purposes of the Girl Scout organization and subscribe to the principles expressed in the Promise and Law.**
2. **Act as a role model, interpreting the Girl Scout Mission and goals in a positive manner.**
3. **Facilitate membership growth that is reflective of the diverse population and that meets the council's goals and objectives.**
4. **The term is based upon the membership year (October 1- September 30).**

Procedure

1. **The Service Unit Support Specialist along with input from service unit volunteers will identify qualified candidate(s).**
2. **Interested candidate(s) will complete a Criminal Background Check Authorization if one is not current.**
3. **Service Unit Support Specialist and/or Membership Director will conduct a face-to-face meeting with candidate(s).**
4. **The Service Unit Support Specialist and Membership Director will appoint the Service Unit Manager.**

Volunteer Supervision and Evaluation Policy

All volunteers are entitled to regular feedback concerning position performance based on the mutually agreed upon position description and reporting system. Supervision is a regular ongoing process.

Standard

1. **Adult volunteer online registration must be completed by all volunteers serving in the GSHNC. Volunteers have the right to see information retained in their files and may review records at a time convenient for the volunteer and council staff.**

Procedure

1. **Volunteer records are to be kept for a period not less than five years. Records of training course attendance are maintained by Customer Care Department.**

2. **Volunteers are encouraged to keep a record of their volunteer expenses, e.g. cost of uniforms, gasoline, etc. since many of these expenses can be applied as income tax deductions if an itemized return is filed. Volunteers should check with their tax consultant or the Internal Revenue Service.**

Volunteer Recognition Policy

Girl Scouts, Hornets' Nest Council will provide annual volunteer recognition that includes formal awards consistent with GSUSA'S recommendations.

Standard

1. **Recognition activities will be carried out regularly by all staff and volunteers who supervise others. Direct supervisors play the most critical role in communication and recognition; however, council-wide recognitions occur on an annual basis.**

Procedure

1. **Service Units and council staff may provide formal recognitions that might include certificates, thank you pins, plaques, dinners, lunches, ad publicity and public recognition of the volunteer and their importance to GSHNC.**
2. **Service Unit awards are approved by a Service Unit Awards Committee for the following and are due by March 15th :**
 - a. **Volunteer of Excellence Award**
 - b. **Green Hornet Award**
 - c. **Silver Hornet Award**
 - d. **Gold Hornet Award**
3. **The Board of Directors for GSHNC annually approves council level recognitions through its formal nomination procedures. To obtain information on how to submit a volunteer for a council level recognition, contact Customer Care. These recognition nominations are due to the GSHNC Service Center by January 15th and include the following:**
 - a. **Appreciation Pin**
 - b. **Honor Pin**
 - c. **Thanks Badge**
 - d. **Thanks Badge II**
4. **The Esprit de Corps award is approved by the Service Unit Manager and Membership Staff and is due by June 30th.**

Volunteer Conflict Resolution Policy

All volunteers are entitled to a formal conflict resolution process when needed.

Standard

- 1. A volunteer may initiate a formal conflict resolution process upon request.**
- 2. The volunteer should be provided the opportunity to discuss in detail the problem or difference with immediate supervisor:**
 - a. A volunteer working in the service unit is supervised by the Service Unit Manager.**
 - b. The Service Unit Manager is supervised by the Service Unit Support Specialist**
 - c. The Membership Staff is supervised by the Director of Membership.**

Procedure

- 1. If resolution is not reached after discussion, the volunteer should put the grievance in writing citing the policy or procedure that has allegedly been misinterpreted, misapplied, or violated. The signed and dated statement is submitted to the person, against whom the grievance is registered, with a copy to the next level supervisor and the Service Unit Support Specialist, as outlined in the standards above.**
- 2. After the copy of the written statement is received, the immediate supervisor calls a conference with the two parties for the purpose of resolving the conflict.**
- 3. A written summary of the conference is to be distributed to the parties involved, with copies sent to the Membership Director.**
- 4. After following steps 1 through 3 above, if the volunteer is not satisfied with the resolution at this level, an internal review board hearing will be offered that includes a five member group consisting of two senior level volunteers, with no stake in the final outcome, the Vice President of Human Resources, one board member from the HR Committee, and the Membership Director. The volunteer may present her/his grievance in writing or in person. The decision of this internal review board is binding and final.**
- 5. Should the volunteer find the resolution unacceptable and it is a matter of legal significance, the CEO, in consultation with the President of the Board and the Chair of the Human Resources Committee, will make the final decision and see that the decision is implemented.**

Volunteer Release Policy

A volunteer or supervisor may initiate release of service prior to the end of the period or term of commitment. An involuntary release requires documentation. A volunteer who has been released involuntarily for cause (as defined below) may not return as a volunteer in any capacity.

Voluntary Release Standard

- 1. A person may resign their volunteer position at any time.**

2. An adult volunteer who is released from her/his position due to amicable resignation or restructuring or elimination of volunteer positions may be accepted for volunteer service with the council again at a future date.
3. An adult volunteer who is released from her/his position may continue 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 and values of the organization. When this is the case, her/his Girl Scout membership will not be renewed.

Procedure

1. Notify immediate supervisor of decision to resign.
2. Complete Troop Disbanding Report if applicable.

Involuntary Release Standard

1. Volunteers may be released due to restructuring of volunteer positions, the elimination of the volunteer position in which a person serves, the inability or failure to fulfill the requirements of the position, mismanagement of Girl Scout monies, the refusal to comply with GSHNC or Girl Scouts of the U.S.A. policies, the refusal to support the mission and values of the organization and the council goals, or membership in an organization whose goals are not compatible with those of GSUSA.
2. The following constitute cause for involuntarily releasing a volunteer from her/his position: mismanagement of monies (including outstanding monies due to GSHNC), refusal to comply with GSHNC or GSUSA policies, harassment, abuse, or any malfeasance. A volunteer who is released involuntarily for cause is not eligible for future service with the council in any volunteer or staff capacity.
3. An adult volunteer who is released from her/his position may continue 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 and values of the organization. When this is the case, her/his Girl Scout membership will not be renewed.

Procedure

1. Quickly gather and evaluate the facts. When release possibilities are indicated, take no action on the basis of unsubstantiated information.
2. Involve a minimum amount of well-informed people as possible in the fact-gathering and decision making process.
3. If performance is the basis for the decision, every effort should be made in assisting the individual in improving the performance or, if possible, placement in another position for which the person is better suited. The appropriate council leadership team member should always be informed of intentions to release a volunteer. Then this staff person, having knowledge of the facts, will advise on proper procedures and take appropriate actions to resolve the situation.
4. Discuss the situation with the individual concerned. Explain why he/she is not qualified for their assigned position. It is desirable to have a staff person present during the discussion to avoid the possibility of misunderstanding or misquoting.
 - a. Be objective, state FACTS.
 - b. Be tactful.
 - c. Be honest.
 - d. Be clear and concise.

5. Unless otherwise indicated, the discussion should be followed with a written summary, one copy going to the individual, and one copy to the volunteer files at the council office.
6. Involuntary release shall occur only after careful consideration has been given. The operational volunteer being released shall be fully informed of the reasons for the release by their immediate supervisor and an additional staff person.
7. Do not disclose confidential information. Absolute confidentiality must be observed at all times in order to protect the rights of the volunteer.

Child Abuse Policy

1. The council supports and maintains environments free of child abuse and neglect as defined by the *"Child Abuse Prevention and Treatment Act"*. The council will not tolerate any abusive, harassing or demeaning situation within the Girl Scout setting.
2. Volunteers shall not commit physical or mental injury, sexual abuse such as exploitation, negligent treatment or maltreatment. The council will neither condone nor tolerate: infliction of physically or mentally abusive behavior or bodily injury upon girl members, including failure to provide adequate safety measures, care, and supervision in relation to Girl Scout activities; and emotional maltreatment of members, including verbal abuse and/or verbal attacks.
3. The council shall reserve the right to refuse membership endorsement or reappointment, and to dismiss or to exclude from affiliation with the council, any volunteer implementing or providing resources to Girl Scout programming who is suspected of, charged with, or convicted of child abuse and/or neglect.

Procedure

1. Incidents of abuse should be reported immediately to the immediate supervisor and GSHNC CEO or her designee.
2. A criminal background check of volunteers in the following categories - board member, troop leader, co-leader, assistant leader, group leader, service unit manager, service unit treasurer, troop treasurer, troop cookie manager, troop fall sale manager, service unit Product Program manager, trainer, GGB Facilitator, episodic volunteer at any overnight function, and Sister 2 Sister Campaign coordinator - will include social security number screening, nationwide criminal history and national sex offender database check.
3. Pursuant to Federal law requirements, North Carolina and South Carolina have enacted laws regarding when an adult that suspects or knows of a child being abused must report such abuse. In North Carolina, you should call 1-800-4-A-Child (1-800-422-4453). In South Carolina, you may report to the Department of Social Services or law enforcement authorities.

Finance

The Board of Directors is responsible for adopting fiscal management and fund development policies to ensure adequate resources for delivering Girl Scouting within the council's jurisdiction consistent with the principles set forth in the Preamble to the Constitution of Girl Scouts of the USA (GSUSA).

Girl Scouts, Hornets' Nest Council follows the financial guidelines established by GSUSA, our local Board of Directors, and the Internal Revenue Service. The council is responsible for safe keeping all Girl Scouts money in its jurisdiction, including money in troops/groups. Troop leaders are responsible for the safekeeping of funds and accurate financial records.

Borrowing Money Policy

Troops/groups and Service Units shall not borrow money from banks, individuals or lending agencies. Service Units shall not act as lending agents to troops/groups.

Parent/Guardian Debt Policy

If a parent/guardian's account is not paid in full after each girl money earning activity, the girl may participate in future money earning activities with restrictions. This includes checks written by a parent or guardian, returned for insufficient funds, and not repaid.

Procedure

- 1. At the Product Program Training, Service Unit Managers and Service Unit Product Program Managers will be provided with a list of people that owe money from past product sale activities.**
- 2. The Service Unit Managers or Service Unit Product Program Managers will contact the leader of the troop the girl is in and inform the leader that the girl may participate in future money earning activities with these restrictions:**
 - a. Cookies – The girl may participate in booth sales. If she sells individually, she may take home no more than 12 packages of cookies at a time. When those are paid for she may take home 12 more, until all of her cookies are delivered. Troop leaders will also be advised to no longer accept personal checks from the girl's parent/guardian.**
 - b. Fall Sale – Girl may participate; troop will not accept personal checks from the parent/guardian for any orders.**

Volunteer Debt Policy

Any Girl Scout volunteer who has financial debts owed to the council will be required to clear his/her debt or make satisfactory financial arrangements to the council and will be considered on financial restriction until the debt is cleared. While on financial restriction, the volunteer may not hold any Girl Scout position requiring financial management. Upon clearing his/her debt obligations, his/her continuation in their current position will be reviewed.

Procedure

1. Upon notification from the Service Unit Product Program Manager of a volunteer debt resulting from the Girl Scout cookie sale or fall sale, a Product Program staff member will send the debtor a letter giving him/her 10 days to pay the debt or make financial arrangements to satisfy the debt.
2. If there is no response, the Product Program staff member will take necessary action depending on the amount of the debt which may include, but not limited to, submitting the volunteer to a collection agency. After submission to the collection agency, the volunteer will be released of all Girl Scout responsibilities. Refer to Volunteer Release Policies in this document.
3. If the volunteer responds to the 10 day letter and agrees to a schedule for paying the debt, he/she will remain on financial restriction until the debt is paid. A Product Program staff member and Membership Specialist will work with other volunteers in the troop to ensure the volunteer in question is not handling troop finances in the future.
4. Once the debt is satisfied per the payment schedule, the volunteer's status will be reviewed by involved Council staff members and Service Unit administrative volunteers to which the volunteer reports.

Troop/Group Bank Account Policy

Each troop/group shall open a bank account in the name of Girl Scouts, Hornets' Nest Council Troop #_____. Troops shall keep enough money in the account to provide for programs for the girls and general cash flow as necessary. If your troop has greater than \$1,000 in the bank account at the time that the Troop Finance Report is due, an explanation must be provided for the high balance.

Standard

1. Troop accounts are to be used for troop business only.
2. Individuals who are authorized to sign checks are responsible to ensure sufficient funds are available for checks written or sufficient funds are available for potential ACH withdrawals associated with Product Program participation. Authorized signers must be volunteers in one of the following categories as documented in the Criminal Background Check Policy, in the Volunteer Manual: troop leader, co-leader, assistant leader, group leader, service unit manager, service unit treasurer, troop treasurer, troop cookie manager, service unit Product Program manager, trainer and Sister 2 Sister Campaign coordinator. The signer and troop are responsible for any overdrafts, collections or charges incurred. GSHNC is not responsible for troop accounts nor any charges incurred to the accounts.
3. PayPal accounts are not permitted to be opened by a troop. See service unit section below for service unit use.

Procedure

1. Before You Open a Bank Account
 - a. The troop may use the bank of their choice. Look for a bank with no charges or minimal charges and ask for a free non-profit account if available.

- b. **Troops/Groups must have at least 2 authorized signatures** on their bank account that are not of the same family or household. They must be registered Girl Scouts and must have cleared the Criminal Background Check. These individuals agree to abide by GSHNC Troop Bank Account Procedures as well as any terms and conditions imposed by the bank.
 - c. Obtain a Letter of Authorization from GSHNC. Contact GSHNC'S Customer Care Staff at 704-731-6500 or at customercare@girlscouts.org to request this letter.
 - d. Contact the specific branch in advance for their procedures. Each branch, even of the same bank, may have different requirements for opening troop bank accounts.
 2. **When You are Ready to Open a Troop Bank Account**
 - a. You may need any or all of the following to open a troop bank account:
 - a) Federal Tax ID Number (included in your Letter of Authorization from GSHNC)
 - b) Articles of Incorporation/Amendment*
 - c) GSHNC Charter*
 - d) *Call GSHNC's Customer Care at 704-731-6500 or email customercare@hngirlscouts.org to obtain item b, and/or item c.
 - b. The Name on the troop account is to be in the following format:
 - a) GSHNC Troop # _____
 - b) Address (not GSHNC's)
 - c) Phone (not GSHNC's)
 - c. To complete the account signature card, most banks require both signers to appear in person with 2 forms of proof of identity.
 - d. Upon opening a new troop account or changing signers the troop needs to send in the ACH form to Customer Care 7007 Idlewild Rd., Charlotte, NC 28212.
 - e. Online banking is allowed. To prevent any problems, please instruct banker to set up your online banking profile by the individual requesting it (the name of the authorized signer) rather than a global set up with the council's tax id number because there are many troop accounts with different signers and addresses that share one tax id number.
 3. **To Make Changes**
 - a. Any changes in signers require pre-approval from GSHNC to ensure Girl Scout registration and cleared criminal background checks. Contact the GSHNC Customer Care Staff at 704-731-6500 or customercare@hngirlscouts.org for approval.
 - b. Troop leaders are responsible for contacting the bank when there are any other changes to troop accounts.
 - c. Other changes may include:
 - a) Change in address
 - b) Change in phone number
 - c) Loss of checkbook
 - d. ****Changes to bank accounts may not be made during Product Program seasons (ex. Cookies: no changes from January to May) to ensure no complications with the ACH process.**
 4. **When Closing a Bank Account**
 - a. Contact the bank to close the account. After closing the account, if your troop is disbanding, complete a [disbanding report](#) or indicate this on the Troop Finance Report in the Volunteer Toolkit and mail or fax (704-537-8504) to GSHNC, Attn: Troop Accounts. Be sure to include:
 - a) Bank Name
 - b) Troop Number
 - c) Account Number
 - b. Girl Scout funds do not become the property of any individual girl or adult. Instead, the group may decide to donate any unused funds to the GSHNC Sister 2 Sister Campaign or another worthwhile organization, to another group, or for girl activities. If any girls are moving to other troops, any remaining funds should be distributed equally to these troops. Remember to be sure that all checks and other debits have cleared the account before closing it. All remaining funds are submitted to the Service Unit Support Specialist.

Service Unit Bank Account Policy

Any service units holding funds shall open a service unit bank account in the name of Girl Scouts, Hornets' Nest Council Service Unit _____, using Tax ID #56-0563842. Service Unit shall keep only enough money in the account to provide for programs for the girls and general cash flow as necessary with a maximum of \$5 per registered girl to be carried over to the next Girl Scout year. Exceptions may be reviewed and approved by the council staff.

Standard

1. Service unit accounts are to be used for service unit business only.
2. Individuals who are authorized to sign checks are responsible to ensure sufficient funds are available for checks written. Authorized signers must be a registered member and authorized volunteer who has a valid criminal background check. The signer and troop are responsible for any overdrafts, collections or charges incurred. GSHNC is not responsible for troop accounts nor any charges incurred to the accounts.

Procedure

1. Before You Open a Bank Account
 - a. The Service Unit may use the bank of their choice. Look for a bank with no charges or minimal charges and ask for a free non-profit account if available.
 - b. Troops/Groups/Service Units must have 2 authorized signatures on their bank account that are not of the same family or household. They must be registered Girl Scouts and must have cleared the Criminal Background Check. These individuals agree to abide by GSHNC Troop Bank Account Procedures as well as any terms and conditions imposed by the bank.
 - c. Obtain a Letter of Authorization from GSHNC. Contact GSHNC'S Customer Care Staff at 704-731-6500 to request this letter.
 - d. Contact the specific branch in advance for their procedures. Each branch, even of the same bank, may have different requirements for opening troop bank accounts.
2. When You are Ready to Open a Service Unit Bank Account
 - a. You may need at least two of the following to open a Service Unit bank account:
 - a) Federal Tax ID Number (included in your Letter of Authorization from GSHNC)
 - b) Articles of Incorporation/Amendment*
 - c) GSHNC Charter*
 - *Contact GSHNC's Customer Care at 704-731-6500 or customercare@hngirlscouts.org to obtain item 2, and/or item 3.
 - b. The Name on the Service Unit account is to be in the following format:
 - a) GSHNC Area Specific Service Unit
 - b) Address (not GSHNC's)
 - c) Phone (not GSHNC's)
 - c. To complete the account signature card, most banks require both signers to appear in person with 2 forms of proof of identity.

- d. Upon completion of the signature card, request a copy from the bank and submit to GSHNC, Attn: Service Unit Accounts, 7007 Idlewild Rd., Charlotte, NC 28212. This copy of the signature card will be kept in your permanent service unit file at the council.
- e. Online banking is allowed. To prevent any problems, please instruct banker to set up your online banking profile by the individual requesting it (the name of the authorized signer) rather than a global set up with the council's tax id number because there are many troop accounts with different signers and addresses that share one tax id number.

3. To Make Changes

- a. Any changes in signers require pre-approval from GSHNC to ensure Girl Scout registration and cleared criminal background checks. Contact the GSHNC Customer Care at 704-731-6500 for approval. Service Unit Treasurer/ Service Unit Manager are responsible for contacting the bank when there are any other changes to Service Unit account.
- b. Other changes may include:
 - a) Change in address
 - b) Change in phone number
 - c) Loss of checkbook

4. When Closing a Bank Account

A Service Unit account should not be closed without contacting the Membership Staff first.

5. Funds in the Service Unit Account

If funds in a Service Unit bank account exceed \$5 per registered girl, the Service Unit Manager must submit a plan with the financial report as to how the excess money will be used to benefit girls in the service unit within the next 90 days.

Troop/Service Unit Digital Payment Policy

Troops and service units may utilize digital payment services to collect funds electronically from members for items such as troop dues and outings when using the required standards set by GSHNC.

Standards

The tools and technology are continuously changing in this area. At a minimum, any service used by a troop or service unit must meet the standards below. If the council has a recommended platform for all troops/service units that meets these standards, then more detailed information including the procedures for opening an account on the recommended platform can be obtained by contacting Customer Care.

1. The account must be opened in a similar name as the troop bank account with GSHNC and troop number in the title. Preferred format: "GSHNC Troop ____"; not an individual's name.
2. The account must be created with the council's tax id #56-0563842; not an individual's social security number. Contact Customer Care to obtain any additional documentation if needed.
3. The troop/service unit bank account number must be linked with the service. No personal bank accounts can be tied to receiving funds for Girl Scout purposes.
4. Setting up an account with a social security number and/or a personal bank account can create personal income tax issues with the IRS and the associated individual. (The service may ask for the individual's social security number during account set up as part of customer verification which is okay as long as the service uses the council's tax id number for reporting and not the user's social security number.)

5. Digital payment services that offer multiple users/administrators and group settings are preferred over services that are set up to only work with one individual user. See #8 below for services that only allow one user.
6. The account must have 2 authorized users that are not of the same family or household and follow same guidelines as defined in the troop/service unit banking standards <insert location within this policy> including same categories of volunteers. See #8 below for services that only allow one user.
7. Account settings:
 - a. Secure passwords: Minimum of 8 characters is recommended with a combination of upper & lower case letters, numbers, and symbols.
 - b. The account should be set up with an auto-sweep/transfer feature when possible. This means the account balance will be transferred into the troop/service unit bank account automatically. User is responsible to determine whether this feature is available and sometimes requires a phone call to the customer service center of the digital payment service.
 - c. If auto-sweep/transfer to the troop bank account is not possible, ensure notification alerts are set up and transfers into the troop/service unit bank account are made at least weekly. And, the account must have a 2nd authorized user in this case.
8. For services that do not allow more than one user/administrator – in this case, the service must be set with an auto-sweep/transfer feature. This means the account balance will be transferred into the troop/Service Unit bank account automatically. This ensures that Girl Scout funds are not left idle in an account that is only accessible by one user. User is responsible to determine whether this feature is available and sometimes requires a phone call to the customer service center of the digital payment service.
9. Transaction activity logs must be reconciled with the troop/service unit bank account at least monthly and the digital payment service should be alerted via their established procedures to any discrepancies.
10. Authorized users with access to the digital payment service must adhere and act in accordance with both GSHNC's Volunteer Policies and the digital payment service's guidelines.
11. Keep in mind it still may be several days before funds are available.
12. If a volunteer with access to the digital payment service discontinues their volunteer role with troop/service unit, this user should delete their profile as instructed by the service, or the 2nd user should delete that volunteer's access if possible. An additional authorized user should be added as soon as possible.
13. If a troop disbands, the user(s) should ensure all funds have been transferred to the troop bank account if applicable, then delete their profile as instructed by the service

Troop Financial Report Policy

Each troop/group must maintain records of its financial activities and troop progress and file an Annual Troop Report with the council as required.

Standard

1. Troops/groups should maintain a financial record of income and expenses during the year.

Procedure

1. The troop leader or her designee is responsible for completing the Annual Troop Report and submitting it online no later than June 15, along with a copy of the troop/group's 3 most recent bank statements showing the most current balance.
2. The Service Unit Support Specialist reviews each troop's report. Should there be any question about the report; the Membership Staff will discuss the matter with the signers on the account. The Membership Staff may find it necessary to conduct an audit of the Troop Account.
3. Failure for a troop/group to submit the Annual Troop Report will result in the troop not being allowed to participate in both council-sponsored Product Program and additional money-earning activities. It may also result in either the dismissal of the troop leader/s or a delay in registering the troop at the beginning of the next year pending receipt of the report.

Service Unit Annual Financial and Progress Report Policy

Each service unit must maintain records of its financial activities and file the Service Unit Financial Report two times per year November 15th and June 15th).

Standard

1. Each service unit must maintain a financial record of income and expense during the year.

Procedure

1. By November 15th, the Service Unit Manager or her designee must submit the Service Unit Financial Report Form projecting the yearly income and expenses to the Service Unit Support Specialist. By January 15th, part 2 of the report should be submitted showing the actual expenses and income to date to the Membership Staff. By June 15th, the final report is due showing the actual expenses and income for the year along with a copy of the most recent bank account statement to the Service Unit Support Specialist.

Troop/Group Money-Earning Policy (Girl Led)

With written council approval prior to the beginning of the project, a troop/group may conduct a money-earning project as long as they have participated in the council's Cookie Program and the Fall Product Program.

Standard

1. There shall be no direct solicitation of cash, selling of commercial products, or games of chance or third party fundraising involved in money-earning activities.
2. Troops/groups support their activities through a combination of troop/group dues and profits from participation in the GSHNC Product Program. Money-earning projects should occur only when there is a need for such funds due to a specific program goal.
3. Door to door sales are not permitted other than council Product Program.
4. GSHNC is not responsible for any debts incurred by troops/groups when they undertake a troop/group money-earning project.
5. Troops may not participate in money earning activities or Sister to Sister fundraising during the Fall Product Program or the Cookie Program, unless otherwise directed by the GSHNC Product Program Staff.
6. Girls' money earning for Highest Awards & International Travel, and Sister to Sister have a different set of rules. Please visit our website for current information.

Procedure

1. A Troop/Girl Money Earning Application and Sister to Sister Event Form (an all-in-one form) must be submitted one month prior to the project and written approval must be granted by a Product Program staff member before the project may be conducted by girls and adults.
2. Money earning projects are to be suitable to the ages and abilities of the girls and are to be planned and carried out by them.
3. Adults may assist girls in their troop/group money earning projects but may not conduct independent money earning for the troop/group or individual girls.

Service Unit Fundraising Policy

Service Units shall not hold money earning projects for the Service Unit. Money earning projects for Girl Scouts, Hornets' Nest Council are allowed with prior permission from the Product Program department.

Procedure

1. While money-earning for the service unit is not permitted, certain stores such as Walmart, Sam's Club, etc. provide in-kind support or mini-grants for service projects with prior approval. Service Units may participate in the Sister to Sister Campaign to support the council and their Service Unit in providing Financial Assistance for their members, also with prior approval.
2. Contact Development Department for pre-approval and Sister to Sister Campaign support by filling out the Troop/Girl Money Earning Application and Sister to Sister Form (this is an all-in-one form).

Troop/Group Fundraising Policy-GSUSA and GSHNC

Fundraising to promote the interests of the Girl Scout Movement may be conducted by GSUSA and Girl Scout councils both independently and collaboratively. GSUSA and councils are encouraged to work together to maximize contributions to Girl Scouting. (GSUSA *Blue Book of Basic Documents*)

Adult members in their Girl Scout capacities may not solicit financial contributions for purposes other than Girl Scouting. Adults may engage in combined fundraising efforts authorized by the Girl Scout Council and in which the local council is a beneficiary. Girl members may not engage in any direct solicitation for money. (GSUSA *Blue Book of Basic Documents*)

Standards

1. Girl Scout groups are financed by dues, money-earning activities and a share of money earned through council-sponsored product sale activities.
2. All money raised, or earned, and other assets received in the name of and for the benefit of Girl Scouting must be authorized by a Girl Scout council or GSUSA and used for the purposes of Girl Scouting. Such monies and other assets become the property of and are administered by the Girl Scout council or GSUSA. Such assets are not the property of individuals, geographic units, or communities within a Girl Scout council (GSUSA *Blue Book of Basic Documents*).
3. Girl Scout groups and individuals must have permission from an authorized council representative before asking organizations, businesses, corporations, foundations or individuals for financial or in-kind gifts. Please contact contact us at Development@HNGirlScouts.org before approaching potential donors.

Procedure

1. Contact the Advancement Department for approval of solicitation request (financial or in-kind) as well as when in receipt of unsolicited financial gifts.
2. After receiving approval, if gift is greater than or equal to \$250, funds must be sent to the council for processing and acknowledgement as a tax-deductible donation. Checks should be made out to Girl Scouts, Hornets' Nest Council. After the check is processed and donor is acknowledged, the portion of funds that are assigned to a Troop will be direct deposited into the troop's account.
3. As required by GSUSA Basic Blue Book of Documents, the council must be a beneficiary of the solicitation:

For funds that are raised for the Sister to Sister Campaign, troops must denote either 100% applied to Sister to Sister or a 50% split (50% to troop, 50% to Sister to Sister Campaign). In absence of a notation, 50% of funds raised for Sister to Sister will be automatically distributed to the troop. The portion of funds remaining with council will be applied to Service Unit Sister to Sister goals.

For fundraising that is not benefitting the Sister to Sister Campaign: Any money in excess of \$250 will be divided such that 75% remains with the troop/group soliciting and the remaining 25% to the council to support financial assistance and programming for girls in our council. See example below:

Example: A \$500 solicitation is received from a pre-approved sponsor: \$125 will be retained by Girl Scouts, Hornets' Nest Council to support financial assistance and programming for girls in our region. The remaining \$375 will be direct deposited into the troop's account.

Funding received for approved Gold Award projects do not have funds retained by the council. For Gold Award projects, troops retain 100% of donations that support their pre-approved project, but must still follow the above-referenced procedures in regard to money earning forms and sending gifts greater than or equal to \$250 to the council for donor acknowledgement. The funds will then be direct deposited back into the troop's account after the tax notification by council to the donor.

CONDUCT

Smoking Policy

The use of tobacco products, e-cigarettes or vaping products, will not be permitted in the presence of girls by any participant at Girl Scout functions, nor at any time in any council-owned or leased building.

Procedure

1. Designated smoking areas should be on paved or graveled areas away from girls.

Drug Free Policy

Girl Scout volunteers will not possess, take, distribute, manufacture, sell or be under the influence of controlled substances, and/or illegal drugs at a Girl Scout activity, on or off council properties. Failure to comply will result in an immediate release of the volunteer.

Alcohol Policy

The use of alcohol is prohibited on Girl Scout properties and at Girl Scout activities when girls are present. Girl Scout volunteers will not be under the influence of alcohol at any Girl Scout activity where girls are present. Failure to comply will result in an immediate release of volunteer. With Council permission, and a signed agreement for that specific date and occasion, volunteers may use alcohol on Girl Scout property in a lawful and responsible manner provided the previous rules are followed.

Firearm Policy

No weapons concealed or otherwise, are allowed at any Girl Scout activity on council properties.

Activities that involve the use of firearms may not be attempted by a Girl Scout group without written authorization by their Girl Scout council. Girl Scout councils may not authorize these activities for girls under 12 years old and without ensuring that they are properly planned, supervised, and insured (Volunteer Essentials).

Standard

1. **The possession or use of firearms and other dangerous weapons is not permitted by volunteers on council properties. Failure to comply will result in immediate release of volunteer.**

Harassment Policy

It is the policy of Girl Scouts, Hornets' Nest Council to provide all volunteers with an environment free from all forms of unlawful or unwelcome harassment, including implied or expressed forms of sexual harassment. Girl Scouts, Hornets' Nest Council expressly prohibits any form of harassment on the basis of race, color, religion, sexual orientation, gender, age, national origin, marital status, citizenship, ancestry, disability, veteran's status, or any other characteristic protected by federal, state, or local law.

Standard

1. **The GSHNC is committed to an environment and climate in which relationships are characterized by dignity, respect, courtesy and equitable treatment.**
2. **It is paramount that the GSHNC provide all members with an environment free of all forms of unlawful or unwelcome harassment, including implied or expressed forms of racism, discrimination, or physical harassment.**
3. **In addition, members involved in Girl Scout programming are entitled to an environment free of sexual innuendo, advances, observation, or harassment. Sexual harassment is defined as *"unwelcome sexual advances, request for sexual favors and other verbal or physical conduct of a sexual nature."***
4. **It is against the GSHNC policies for any volunteer, male or female, to sexually harass another volunteer, employee or Girl Scout member of the same or opposite sex.**
5. **The council prohibits inappropriate or overly familiar touching, sexual innuendos, obscene gestures, jokes and remarks of a sexual nature, especially when such conduct has the purpose or effect of substantially interfering with an individual's performance or ability to do her or his assignment.**
6. **The council reserves the right to refuse membership, endorsement or reappointment and to discuss or suspend from affiliation with the council any volunteer who, in conducting Girl Scout programs,**

advocates, solicits or promotes a personal lifestyle or sexual orientation so as to create a substantial risk that such conduct will be detrimental to the proper role model for girl members.

Procedure

- 1. 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 a supervisor or to the CEO. If the complaint involves the CEO, then the complaint should be reported to the Chairperson of the Human Resources Committee of the Board of Directors.**
- 2. The contacted party will take appropriate measures to resolve or correct the situation in an expeditious manner.**